Scorecard English

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2023 Family Care Managed Care Organization (MCO) Scorecard for Richland County
This scorecard should be used for comparing MCOs, not for comparing between the Family Care and IRIS (Include, Respect, I Self-Direct) programs. Star ratings are reflective of statewide data and are not specific to county-level performance.

		Inclusa, Inc.	My	Choice Wisconsin
Survey	Overall Satisfaction	***	**	*
	Care Team Responsiveness	***	**	*
	Care Team Quality of Communication	***	**	**
Quality and	Overall Quality Standards	****	**	***
Compliance	Member-Centered Care Delivery	****	**	***
	Quality Management	****	**	***
	Grievance System	****	**	***
Care Team	Care Manager Turnover	***	**	*
Characteristics	Nurse Turnover	***	**	*
	Care Manager to Member Ratio	1:34	1:39	
	Nurse to Member Ratio	1:65	1:78	}
Contact Inform	ation			
	Inclusa, Inc.		My Choice Wisconsin	
Main MCO Office 130 Richland Square US Hwy 14 E *Appointment-only) Richland Center, WI 53581*		E.	123 N. lowa St. Dodgeville, WI 53533*	
Phone Number	none Number 877-622-6700		800-963-0035	
Email	info@inclusa.org		info@mychoicewiscons	sin.org

 $\star\star\star\star\star$ = Excellent

★★★ = Very Good

★★★ = Good

★★ = Fair

★ = Poor

2023 Family Care Managed Care Organization (MCO) Scorecard for Richland County Additional Information

	Inclusa, Inc.	My Choice Wisconsin
Tribal Care Management Option	No	No
Website	www.inclusa.org	https://mychoice wi.org/
Provider Directory	https://providerdirectory. inclusa.org/	https://www.providerlookup online.com/ mychoicewi/po/Search.aspx
Type of Agency	Not for profit	Not for profit
Number of Counties the MCO Serves	68	50

2023 IRIS (Include, Respect, I Self-Direct) Consultant Agency Scorecard for Richland County
This scorecard should be used for comparing ICAs, 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.

		Advocates4U	Lutheran Social Services - Connections	TMG
Survey	Overall Satisfaction	***	***	****
	IRIS Consultant Responsiveness	***	***	***
	IRIS Consultant Quality of Communication	****	****	****
Quality and Compliance	Overall Quality Standards	***	***	****
Compliance	Service Plan	****	***	****
	Quality and Timely Services	***	**	****
	IRIS Consultant to Participant Ratio	1:35	1:43	1:47

Contact Information

	★★★★ = Excellent	★★★★ = Very Good ★★★	★ = Good ★★ = Fair ★ = Poor	
Phone Number	877-739-2203	844-520-1712	844-864-8987	
Main ICA Office	11053 N. Towne Square Rd. Mequon, WI 53092	6737 W. Washington St. Suite 2275 West Allis, WI 53214	2424 Rimrock Rd. Suite 230 Madison, WI 53713	
Email	info@iris advocates4u.org	connections@lss wis.org	info@tmg wisconsin.com	
	Advocates4U	Lutheran Social Services - Con	nections TMG	

2023 IRIS (Include, Respect, I Self-Direct) Consultant Agency Scorecard for Richland County Additional Information

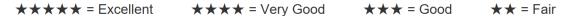
	Advocates4U	Lutheran Social Services - Connections	TMG
Website	https://iris advocates4u.org	www.connections wis.org	www.tmg wisconsin.com
Type of Agency	For profit limited liability company (LLC)	Nonprofit organization	For profit limited liability company (LLC)
State Contracted	7/11/2016	7/1/2015	7/1/2008
Number of Counties the ICA Serves	71	72 (available statewide)	72 (available statewide)

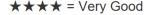
2023 Fiscal Employer Agent (FEA) Scorecard

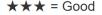
This scorecard should be used for comparing FEAs, not for comparing between the IRIS (Include, Respect, I Self-Direct) and Family Care programs. Star ratings are reflective of statewide data and are not specific to county-level performance.

			GT Independence	iLIFE Financial Management Services*	Outreach Health Services	Premier Financial Management Services
Survey	Overall	Satisfaction	***	***	***	***
	FEA Re	esponsiveness	***	***	**	***
	FEA Qu	uality of Communication	****	***	***	***
Additional I	nformation	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@ outreachfiscal agent.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 Ave. Suite 345 Wauwatosa, WI 53226

^{*}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.











2023 Fiscal Employer Agent (FEA) Scorecard Additional Information

	GT Independence	iLIFE Financial Management Services*	Outreach Health Services	Premier Financial Management Services
Website	www.gtindepend ence.com	https://ilife.org/	https://outreach healthwisconsin .com	www.premier -fms.com
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, 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

^{*}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.