DEPARTMENT OF HEALTH SERVICES
Division of Medicaid Services
P-02555 (03/2026)

STATE OF WISCONSIN

2026 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	Premier Financial Management Services
Participant Survey			
Overall Satisfaction	★★★★	★★★½	★★
FEA Responsiveness	★★★★	★★★½	★★½
FEA Quality of Communication	★★★★	★★★½	★★
Additional Information			
Website	www.gtindependence.com	https://ilife.org/	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: 414-937-2034	Telephone: 855-224-5810 Facsimile: 855-471-1731 Timesheet Fax: 888-210-9660
Email	customerservice@gtindependence.com	IRIS@iLIFE.org	IRIS@premier-fms.com
Address	607 E. Elizabeth St. Shawano, WI 54166	2020 W. Wells St. Milwaukee, WI 53233	10425 W. North Avenue, Suite 345 Wauwatosa, WI 53226
Central Office	Sturgis, Michigan	Milwaukee, Wisconsin	Milwaukee, Wisconsin
Type of Agency	For Profit LLC	Not for Profit	For Profit LLC
Date FEA was Contracted	5/9/2016	7/1/2008	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 *(Source: DHS 2024 Participant Satisfaction Survey - 3263 Responses, 32% Response Rate)*	
Overall Satisfaction	Overall, how satisfied are participants with their FEA?
FEA Responsiveness	Can you contact your fiscal employer agent when you need to? When asking for help, how often do you get the help you need from your fiscal employer agent? When you email, call, or leave a voicemail for your fiscal employer agent, how satisfied are you with the timeliness of the response?
FEA Quality of Communication	How satisfied are participants with the quality of Communication from the FEA?

Updated: 03/01/26