

## **Fiscal Employer Agent (FEA) Scorecard**

### **Frequently Asked Questions**

#### **What is the purpose of the Scorecard?**

The purpose of the Scorecard is to help you choose an IRIS fiscal employer agent (FEA) based on the factors most important to you. The Scorecard gives you information about how current members feel about their FEA. The Scorecard also provides contact information and other facts about the FEAs that are available for you to choose from.

#### **Where does the information in the Scorecard come from?**

Information in the Participant Survey section comes from the state's 2018 Participant Satisfaction Survey. Organization facts in the Additional Information section come directly from the FEAs.

#### **What is the Participant Satisfaction Survey?**

The Participant Satisfaction Survey is an annual collection of questions mailed to current members of each FEA to gather feedback on their experience with their FEA. The state collects and analyzes survey responses to find out how happy participants are with their FEA and how well their FEA helps to meet their needs.

## **What do nonprofit and for profit mean?**

The Type of Agency section in the Scorecard describes which type of organization each MCO is. A nonprofit organization is a group organized for purposes other than generating a profit and in which no part of the organization's income is distributed to its directors or officers. A for profit organization is a business that operates for the purpose of making a profit.

## Fiscal Employer Agent (FEA) Scorecard Measures Guide

<b>PARTICIPANT SURVEY</b>	
<b>Measure</b>	<b>Overall Satisfaction</b>
<b>Data Source</b>	<p>2018 Satisfaction Survey—a combined score using data from the following survey questions:</p> <ol style="list-style-type: none"> <li>1. Can you contact your fiscal employer agent when you need to?</li> <li>2. How often do you get the help you need from your fiscal employer agent?</li> <li>3. How clearly does your fiscal employer agent explain things to you?</li> <li>4. How carefully does your fiscal employer agent listen to you?</li> <li>5. How respectfully does your fiscal employer agent treat you?</li> <li>6. Overall, how much do you like your fiscal employer agent?</li> </ol>

<b>Rating System</b>	<table border="1"> <thead> <tr> <th>Score</th> <th>Stars</th> <th>Rating</th> </tr> </thead> <tbody> <tr> <td>90.0% - 100.0%</td> <td>5</td> <td>Excellent</td> </tr> <tr> <td>80.0% - 89.9%</td> <td>4</td> <td>Very Good</td> </tr> <tr> <td>70.0% - 79.9%</td> <td>3</td> <td>Good</td> </tr> <tr> <td>60.0% - 69.9%</td> <td>2</td> <td>Fair</td> </tr> <tr> <td>&lt; 60.0%</td> <td>1</td> <td>Poor</td> </tr> </tbody> </table>	Score	Stars	Rating	90.0% - 100.0%	5	Excellent	80.0% - 89.9%	4	Very Good	70.0% - 79.9%	3	Good	60.0% - 69.9%	2	Fair	< 60.0%	1	Poor
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Percentage of all survey question responses that are “Very Satisfied” or “Extremely Satisfied.”																			
<b>Measure</b>	<b>Responsiveness</b>																		
<b>Data Source</b>	<p>2018 Satisfaction Survey—a combined score using data from the following survey questions:</p> <ol style="list-style-type: none"> <li>1. Can you contact your fiscal employer agent when you need to?</li> <li>2. How often do you get the help you need from your fiscal employer agent?</li> </ol>																		

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<b>Measure</b>	<b>Quality of Communication</b>																		
<b>Data Source</b>	<p>2018 Satisfaction Survey—a combined score using data from the following survey questions:</p> <ol style="list-style-type: none"> <li>1. How clearly does your Fiscal Employer Agent explain things to you?</li> <li>2. How carefully does your Fiscal Employer Agent listen to you?</li> <li>3. How respectfully does your Fiscal Employer Agent treat you?</li> </ol>																		

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