

2023 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.

**Premier is not Accepting New Participants as of 7/1/23	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	https://ilife.org/	https://outreachhealthwisconsin.com	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: 877-901-5826 Facsimile: 800-687-3121 Timesheet Fax: 800-687-3121	Telephone: 855-224-5810 Facsimile: 855-471-1731 Timesheet Fax: 888-210-9660
Email	customerservice@gtindependence.com	IRIS@iLIFE.org	outreach.wi@outreachfiscalgent.com	IRIS@premier-fms.com
Address	5150 N. Port Washington Rd, Suite 102 Milwaukee, WI 53217	2020 W. Wells St. Milwaukee, WI 53233	204 3rd Ave Suite 110 PO 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 Mesa, Arizona.	Premier Financial Management is based out of Milwaukee, WI.
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

*A participant cannot select both First Person Care Consultants (ICA) and iLife (FEA) because they are owned by the same company and it would be against IRIS policy to be served by both at the same time.

★★★★★ = Excellent ★★★★ = Very Good ★★★ = Good ★★ = Fair ★ = Poor

Star Ratings Quick Guide
Fiscal Employer Agent (FEA)

Participant Survey <i>(Source: DHS 2021 Participant Satisfaction Survey - 3203 Responses, 34% 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: 12/15/2022