



2025 Family Care Managed Care Organization (MCO) Scorecard for Crawford 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 Compliance	Overall Quality Standards	★★★★★	★★★★★
	Member-Centered Care Delivery	★★★★★	★★★★★
	Quality Management	★★★★★	★★★★☆
	Grievance System	★★★★★	★★★★☆
Care Team Characteristics	Care Manager Turnover	★★★☆☆	★★★☆☆
	Nurse Turnover	★★★☆☆	★★★★☆
Care Team Characteristics	Care Manager to Member Ratio	1:37	1:41
	Nurse to Member Ratio	1:67	1:79
	Inclusa, Inc.	My Choice Wisconsin	
Main MCO Office (*Appointment-only)	2615 E. Ave S. Suite 103 La Crosse, WI 54601*	5117 W. Terrace Drive Suite 100 Madison, WI 53718	
Phone Number	877-622-6700	800-963-0035	
Email	info@inclusa.org	info@mychoicewi.org	

★★★★★ = Excellent

★★★★ = Very Good

★★★ = Good

★★ = Fair

★ = Poor



2025 Family Care Managed Care Organization (MCO) Scorecard for Crawford County Additional Information

	Inclusa, Inc.	My Choice Wisconsin
Tribal Care Management Option	No	No
Website	www.inclusa.org	https://mychoicewi.org/
Provider Directory	https://providerdirectory.inclusa.org/	https://mychoiceprovider.org/
Type of Agency	For Profit LLC	For Profit LLC
Number of Counties the MCO Serves	69	50

**2025 IRIS (Include, Respect, I Self-Direct) Consultant Agency Scorecard for Crawford 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	First Person Care Consultants	Lutheran Social Services - Connections	TMG
Survey	Overall Satisfaction	★★★★☆	★★★★☆	★★★★☆	★★★★★
	IRIS Consultant Responsiveness	★★★★☆	★★★★★	★★★★★	★★★★★
	IRIS Consultant Quality of Communication	★★★★☆	★★★★★	★★★★★	★★★★★
Quality and Compliance	Overall Quality Standards	★★★★☆	★★★★☆	★★★★☆	★★★★★
	Service Plan	★★★★☆	★★★★☆	★★★★☆	★★★★★
	Quality and Timely Services	★★★★☆	★★★★☆	★★★★☆	★★★★★
Care Team Characteristics	IRIS Consultant to Participant Ratio	1:39	1:45	1:43	1:45
	Advocates4U	First Person Care Consultants	Lutheran Social Services - Conne..	TMG	
Email	info@irisadvocates4u.org	info@firstperson.org	connections@lsswis.org	info@tmgwisconsin.com	
Main ICA Office	11053 N. Towne Square Rd. Mequon, WI 53092	2020 W. Wells St. Milwaukee, WI 53233	6737 W. Washington St. Suite 2275 West Allis, WI 53214	2424 Rimrock Rd. Suite 230 Madison, WI 53713	
Phone Number	877-739-2203	414-336-2448	844-520-1712	844-864-8987	

★★★★★ = Excellent

★★★★ = Very Good

★★★ = Good

★★ = Fair

★ = Poor



2025 IRIS (Include, Respect, I Self-Direct) Consultant Agency Scorecard for Crawford County Additional Information

	Advocates4U	First Person Care Consultants	Lutheran Social Services - Connections	TMG
Website	https://irisadvocates4u.org	firstperson.org	www.connections wis.org	www.tmg wisconsin.com
Type of Agency	For Profit LLC	Not for Profit	Not for Profit	For Profit LLC
State Contracted	7/11/2016	8/1/2016	7/1/2015	7/1/2008
Number of Counties the ICA Serves	72 (available statewide)	31	72 (available statewide)	72 (available statewide)

2025 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.

		Acumen Fiscal Agent	GT Independence	Premier Financial Management Services
Survey	Overall Satisfaction	★★★★☆	★★★★☆	★★☆☆☆
	FEA Responsiveness	★★★★☆	★★★★☆	★★☆☆☆
	FEA Quality of Communication	★★★★☆	★★★★☆	★★☆☆☆
		Acumen Fiscal Agent	GT Independence	Premier Financial Management Services
Additional Information	Phone and Fax	Telephone: 877-901-5826 Facsimile: 800-687-3121 Timesheet Fax: 800-687-3121	Telephone: 877-659-4500 Facsimile: 888-972-3891 Timesheet Fax: 855-329-8648	Telephone: 855-224-5810 Facsimile: 855-471-1731 Timesheet Fax: 888-210-9660
	Email	Wisconsin @acumen2.net	customerservice@ gtindependence.com	IRIS@premier-fms .com
	Address	204 3rd Ave Suite 110 PO Box 945 Osceola WI 54020	607 E. Elizabeth St. Shawano, WI 54166	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.

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



2025 Fiscal Employer Agent (FEA) Scorecard Additional Information

	Acumen Fiscal Agent	GT Independence	Premier Financial Management Services
Website	www.acumenfiscalagent.com	www.gtindependence.com/iris	www.premier-fms.com
Central Office	Mesa, Arizona.	Sturgis, Michigan.	Milwaukee, Wisconsin.
Type of Agency	For Profit LLC	For Profit LLC	For Profit LLC
Date FEA was Contracted	12/1/2016	5/9/2016	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.