

A message from Brian Maddy, Plan President, Molina Healthcare of Wisconsin and My Choice Wisconsin by Molina Healthcare

Molina believes every person, family, and community deserves access to high-quality health care regardless of their situation. This commitment to quality has resulted in some exciting results!

This month, the Wisconsin Department of Health Services (DHS) Annual Quality Review for the Family Care and Partnership long-term care programs **rated us at 5 out of 5 stars!**

As part of this process, external review organization MetaStar* reviewed approximately 500 member records, 60 grievances and appeals, and over 145 submitted documents. These review components make up 180 scoring elements, 173 of which we were compliant, for a final score of 96.1%. MetaStar commended My Choice Wisconsin on our comprehensive assessment practices and for ensuring the health and safety needs of our members.

This score reflects the significant efforts and high-quality work of our outstanding care management teams and leaders, in collaboration with our provider partners, and community advocates. We are extremely proud of these results and look forward to continuing these impactful efforts in the future.



Brian Maddy

Plan President

Molina Healthcare of Wisconsin | My Choice Wisconsin

**MetaStar is an External Quality Review Organization hired by the Wisconsin Department of Health Services to audit managed care organizations (MCOs) on Family Care and Family Care Partnership contract compliance.*

Learn about the Member Advisory Committee!

Over six years ago, My Choice Wisconsin enhanced our member engagement by creating a member advisory committee model. The Member Advisory Committee (MAC) added the unique knowledge and life experiences of members to the company's strategic planning and quality management efforts. The MCW MAC was built upon the history and experiences of the disability rights and self-advocacy movements.

The motto of the self-advocacy movement is "Nothing about us without us." The mission of the MAC was written by the committee members themselves and reads:



We are a team of members who represent the diverse ages, abilities, cultures, and geographical areas of the My Choice Wisconsin membership to provide a unique voice to advise and consult with the organization to ensure the quality of care for all members.

Soon, the MAC will be rewriting that mission statement when they will begin welcoming new Medicaid (BC+ & SSI) members of the Molina Healthcare of Wisconsin (MHWI) later this year. The MAC will then consist of members representing all MHWI long-term care and healthcare programs.

The Molina Healthcare of Wisconsin MAC will provide a unique member voice to advise and consult with the company to ensure the quality of care for all MHWI members in the state. The purpose of the MAC will be to add the members' knowledge and life experiences to the strategic planning and quality management efforts. The MAC will provide the MHWI leadership with feedback and recommendations regarding policies, quality of care, meeting the needs of members, the promotion of health equity, and operational improvements.

Get to know the current MAC members by going to mychoicewi.org/about/member-advisory

Over \$190K donated to Wisconsin community-based organizations

So far in 2024, Molina Healthcare of Wisconsin and the MolinaCares Foundation have donated over \$170,000, and My Choice Wisconsin has donated over \$20,000 to these amazing organizations in our Wisconsin communities:

MolinaCares Foundation 2024 WI Donations:

Food For Health - **\$25,000**

Best Buddies - **\$7,500**

Special Olympics - **\$7,500**

WI Institute for Healthy Aging - **\$7,000**

Friends of the Apostle Islands National Lakeshore - **\$2,500**

Revitalize MKE - **\$5,500**



Molina Healthcare of Wisconsin Community Reinvestment:

- **\$15,000** Covering Wisconsin/MKEN (Will be matched by DHS)
- **\$10,000** Green Bay Metro Fire Department
- **\$15,000** Black Birth Symposium (Culture x Design)
- **\$15,000** Reach Out and Read
- **\$7,500** March of Dimes
- **\$5,000** Milwaukee Consortium for Hmong Health
- **\$5,000** Access Community Health Centers (Madison)
- **\$5,000** Partnership Community Health (Fox Valley)
- **\$5,000** Levitt Amp Concert Series (Brown County)
- **\$4,500** Outreach Community Health Center (Milwaukee)
- **\$5,000** Boys and Girls Club Dane County
- **\$2,500** Oral Health Partnership (Brown County)
- **\$2,000** Minority Health Initiative
- **\$3,000** Goodman Center (Madison)
- **\$3,000** Sista Strut (Milwaukee)
- **\$3,000** The Community (Justice Impacted Families/Re-Entry Organization)

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Over \$190K donated to WI Organizations

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My Choice Wisconsin Sponsorships:

- 39th Annual Black Excellence Awards **\$3,500**
- 2024 Disability Advocacy Day **\$1,000**
- Volunteer Guardian Luncheon **\$2,500**
- Autism Society Annual Conference **\$450**
- Wisconsin ALZ Institute “Breaking the Silence” event **\$1,000**
- Best Buddies Walk **\$1,000**
- Wisconsin ALZ Association State Conference **\$700**
- Parkinson’s Foundation Walk **\$1,000**
- Employment First Conference **\$1,000**
- Best Buddies Golf Outing **\$1,000**
- Ozaukee County Senior Conference **\$250**
- Disability Pride Fest **\$1,000**
- WISHIN Conference **\$2,000**
- Beloit Senior Fair **\$500**
- Self Determination Conference **\$2,500**
- Friendship Circle “One Thing I Wish You Knew” Mental Health Conference **\$1,500**



Celebrating Hispanic Heritage Month in Wisconsin

At Molina, we celebrate the generations of Latin Americans who have enriched our Wisconsin communities and recommit to our mission to help improve our Hispanic members' health and quality of life.

Recently, our Growth & Community Engagement team celebrated Hispanic Heritage Month side-by-side with our Hispanic communities across the State through events such as Fort Fiesta in Fort Atkinson, the 3rd annual Latina and Hispanic Heritage Run in Appleton, Casa Hispana's Latino Fest 2024 in Appleton, and more!



National Hispanic Heritage Month is observed September 15 to October 15



Growth & Community Engagement Events



Mary Khang, worked the Hmong American Friendship Associations 17th Back to School Bash in Milwaukee



Molina Healthcare employees volunteered for the Capuchin Community Services' All-Day Giveaway on July 17th, 2024, in Milwaukee. Guests from across the city visited the House of Peace to browse and pick up household items and clothing.



Molina Healthcare's Shana and Jenny teamed up for the All Starz Youth Day celebration in Green Bay!



Team Molina volunteered to work the photo booth at Magic Pride Fest in Madison hosted by OutReach LGBTQ+ Community Center, where we were also one of the sponsors and tabled at the event.



Help us spread the word: Free cooking classes and lunch for the Milwaukee community

Thanks to a donation by Molina Healthcare of Wisconsin, local nonprofit Food For Health is offering FREE cooking classes and community lunch!

- Classes meet at the Be3 Community Health Hub at **2007 N Dr. Martin Luther King Jr. drive in Milwaukee, WI.**
- Classes will help you prepare healthy meals, reduce stress, and navigate some of the challenges we face in life.

October

BeFocused: Healthy Pregnancy & Postpartum

Wednesday, October 23, Noon – 1:00 p.m.

BeFueled: Squash & Pumpkin Recipes

Thursday, October 24, Noon – 1:00 p.m.

November

BeFueled: Crock Pot Recipes

Thursday, November 7, Noon – 1:00 p.m.

BeFocused: Gratitude is Good For Your Health

Wednesday, November 20, Noon – 1:00 p.m.

BeFueled: Healthy Thanksgiving Sides

Thursday, November 21, Noon – 1:00 p.m.

All classes are FREE. Register today.

Call 414-501-5314.

FoodForHealth.org/Get-Involved



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To learn more about
Molina Healthcare, visit us at
MolinaHealthcare.com

