

Department of Health Services

Division of Medicaid Services

06/2026

**Managed Care Organization (MCO) Key Contacts
Family Care, Partnership, and PACE Programs****Anthem**

N17 W24222 Riverwood Drive

Suite 300

Waukesha WI 53188

mss.anthem.com/wisconsin

Accredited: No

Corporate: 844-614-3182

General Info: 844-614-3182

Member Services: 844-509-0835

TTY: 711

24-Hour: 844-614-3182

Fax: 855-325-5453

Name	Title	Phone	Email
Theodore Osthelder	Medicaid/Medicare Plan President	608-287-8108	Theodore.osthelder@elevancehealth.com
Christina Italiano	Finance Manager	262-263-1008	Christina.italiano@elevancehealth.com
Julie Strenn	Family Care Director	715-660-2989	Julie.strenn@elevancehealth.com
Julie Strenn	Tribal Liaison	715-660-2989	Julie.strenn@elevancehealth.com

Family Care counties: Buffalo, Clark, Crawford, Grant, Green, Iowa, Jackson, Juneau, Lacrosse, Lafayette, Milwaukee, Monroe, Pepin, Richland, Sauk, Trempealeau, Vernon

Individuals or corporations with an ownership or controlling interest in Anthem: Elevance Health, Inc.

Geographic Service Region Maps

- Family Care Map: dhs.wisconsin.gov/publications/p01790.pdf
- Partnership/PACE Map: dhs.wisconsin.gov/publications/p01789.pdf

If you have any updates to this contact list, please email dhsfcwebmail@dhs.wisconsin.gov.

Community Care, Inc.

205 Bishops Way
Brookfield, WI 53005
www.communitycareinc.org
Accredited: No

Corporate: 414-231-4000
General Info: 866-992-6600
Member Services: 866-992-6600
TTY: 711
24-Hour: 866-992-6600
Fax: 262-827-7051

Name	Title	Phone	Email
Kenneth Munson	Chief Executive Officer	414-231-4000	kenneth.munson@communitycareinc.org
Troy Newmeister	Chief Financial Officer	262-207-9371	troy.newmeister@communitycareinc.org
Kelly Carter	Chief Program Officer	262-207-9323	kelly.carter@communitycareinc.org
Leslie Gannon	Tribal Liaison	262-292-2513	leslie.gannon@communitycareinc.org

Family Care counties: Adams, Calumet, Columbia, Dane, Dodge, Fond du Lac, Green Lake, Jefferson, Kenosha, Manitowoc, Marquette, Milwaukee, Outagamie, Ozaukee, Racine, Rock, Sheboygan, Walworth, Washington, Waukesha, Waupaca, Waushara, Winnebago

Family Care Partnership counties: Calumet, Kenosha, Outagamie, Ozaukee, Racine, Sheboygan, Walworth, Washington, Waukesha, Waupaca

PACE (Program of All-Inclusive Care for the Elderly): Kenosha, Milwaukee, Racine, Waukesha

Individuals or corporations with an ownership or controlling interest in Community Care, Inc.:

Family Care and Family Care Partnership: Community Care, Inc.
PACE: CareSource

iCare and Inclusa

iCare (Family Care Partnership)

1555 N. RiverCenter Drive, Suite 206

Milwaukee, WI 53212

www.icarehealthplan.org

Accredited: No

General Info: 414-223-4847

Member Services: 414-223-4847

TTY: 800-947-3529

24-Hour: 800-777-4376

Fax: 414-231-1092

Inclusa (Family Care)

2801 Hoover Road, Unit 3

Stevens Point, WI 54481

www.inclusa.org

Accredited: No

Corporate: 877-622-6700

General Info: 877-622-6700

TTY: 715-204-1799

24-Hour: 877-622-6700

Fax: 866-880-0551

Name	Title	Phone	Email
Kiva Gittings Graves	Medicaid Regional VP, Operations/CEO – interim	502-885-7232	kgittingsgraves@humana.com
Jason Taylor	Director Financial Planning and Analysis/CFO	715-544-5397	jtaylor149@humana.com
Tim Garrity	Medicaid Regional VP, MLTSS	608-721-7291	TGarrity@inclusa.com
Dr. Timothy Fish	Tribal Liaison	608-390-4762	tfish2@humana.com

Family Care counties: Adams, Ashland, Barron, Bayfield, Brown, Buffalo, Burnett, Calumet, Chippewa, Clark, Columbia, Crawford, Dane, Dodge, Door, Douglas, Dunn, Eau Claire, Florence, Fond du Lac, Forest, Grant, Green, Green Lake, Iowa, Iron, Jackson, Jefferson, Juneau, Keweenaw, La Crosse, Lafayette, Langlade, Lincoln, Manitowoc, Marathon, Marinette, Marquette, Menominee, Milwaukee, Monroe, Oconto, Oneida, Outagamie, Ozaukee, Pepin, Pierce, Polk, Portage, Price, Richland, Rock, Rusk, Sauk, Sawyer, Shawano, Sheboygan, St. Croix, Taylor, Trempealeau, Vernon, Vilas, Walworth, Washburn, Washington, Waukesha, Waupaca, Waushara, Winnebago, Wood

Family Care Partnership counties: Adams, Columbia, Dane, Dodge, Grant, Green Lake, Jefferson, Kenosha, La Crosse, Marquette, Milwaukee, Monroe, Racine, Richland, Rock, Sauk, Vernon, Waushara

Individuals or corporations with an ownership or controlling interest in Independent Care Health Plan and Inclusa: Independent Care Health Plan and Inclusa are wholly owned subsidiaries of Humana Inc., which is the ultimate controlling person of the insurance holding company system.

Lakeland Care, Inc.

N6654 Rolling Meadows Dr.
Fond du Lac WI 54937
www.lakelandcareinc.com
Accredited: No

Main office: 920-906-5100
General info: 877-227-3335
Member relations: 877-227-3335
TTY: 711
24-Hour: 866-359-9438
Fax: 920-906-5103
Email: info@lakelandcareinc.com

Name	Title	Phone	Email
Sara Muhlbauer	Chief Executive Officer	920-906-5868	sara.muhlbauer@lakelandcareinc.com
Dan Bizub	Chief Financial Officer	920-906-5860	dan.bizub@lakelandcareinc.com
Jen Harrison	Chief Operations Officer	920-906-5881	jen.harrison@lakelandcareinc.com
Beth Cousineau	Program Manager Tribal Liaison	920-306-4993	beth.cousineau@lakelandcareinc.com

Family Care counties: Adams, Brown, Calumet, Columbia, Dane, Dodge, Door, Florence, Fond du Lac, Forest, Green Lake, Jefferson, Kewaunee, Langlade, Lincoln, Manitowoc, Marathon, Marinette, Marquette, Menominee, Oconto, Oneida, Outagamie, Portage, Rock, Shawano, Vilas, Waupaca, Waushara, Winnebago, Wood

Individuals or corporations with an ownership or controlling interest in Lakeland Care, Inc.: Lakeland Care, Inc.

My Choice Wisconsin, Inc.

10201 W. Innovative Dr., Suite 100

Wauwatosa, WI 53226

www.mychoicewi.org

Accredited: No

Family Care

Corporate: 414-287-7600

General info: 877-489-3814

Member services: 877-489-3814

TTY: 711

24-hours: 877-489-3814

Fax: 414-287-7704

Partnership

Corporate: 414-287-7600

General info: 800-963-0035

Member services: 800-963-0035

TTY: 711

24-hours: 800-963-0035

Fax: 608-245-3333

Name	Title	Phone	Email
Brett Davis	Plan President	608-345-8576	brett.davis@molinahealthcare.com
Erin Crotty	Market Chief Financial Officer	937-474-3114	Erin.Crotty2@molinahealthcare.com
Betsy Van Heesch	Vice President, Health Plan Operations	414-287-7611	Betsy.VanHeesch@mychoicewi.org
Amber Lococo	AVP Government Contracts	414-395-1237	amber.lococo@molinahealthcare.com
Olivia Beringer	Tribal Liaison	414-837-8571	Olivia.Beringer2@mychoicewi.org

Family Care counties: Adams, Ashland, Barron, Bayfield, Buffalo, Burnett, Chippewa, Clark, Columbia, Crawford, Dane, Dodge, Douglas, Dunn, Eau Claire, Grant, Green, Green Lake, Iowa, Iron, Jackson, Jefferson, Juneau, Kenosha, La Crosse, Lafayette, Marquette, Milwaukee, Monroe, Ozaukee, Pepin, Pierce, Polk, Price, Racine, Richland, Rock, Rusk, Sauk, Sawyer, Sheboygan, St. Croix, Taylor, Trempealeau, Vernon, Walworth, Washburn, Washington, Waukesha, Waushara

Family Care Partnership counties: Adams, Brown, Buffalo, Columbia, Crawford, Dane, Dodge, Fond du Lac, Grant, Green, Green Lake, Iowa, Jackson, Jefferson, Juneau, La Crosse, Lafayette, Manitowoc, Marquette, Milwaukee, Monroe, Ozaukee, Pepin, Richland, Rock, Sauk, Trempealeau, Vernon, Washington, Waukesha, Waushara, Winnebago

Individuals or corporations with an ownership or controlling interest in My Choice Wisconsin by Molina Healthcare of Wisconsin, Inc.: Molina Healthcare, Inc.