

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.

| | 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@outreachfiscalagent.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: 01/05/2023