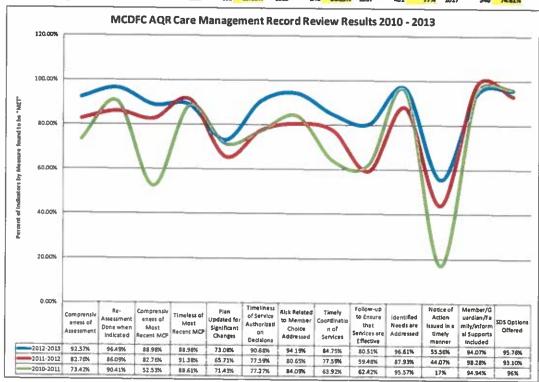
MCDFC's 2013 Annual Quality Review (AQR) Audit - Summary

Every year the Wisconsin Department of Health Services (DHS) commissions an external Quality Audit of MCDFC's Family Care program. The quality audit includes a review of member records, called the Care Management Record Review (CMR).

The following was true of MCDFC's 2013 CMR results:

- 87% (11 of the 13) of the Quality Indicators demonstrated improvement.
- 54% (7 of the 13) of the Quality Indicators had an overall "Met" average* of 90% or greater.
- The overall weighted* average climbed from 81% in 2011-2012 to 90% for 2012-2013.

	Met	Not Met	2012-2013 M	et	Not Met	2011-2012	Met	Not Met	2010-2011	Mer	Not Met	2009-2010
Comprensiveness of Assessment	109	9	92.37%	96	20		116					
Re-Assessment Done when Indicated	110	4	96.49%	99	16							89.87%
Comprensiveness of Most Recent MCP	105	13	88.98%	96				-		-		
Timeless of Most Recent MCP	105	13	88.98%	106								
Plan Updated for Significant Changes	19	7	73.08%	23								
Timeliness of Service Authorization Decisions	107	11										
Risk Related to Member Choice Addressed	81	5										
Timely Coordination of Services	100	18						-				
Follow-up to Ensure that Services are Effective	95								*********			
Identified Needs are Addressed		4						22				
Notice of Action issued in a timely manner		16									-	
		7			33			-	4-1-	-	-	
SDS Options Offered								_			-	
	_						_		_		-	
	Re-Assessment Done when indicated Comprensiveness of Most Recent MCP Timeless of Most Recent MCP Plan Updated for Significant Changes Timeliness of Service Authorization Decisions Risk Related to Member Choice Addressed Timely Coordination of Services Follow-up to Ensure that Services are Effective Identified Needs are Addressed Notice of Action issued in a timely manner Member/Guardian/Family/informal Supports Indi	Re-Assessment Done when indicated 110 Comprensiveness of Most Recent MCP 105 Timeless of Most Recent MCP 105 Plan Updated for Significant Changes 19 Timeliness of Service Authorization Decisions 107 Risk Related to Member Choice Addressed 110 Timely Coordination of Services 200 Follow-up to Ensure that Services are Effective 95 Identified Needs are Addressed 114 Notice of Action issued in a timely manner 200 Member/Guardian/Family/informal Supports Indi SDS Options Offered 113	Re-Assessment Done when indicated 110 4 Comprensiveness of Most Recent MCP 105 13 Timeless of 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[&]quot;The average % "met" was calculated by dividing the number of "mets" into the total number of possible "met"s. The number of possible "met"s varied by indicator from a low of 26 for measure 2-C to a high of 118 for nine of the thirteen quality indicators.

The following is from our MetaStar results follow-up Memo from DHS:

(Dated 9/25/2013)

"We are pleased to see that even with strong findings in in your Annual Quality Review (AQR) MCDFC demonstrates a structured and integrative approach to quality. The improvements to your audit process have resulted in a system focused on improvement and consistency in the quality of member care. (...) We appreciate the effort and time that the MCDFC's Quality Department has made in order to identify areas that have impact, and significance, on the work that you do to support your members."

MCDFC's 2013 Member Satisfaction Survey Data

Every year the MCO surveys a random sample of members about their experience within our Family Care program. The results from the 2013 Satisfaction Survey continue to demonstrate that our members are exceptionally satisfied with the services they receive. In 13 out of 15 measures of satisfaction, 90% or more of our members reported they are satisfied "Always" of "Most of the Time" (The other two measures were 87% and 88%)

Here are some additional highlights:

- 94% of our Members reported they are happy with the work their team does for them
- 91% of our Members would recommend the program to a friend
- 94% of our Members report they are satisfied with the people that help them with their personal cares
- We have shown a steady increase in satisfaction with the quality and the timeliness
 of the delivery of supports and services (see graphs on the next page)

