

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.**

This is a draft survey.

It is intended to be shared during the March 2025 Participant-Directed Programs Policy Collaborative for stakeholder feedback.

CDASS employers will receive the final survey to complete in April.

Do not complete this survey.





Palco ○ Public Partnerships (PPL) ○

Very		Neutral		Not at all	
5	4	3	2	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"/>

Very		Neutral		Not at all	
5	4	3	2	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"/>

Very		Neutral		Not at all	
5	4	3	2	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 with 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"/>





Very	Neutral		Not at all		
5	4	3	2	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"/>

Very	Neutral	Not at all
5	4	3
	2	1
		N/A

[illegible]

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 an EVV Live-In Caregiver Exemption, select the N/A circle for each question.

Very		Neutral		Not at all	
5	4	3	2	1	N/A

[illegible]

Very Well	Neutral		Very Poorly		
5	4	3	2	1	N/A

○ ○ ○ ○ ○ ○

Very Satisfied					Very Dissatisfied	
5	4	3	2	1	N/A	

○ ○ ○ ○ ○ ○



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, 1-888-752-8250; ppl_cs_evv@pplfirst.com (EVV Help Desk), 1-833-204-9041 (EVV Help Desk)

Palco, Inc.: 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!**

