



Independent Consultant Agency (ICA)  
The Management Group (TMG)  
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## **Independent Consultant Agency (ICA) Role and Responsibility**

### **IRIS participant Medicaid and IRIS initial and continuing eligibility:**

- Identifies IRIS start date, communicates to ADRC;
- Assists as necessary with referral to ADRC for new LTCFS when needed;
- Reminds consumer, if needed, to contact ADRC when annual functional eligibility must be re-determined.

### **IRIS participant support related:**

- Provides detailed IRIS program orientation and also skills training program as relates to self-direction, plan creation and budget management;
- Maintains 24/7 toll free telephone call center for participant and provider questions;
- Assists participants with creating a plan within their allocated budget;
- Assists participants to identify natural and non paid supports;
- Interacts with FSA regarding participant budget and plan changes;
- Assists participants as needed to identify qualified service providers;
- Helps to assure that providers receive adequate training;
- Assists participants to submit to DHS requests for Budget Adjustments and Exceptional Needs.

### **IRIS program operations and quality management/improvement:**

- Creates independent consultant network from which consultant selection occurs and provides assistance, training and oversight to consultants;
- Approves each participant's Individualized Support and Services Plan;
- Interacts with FSA, ADRC, IM and DHS as needed surrounding IRIS continuing eligibility;
- Oversees participant-based and other quality management including:
  - Personal Experience Outcomes
  - Provider qualifications and back up plans for no show caregivers
  - Critical Incident reporting and Health and Safety Assurances
  - With IRIS participant, monitoring FSA monthly spending reports
  - Interactions with participant on criminal background check results
- Maintains agency quality management plan;
- Completes participant satisfaction survey;
- Provides routine and special reports to DHS as requested.

### **Complaints or quality concerns:**

Contact ICA-TMG Email: [info@wisconsin-iris.com](mailto:info@wisconsin-iris.com) or  
Telephone: 1-888-515-IRIS (4747)