

## **2025 Consumer-Directed Attendant Support Services Financial Management Services Annual Satisfaction Survey Report - Palco Inc.**

**Prepared by Consumer Direct for Colorado**

### **Introduction**

Consumer-Directed Attendant Support Services (CDASS) employers, members/Authorized Representatives, are invited each year to complete a survey rating the services they receive from their Financial Management Services (FMS) provider. CDASS has two FMS, Palco Inc. and Public Partnerships LLC (PPL). Each FMS provides administrative and financial services such as running attendant background checks, payroll, managing employer taxes, and tracking CDASS spending. Consumer Direct for Colorado (CDCO) administers the survey for the Colorado Department of Health Care Policy & Financing (HCPF). Stakeholders provided feedback about the survey to CDCO on February 6, 2025. HCPF approved all questions before the survey was sent.

### **Survey Methodology**

CDCO receives employer contact information from Palco and PPL to send each a survey. Employers are given a choice to complete the survey electronically using Survey Monkey or by paper. Any Authorized Representative who represents multiple members is provided with a survey for each member they represent. If an employer does not make a choice and has an email address, they receive an electronic survey. CDCO mails paper surveys and includes a postage-paid return envelope. The survey asks employers to rate the services they received from their FMS in the prior year using a 1 to 5 rating scale. 5 represents the highest score and 1 the lowest. Employers may write comments about their FMS in the survey.

Survey scores are averaged to find the overall satisfaction rating. Any answers marked "N/A" (not applicable) are not counted in the average. CDCO's parent company, Consumer Direct Care Network (CDCN), uses its Quality Improvement team to collect and analyze all the answers. For written comments on paper surveys, they transcribe comments as close as possible to what was written in the survey results. If someone included personal information in written comments, that information is removed. Employers who complete a survey can choose to remain anonymous.

### **2025 Survey Results**

For 2025, CDCO distributed surveys on April 14th with a deadline to complete or return them by May 9th. Surveys received after May 9th are not included in this report. This report shares the survey results for Palco. It also has a summary comparing Palco and the other FMS provider, PPL. Written comments are outlined on page 8. This report is posted on CDCO and HCPF's websites along with previous reports. Any questions about the report should be sent to [HCPF\\_PDP@state.co.us](mailto:HCPF_PDP@state.co.us).

### Summary of Satisfaction Ratings for all FMS

Summary Results	Palco	PPL	All
Number of paper surveys mailed	17	777	794
Number of mailed surveys returned	6	110	116
Number of electronic surveys sent	984	2183	3167
Number of electronic surveys returned	72	270	342
Mail Return Rate	35.3%	14.2%	14.6%
Electronic Return Rate	7.3%	12.4%	10.8%
Total number of surveys returned	78	380	458
Percent (%) of answers with highest rating value of 5	60.50%	54.2%	55.15%
Overall weighted average (questions 2-9)	4.30	4.26	4.26

### Who Completed the Survey for Palco

Individual Who Completed the Survey	Number	Percent
Member	41	52.6%
Authorized Representative	35	44.9%
Did Not Identify Themselves	2	2.6%

### Satisfaction Ratings for Each Question for Palco

Question #1 of the survey asks employers to identify the FMS they are rating. Surveys with no FMS identified were identified via the survey barcode. The following results represent the total number and percentage of employers who selected each rating for each question on the survey. The number and percentage are separated by a comma. The "Total Num." column represents the total number of employers that responded to the question. The "Avg. Rating" column represents the average rating for each question on the scale of 1 to 5 across all surveys received. Remember, any response of "N/A" (not applicable) are not included in the results.

<b>2. Please rate the enrollment process for you and your attendants.</b>	<b>Very 5</b>	<b>4</b>	<b>Neutral 3</b>	<b>2</b>	<b>Not at All 1</b>	<b>Total Num.</b>	<b>Avg. Rating</b>
How easy to read/understand are the enrollment materials?	34, 45.3%	19, 25.3%	16, 21.3%	4, 5.3%	2, 2.7%	75	4.05
How easy is it to understand the corrections to enrollment paperwork that it requires?	28, 39.4%	22, 31.0%	14, 19.7%	4, 5.6%	3, 4.2%	71	3.96
How easy is it to contact your FMS if you have enrollment questions?	50, 64.9%	12, 15.6%	10, 13.0%	2, 2.6%	3, 3.9%	77	4.35
How quickly does it process enrollment paperwork when paperwork is free of errors?	41, 54.7%	19, 25.3%	10, 13.3%	2, 2.7%	3, 4.0%	75	4.24
How helpful was the training you received about how attendants track and submit their work hours?	36, 52.9%	20, 29.4%	9, 13.2%	1, 1.5%	2, 2.9%	68	4.28
How easy was the enrollment process to complete from start to finish for yourself and your attendant(s)?	33, 44.0%	21, 28.0%	13, 17.3%	4, 5.3%	4, 5.3%	75	4.00

<b>3. Please rate how easy it is to access your FMS's electronic systems and materials. How accessible...</b>	<b>Very 5</b>	<b>4</b>	<b>Neutral 3</b>	<b>2</b>	<b>Not at All 1</b>	<b>Total Num.</b>	<b>Avg. Rating</b>
Is its website?	43, 57.3%	16, 21.3%	8, 10.7%	4, 5.3%	4, 5.3%	75	4.20
Is its EVV mobile app?	23, 41.8%	10, 18.2%	12, 21.8%	6, 10.9%	4, 7.3%	55	3.76
Is its EVV telephone reporting technology?	19, 47.5%	10, 25.0%	7, 17.5%	3, 7.5%	1, 2.5%	40	4.08
Is its online portal (timesheet and budget tracking system)?	50, 66.7%	11, 14.7%	9, 12.0%	4, 5.3%	1, 1.3%	75	4.40
Are its electronic documents?	42, 56.0%	18, 24.0%	9, 12.0%	4, 5.3%	2, 2.7%	75	4.25

<b>4. Please rate your FMS's assistance and communication. How well or reliably...</b>	<b>Always 5</b>	<b>4</b>	<b>Sometimes 3</b>	<b>2</b>	<b>Never 1</b>	<b>Total Num.</b>	<b>Avg. Rating</b>
Does it assist you when you need help navigating its website?	40, 62.5%	8, 12.5%	11, 17.2%	2, 3.1%	3, 4.7%	64	4.25
Does it assist you when you need help navigating its online portal?	39, 58.2%	15, 22.4%	9, 13.4%	1, 1.5%	3, 4.5%	67	4.28
Does it assist you when you need help completing its paperwork?	41, 60.3%	13, 19.1%	8, 11.8%	4, 5.9%	2, 2.9%	68	4.28
Is its communication when action from you or your attendant is needed?	44, 58.7%	16, 21.3%	7, 9.3%	6, 8.0%	2, 2.7%	75	4.25
Is it when you request contact from customer service or enrollment staff?	45, 60.8%	15, 20.3%	6, 8.1%	7, 9.5%	1, 1.4%	74	4.30

<b>5. Please rate your FMS's customer service. How often does its customer service...</b>	<b>Very 5</b>	<b>4</b>	<b>Neutral 3</b>	<b>2</b>	<b>Not at All 1</b>	<b>Total Num.</b>	<b>Avg. Rating</b>
Answer the phone in a reasonable amount of time?	54, 74.0%	10, 13.7%	7, 9.6%	1, 1.4%	1, 1.4%	73	4.58
Treat you with respect?	61, 81.3%	11, 14.7%	1, 1.3%	1, 1.3%	1, 1.3%	75	4.73
Clearly answer your question or concern?	50, 65.8%	18, 23.7%	5, 6.6%	2, 2.6%	1, 1.3%	76	4.50
Provide you with accurate information?	52, 69.3%	15, 20.0%	5, 6.7%	1, 1.3%	2, 2.7%	75	4.52
Return your call or email within one business day?	46, 64.8%	13, 18.3%	5, 7.0%	5, 7.0%	2, 2.8%	71	4.35

<b>6. Please rate your FMS's payroll and tax services. How timely or accurately does your FMS...</b>	<b>Always 5</b>	<b>4</b>	<b>Sometimes 3</b>	<b>2</b>	<b>Never 1</b>	<b>Total Num.</b>	<b>Avg. Rating</b>
Send updates such as denied timesheets and updated payroll resources (i.e. annual payroll calendar)?	46, 63.0%	14, 19.2%	9, 12.3%	4, 5.5%	0, 0.0%	73	4.40
Pay your attendants?	66, 84.6%	9, 11.5%	2, 2.6%	1, 1.3%	0, 0.0%	78	4.79
Deliver tax documentation?	50, 72.5%	12, 17.4%	2, 2.9%	2, 2.9%	3, 4.3%	69	4.51
Adjust payroll and tax information, such as rates of pay or payment method?	50, 68.5%	16, 21.9%	4, 5.5%	1, 1.4%	2, 2.7%	73	4.52

<b>7. Please rate the EVV technologies your FMS provides your attendants.</b>	<b>Very 5</b>	<b>4</b>	<b>Neutral 3</b>	<b>2</b>	<b>Not at All 1</b>	<b>Total Num.</b>	<b>Avg. Rating</b>
How well did your FMS prepare your attendants to complete EVV reporting?	29, 50.0%	11, 19.0%	11, 19.0%	3, 5.2%	4, 6.9%	58	4.00
How easy is it to use your FMS's EVV technologies (mobile app, telephone reporting, online portal)?	30, 54.5%	9, 16.4%	7, 12.7%	6, 10.9%	3, 5.5%	55	4.04
How reliably do your FMS's EVV technologies capture clock in and clock out data?	32, 58.2%	7, 12.7%	11, 20.0%	4, 7.3%	1, 1.8%	55	4.18
How helpful is your FMS's EVV customer support when you or your attendants need help?	30, 55.6%	7, 13.0%	9, 16.7%	6, 11.1%	2, 3.7%	54	4.06
How confident do you feel using your FMS's EVV technologies?	29, 52.7%	10, 18.2%	6, 10.9%	6, 10.9%	4, 7.3%	55	3.98

8. How well do you feel your data is securely managed by your FMS?	Very Well 5	4	Neutral 3	2	Very Poorly 1	Total Num.	Avg. Rating
	46, 63.9%	14, 19.4%	10, 13.9%	0, 0.0%	2, 2.8%	72	4.42

9. How would you rate your overall satisfaction with your FMS?	Very Satisfied 5	4	Neither Satisfied nor Dissatisfied 3	2	Very Dissatisfied 1	Total Num.	Avg. Rating
	49, 66.2%	11, 14.9%	12, 16.2%	1, 1.4%	1, 1.4%	74	4.43

Totals	5	4	3	2	1	Total Num.	Avg. Rating
	1328, 60.5%	432, 19.7%	264, 12.0%	102, 4.6%	69, 3.1%	2195	4.30

### Comment Analysis for Palco

Thirty-two (32) surveys contained written comments. Topics within comments were classified into common themes or categories. The following is a summary of the number of comments for each category<sup>1</sup>.

Category/Theme	Number of Mentions	Percent of Total Categories	Category/Theme	Number of Mentions	Percent of Total Categories
Accessibility/ADA	0	0.0%	Live-In Exemption	1	2.9%
Attendant recruitment/retention	0	0.0%	Other	2	5.7%
Background Check Exception	0	0.0%	Paperwork-Forms	1	2.9%
Budget management	0	0.0%	Paperwork-Processing	1	2.9%
Case Management	0	0.0%	Payroll	0	0.0%
Confidentiality/Data Integrity	0	0.0%	Policy	0	0.0%

Category/Theme	Number of Mentions	Percent of Total Categories	Category/Theme	Number of Mentions	Percent of Total Categories
Customer Service	13	37.1%	Satisfied-FMS	10	28.6%
Dissatisfied-FMS	0	0.0%	Satisfied-Other	0	0.0%
Dissatisfied-Other	0	0.0%	Satisfied-Programs	0	0.0%
Dissatisfied-Programs	1	2.9%	Stakeholder engagement	0	0.0%
Enrollment-FMS	0	0.0%	Support/Resources	0	0.0%
Enrollment-Program	0	0.0%	Taxes	0	0.0%
EVV requirements	0	0.0%	Technology-General	0	0.0%
EVV technology	2	5.7%	Timekeeping/Service authorization	0	0.0%
FMS portal	0	0.0%	Training/Resources	0	0.0%
Hiring	3	8.6%	Website	1	2.9%
<b>Sum<sup>2</sup></b>	<b>19</b>	<b>54.3%</b>	<b>Sum<sup>2</sup></b>	<b>16</b>	<b>45.7%</b>

<sup>1</sup>CDCO provides HCPF an Excel spreadsheet documenting its application of thematic codes separately.

<sup>2</sup>Individual comments that relate to multiple categories are classified into multiple categories. Therefore, the sum of “Mentions” may exceed the total number of surveys with comments received.

## Written Comments for Palco

A. What comments would you like to share about your experience working with your FMS?
Customer service is great & prompt. I rely on talking to someone in person, if I have any questions. I'm not very savvy on the internet or understanding when it comes to alot of procedures on paper.
PALCO has been great to work with - Really no complaints. I would strongly recommend them. I have worked with PPL in the past so I have FMS experience & PALCO is my preferrance at this time
My 1 complaint, is very poor calculation help when doing the math.
Palco employees work hard at meeting deadlines and keeping me informed if I have made an error. They answer our questions with expediency and dispatch.
I HAVE REQUESTED MY TAX RECORDS SINCE 2018 AND HAVE NEVER RECEIVED THEM. I AGAIN BEGAN REQUESTING THEM IN THE END OF 4/2025. I HAVE NOT RECEIVED A RETURN EMAIL OR A PHONE CALL. I JUST HAD SURGERY ON [Redacted Text] AND I AM IN PAIN STILL AND DO NOT WISH TO SPEAK WITH ANYONE RIGHT NOW. I AM NOT HEALED ENOUGH TO WAIT ON THE PHONE.
I love working with them.
Please have customer service available evenings and weekends. Elderly, disabled people need help 24/7. Simplify the red tape.
Very helpful, respectful,
Palco is much better than any other FMS I've had
It's not the easiest
This program is horrific to navigate
Palco is exceptional and every time i have any questions they are accessible and gave me the assistance I need.
It's been a great experience working with Palco. Palco phone support is outstanding - quickly answered by very knowledgeable, helpful, and friendly people. 2 suggestions: 1) Provide editable fields in all attendant enrollment forms. Most forms have editable fields, but some do not. In particular, copying the very long phone Device ID onto the EVV form is error prone. If that field were editable, the device ID could be copied and pasted from the AuthentiCare App. 2) Provide a method to encrypt (end-to-end) completed attendant enrollment forms and scans of I-9 supporting documents when they are emailed to Palco. I know the

A. What comments would you like to share about your experience working with your FMS?
Attendants and I agree to accept all risks of transmitting this data over email when we enroll online, but I would feel more comfortable about the online enrollment option if this could be addressed.
Everyone was helpful and prompt when I had a question.
When enrollment forms are updated, I need to be notified. I've had employment applications delayed due to expired forms.
Not very much because everything was easy
Professional service
Need a better website. Should still provide tax document even if a live-in aide that is tax exempt. Should allow tax exempt live-in aides to opt to pay unemployment tax and SS/Medicare.
They take too long to process paperwork. They never return phone calls or assistance my employee. Very difficult to receive a response. I have to call the CDASS to help me to actually a new employee after 2 months trying to get her in a payroll. They take too much money for each employee \$2.50 per hour to do the paperwork. And they are not helpful to them.
Staff is always very helpful and very kind! Thank you!
Staff are terrific. They are very helpful. The EVV technology is not good and not usable for many. Improvements are needed.
They are always helpful when I need questions answered.
Never had a problem with them.
Very helpful and kind
EVV is my main concern with the CDASS program. Many times when my aides arrive, the log in prompt just spins in circles, frustrating my attendants. There are times when my aides have clocked in with Authenticare but does not register on PALCO's timesheet. Because I keep my own manual timesheet for each employee I'm able to detect those errors. Since I keep my own timesheets, I see no reason to duplicate the timekeeping system with the often erroneous EEV system. I am a retired accountant who prepared corporate payrolls for over fifty years. I am perfectly capable of preparing payroll and payroll reports without the aide of PALCO.
I got help clearing all my inactive attendants then told I needed to leave a back up after the fact. This type of back and forth,

**A. What comments would you like to share about your experience working with your FMS?**

confusion about unemployment claims, stop dates for employees and the problems with passive aggressive enrollment is vexing. I probably spend 6 hours a week making up for what “seem to be” easy solutions to online applications. I can’t hire people. It’s too drawn out and not online.

I'm happy with their services

Great!

Best FMS we’ve worked with

**Resources and Tools Suggestions****B. What resources and tools would help you be more successful in the CDASS program?**

My biggest challenge & frustration with CDASS is TRE and their case management system. They are very respectful & kind, but follow through & communication needs a lot of improvements!!

ACCESS TO MY EMPLOYER TAX DOCUMENTS. i HAVE NEVER SEEN THEM

Please have customer service available evenings and weekends. Elderly, disabled people need help 24/7. Simplify the red tape. It shouldn't waste hours of what little time we have.

Easier to on board new employees I gave up

Tell us exactly what is going to be held out every pay period so we don't go over

to receive proper training and for TRE recovery and their workers to actually do the paperwork on time. For workers to actually contact you back in a timely manner. For workers to actually do what they are supposed to be doing so that your caseworker can be paid on time

I dont have any recommendations I'm satisfied with the resources and tools I have.

Nothing much everything was understandable

Direct Communication with CDASS

B. What resources and tools would help you be more successful in the CDASS program?
I would like to have phone call to see who the other program works, if is easy for my employee or for myself to communicate with them. This is two way communication with fastest results and resolution. People work for money and now days they need the paycheck on time. They are working with me petson to person trying to keep me healthy
I am able to use the program successfully
The elimination of EVV for one. The creation of a job posting site on PALCO's website where attendants could list their location and availability that employers could access would be an excellent resource for employers.
A better registry so I don't have to recruit new hires endlessly doing 35 pages of forms they don't seem to want to print out. An easier online application please. Thanks
An improvement to the time sheet process so that the screen does not jump back to the top each time, and to default to what you have already entered for data that is repeated.



## 2025 Financial Management Services Annual Satisfaction Survey

### Introduction

This survey is for Consumer-Directed Attendant Support Services (CDASS) employers to rate the services they received from their Financial Management Services (FMS) contractor. Your ratings and comments will be reviewed by the Colorado Department of Health Care Policy and Financing and your FMS to identify areas of good performance and areas needing improvement. **A member's CDASS benefit is not impacted by completing this survey.** You will remain anonymous unless you identify yourself at the end of the survey.

Consumer Direct for Colorado conducts this survey for the Department of Health Care Policy and Financing. Consumer Direct will present the final results report on June 25, 2025 at the Participant-Directed Programs Policy Collaborative. If you have questions about this survey, the results report, or presentation of the results, please call Consumer Direct at 1-844-381-4433.

### Due Date

Return your survey in the enclosed envelope by **May 9, 2025**. You must return your survey by this date in order for your responses to be included in the final results report.

### Instructions

Please rate the FMS which you worked with for most of 2024. Some questions may be best answered if you talk to your attendants.

- Rate each question using the 5-point scale. 5 means excellent/most satisfied/greatest and 1 means very poor/least satisfied/least.
- Use **black** ink. Fill circles in like this: ● Not like this: ○ ☒ ☑
- Mark N/A circle if the question does not apply to you.
- You may add written comments in boxes under questions A and B.
- **Please go to the next page to start the survey.**

### Encuesta traducida / Khảo sát đã dịch / Переведенный опрос

Si desea que esta encuesta sea interpretada en español, por favor llámenos al 844-381-4433.

Để nhận dịch vụ thông dịch viên, hãy gọi cho chúng tôi theo số 844-381-4433. Một người nói tiếng Việt có thể giúp đỡ quý vị.

Если вам нужно перевести этот опрос на русский язык, позвоните в службу поддержки клиентов по телефону 844-381-4433.



# Palco 2025 CDASS Member Satisfaction Survey Report Template



**COLORADO**  
Department of Health Care  
Policy & Financing

**2025 Financial Management Services**  
**Annual Satisfaction Survey**

**1. Which FMS Provider are you rating with your responses (Please select only one)**

Palco ☐ Public Partnerships (PPL) ☐

**2. Please rate the enrollment process for you and your attendants.**

	Very 5	4	Neutral 3	2	Not at all 1	N/A
How easy to read/understand are the enrollment materials?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How easy is it to understand the corrections to enrollment paperwork that it requires?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How easy is it to contact your FMS if you have enrollment questions?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How quickly does it process enrollment paperwork when paperwork is free of errors?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How helpful was the training you received about how attendants track and submit their work hours?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How easy was the enrollment process to complete from start to finish for yourself and your attendant(s)?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**3. Please rate how easy it is to access your FMS's electronic systems and materials. How accessible...**

	Very 5	4	Neutral 3	2	Not at all 1	N/A
is its website?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
is its EVV mobile app?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
is its EVV telephone reporting technology?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
is its online portal (timesheet and budget tracking system)?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
are its electronic documents?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**4. Please rate your FMS's assistance and communication. How well or reliably...**

	Always 5	4	Sometimes 3	2	Never 1	N/A
does it assist you when you need help navigating its website?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
does it assist you when you need help navigating its online portal?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
does it assist you when you need help completing its paperwork?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
is its communication when action from you or your attendant is needed?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
is it when you request contact from customer service or enrollment staff?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



# Palco 2025 CDASS Member Satisfaction Survey Report Template



## 2025 Financial Management Services Annual Satisfaction Survey

5. Please rate your FMS's customer service. How often does its customer service...

	Very 5	4	Neutral 3	2	Not at all 1	N/A
answer the phone in a reasonable amount of time?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
treat you with respect?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
clearly answer your question or concern?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
provide you with accurate information?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
return your call or email within one business day?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

6. Please rate your FMS's payroll and tax services. How timely or accurately does your FMS...

	Always 5	4	Sometimes 3	2	Never 1	N/A
send updates such as denied timesheets and updated payroll resources (i.e. annual payroll calendar)?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
pay your attendants?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
deliver tax documentation?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
adjust payroll and tax information, such as rates of pay or payment method?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

7. Please rate the EVV technologies your FMS provides your attendants.

*Federal law requires CDASS attendants use Electronic Visit Verification (EVV) for clocking in and out of work shifts. If you and all of your attendants have and EVV Live-In Caregiver Exemption, select the N/A circle for each question.*

	Very 5	4	Neutral 3	2	Not at all 1	N/A
How well did your FMS prepare your attendants to complete EVV reporting?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How easy is it to use your FMS's EVV technologies (mobile app, telephone reporting, online portal)?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How reliably do your FMS's EVV technologies capture clock in and clock out data?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How helpful is your FMS's EVV customer support when you or your attendants need help?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How confident do you feel using your FMS's EVV technologies?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

8. How well do you feel your data is securely managed by your FMS?

Very Well 5	4	Neutral 3	2	Very Poorly 1	N/A
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

9. How would you rate your overall satisfaction with your FMS?

Very Satisfied 5	4	Neither Satisfied Nor Dissatisfied 3	2	Very Dissatisfied 1	N/A
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Rev 03/31/2025

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# Palco 2025 CDASS Member Satisfaction Survey Report Template



**COLORADO**  
Department of Health Care  
Policy & Financing

**2025 Financial Management Services  
Annual Satisfaction Survey**

## Written Comments

You may use the space below to share additional feedback about your experience working with your FMS. If you need more space for your comments, please use another piece of paper and include it with this survey. Comments will not be reviewed immediately by your FMS. If you need immediate assistance from your FMS, please see the customer service contact information for each at the bottom of the page.

A. What comments would you like to share about your experience working with your FMS?

B. What resources and tools would help you be more successful in the CDASS program?

C. Who completed this survey? \*Do not write your name if you prefer that your comments remain anonymous.

First and Last Name: \_\_\_\_\_

I am the...      Member   ☐      Member's Authorized Representative   ☐

## FMS Contact Information

Public Partnerships LLC. (PPL) [ppcdass@pplfirst.com](mailto:ppcdass@pplfirst.com), 1-888-752-8250; [ppl\\_cs\\_evv@pplfirst.com](mailto:ppl_cs_evv@pplfirst.com) (EVV Help Desk), 1-833-204-9041 (EVV Help Desk)

Palco, Inc.: [CO-CDASS@palcofirst.com](mailto:CO-CDASS@palcofirst.com), 1-866-710-0456, 1-800-441-4667 (EVV Support Line, press 1 then 3)

**Thank you for completing this survey.  
Your responses will help improve the CDASS Program!**

