

2021 Fiscal Employer Agent (FEA) Scorecard

This scorecard should be used for comparing FEAs, not for comparing between the IRIS (Include, Respect, I Self-Direct) and Family Care programs. Star ratings are reflective of statewide data and are not specific to county-level performance.

	GT Independence	iLife Financial Management Services	Outreach Health Services	Premier Financial Management Services
Participant Survey				
Overall Satisfaction	★★★★★	★★★★★	★★★★★	★★★★★
FEA Responsiveness	★★★	★★★★★	★★★	★★★
FEA Quality of Communication	★★★★★	★★★★★	★★★★★	★★★★★
Additional Information				
Website	www.gtindependence.com	www.ilifefms.com	www.outreachhealth.com/wi	www.premier-fms.com
Phone and Fax	Telephone: 877-659-4500 Facsimile: 888-972-3891 Timesheet Fax: 855-329-8648	Telephone: 888-800-5599 Facsimile: 888-809-1224 Timesheet Fax: 888-809-1224	Telephone: 715-494-9440 Facsimile: 800-687-9440 Timesheet Fax: 800-687-3121	Telephone: 855-224-5810 Facsimile: 855-471-1731 Timesheet Fax: 888-210-9660
Email	iris@gtindependence.com	IRIS@ilifefms.com	wisconsin@outreachhealth.com	IRIS@premier-fms.com
Address	5150 N. Port Washington Rd, Suite 102 Milwaukee, Wisconsin 53217	6100 N. Baker Rd, Glendale, WI 53209 <i>*5 offices: Central Milwaukee, Eau Claire, Madison, Rice Lake, Wausau</i>	204 E 3rd St., Suite 110 Post Office Box 945 Osceola, WI 54020	10425 W. North Avenue, Suite 345 Wauwatosa, WI 53226
Central Office	GT Independence is based out of Sturgis, Michigan.	iLIFE is based out of Milwaukee, Wisconsin.	Outreach Health Services is based out of Richardson, Texas.	Premier Financial Management is based out of Milwaukee, Wisconsin.
Type of Agency	For profit limited liability company (LLC)	Nonprofit limited liability company (LLC)	For profit limited liability company (LLC)	For profit limited liability company (LLC)
Date FEA was Contracted	5/9/2016	7/1/2008	12/1/2016	7/10/2016

★★★★★ = Excellent

★★★★ = Very Good

★★★ = Good

★★ = Fair

★ = Poor

Star Ratings Quick Guide
Fiscal Employer Agent (FEA)

Participant Survey <i>(Source: DHS 2019 Participant Satisfaction Survey - 2736 Responses, 43% Response Rate)</i>	
Overall Satisfaction	Overall, how satisfied are participants with their FEA?
FEA Responsiveness	Can you contact your FEA when you need to? How often do you get the help you need from your FEA?
FEA Quality of Communication	Does your FEA communicate clearly, carefully, and respectfully?

Updated: 12/11/2020