

### 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
<b>Hover over the stars for more detail.</b>					
Survey	Overall Satisfaction	★★★★	★★★★	★★★★	★★★★
	FEA Quality of Communication	★★★★	★★★★★	★★★★★	★★★★
	FEA Responsiveness	★★★	★★★★	★★★	★★★

Additional Information	Address	5150 N. Port Washington Rd. Suite 102 Milwaukee, WI 53217	6100 N. Baker Rd. Glendale, WI 53209 *5 offices: Central Milwaukee, Eau Claire, Madison, Rice Lake, Wausau	204 E. 3rd St. Suite 110 PO Box 945 Osceola, WI 54020	10425 W. North Ave. Suite 345 Wauwatosa, WI 53226
	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

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

\*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.

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## 2021 Fiscal Employer Agent (FEA) Scorecard Additional Information

	<b>GT Independence</b>	<b>iLIFE Financial Management Services*</b>	<b>Outreach Health Services</b>	<b>Premier Financial Management Services</b>
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.
Website	<a href="http://www.gtindependence.com">www.gtindependence.com</a>	<a href="http://www.ilifefms.com">www.ilifefms.com</a>	<a href="http://www.outreachhealth.com/wi">www.outreachhealth.com/wi</a>	<a href="http://www.premier-fms.com">www.premier-fms.com</a>
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

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