



2024 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	1:35	1:42
	Nurse to Member Ratio	1:65	1:81
		Inclusa, Inc.	My Choice Wisconsin
Main MCO Office (*Appointment-only)	130 Richland Square US Hwy 14 E. Richland Center, WI 53581*	1617 Sherman Ave. Madison, WI 53704-5930	
Phone Number	877-622-6700	800-963-0035	
Email	info@inclusa.org	info@mychoicewi.org	

★★★★★ = Excellent

★★★★ = Very Good

★★★ = Good

★★ = Fair

★ = Poor



2024 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	Not for profit	Not for profit
Number of Counties the MCO Serves	68	50

**2024 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	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	1:44	1:45
	Advocates4U	Lutheran Social Services - Connections	TMG	
Email	info@iris advocates4u.org	connections@lss wis.org	info@tmg wisconsin.com	
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	
Phone Number	877-739-2203	844-520-1712	844-864-8987	

★★★★★ = Excellent

★★★★ = Very Good

★★★ = Good

★★ = Fair

★ = Poor



2024 IRIS (Include, Respect, I Self-Direct) Consultant Agency Scorecard for Crawford 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)

**2024 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	Acumen Fiscal Agent
Survey	Overall Satisfaction	★★★★☆	★★★★☆	★★★★☆	★★★★☆
	FEA Responsiveness	★★★★☆	★★★★☆	★★★★☆	★★★★☆
	FEA Quality of Communication	★★★★☆	★★★★☆	★★★★☆	★★★★☆

		GT Independence	iLIFE Financial Management Services*	Premier Financial Management Services	Acumen Fiscal Agent
Additional Information	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	Telephone: 877-901-5826 Facsimile: 800-687-3121 Timesheet Fax: 800-687-3121
	Email	customerservice@ gtindependence.com	IRIS@iLIFE.org	IRIS@premier-fms .com	outreach.wi@ outreachfiscal agent.com
	Address	607 E. Elizabeth St. Shawano, WI 54166	2020 W. Wells St. Milwaukee, WI 53233	10425 W. North Ave. Suite 345 Wauwatosa, WI 53226	204 3rd Ave Suite 110 PO Box 945 Osceola WI 54020

*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



2024 Fiscal Employer Agent (FEA) Scorecard Additional Information

	GT Independence	iLIFE Financial Management Services*	Premier Financial Management Services	Acumen Fiscal Agent
Website	www.gtindependence.co..	https://ilife.org/	www.premier-fms.com	www.acumenfiscalagent...
Central Office	GT Independence is based out of Sturgis, Michigan.	iLIFE is based out of Milwaukee, Wisconsin.	Premier Financial Management is based out of Milwaukee, Wisconsin.	Acumen Fiscal Agent is based out of Mesa, Arizona.
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	7/10/2016	12/1/2016

*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.