



Member Satisfaction Survey

We value input and want to know how we can best serve our members. That is why we mail thousands of surveys each year to members and their guardians to find out how we are doing.

We are very proud that for the third year in a row, survey results show that 97 percent of our members are satisfied with their Care Team (Care Manager and Nurse) and feel they are treated with courtesy and respect.

- On a scale of 1 to 10 (with 10 being the highest), nearly 90 percent of members rate My Choice Family Care an 8 or higher.
- 93 percent of members positively rate the help they get from their Care Team.
- 94 percent of members positively rate the supports and services they receive through our provider network.

My Choice uses these results to make changes to better serve members.

For instance, we learned that some members would like to be more involved in making decisions about their care plan. If you are one of those members, please talk to your Care Team about how you can participate.

Some members reported feeling that more of the things that are important to them should be included in their care plan. Your care plan should include a great deal of what is important to you, so if you do not think this is the case, contact your Care Team or the MCO Member Liaison at 414-287-7621. Your satisfaction with your Care Team, your services, and your plan are very important.