



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.



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"/>					
How easy is it to understand the corrections to enrollment paperwork that it requires?	<input type="radio"/>					
How easy is it to contact your FMS if you have enrollment questions?	<input type="radio"/>					
How quickly does it process enrollment paperwork when paperwork is free of errors?	<input type="radio"/>					
How helpful was the training you received about how attendants track and submit their work hours?	<input type="radio"/>					
How easy was the enrollment process to complete from start to finish for yourself and your attendant(s)?	<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"/>					
Is its EVV mobile app?	<input type="radio"/>					
Is its EVV telephone reporting technology?	<input type="radio"/>					
Is its online portal (timesheet and budget tracking system)?	<input type="radio"/>					
Are its electronic documents?	<input type="radio"/>					

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

	Very 5	4	Neutral 3	2	Not at all 1	N/A
Does it assist you when you need help navigating its website?	<input type="radio"/>					
Does it assist you when you need help with its online portal?	<input type="radio"/>					
Does it assist you when you need help completing its paperwork?	<input type="radio"/>					
Is its communication when action from you or your attendant is needed?	<input type="radio"/>					
Is it when you request contact from customer service or enrollment staff?	<input type="radio"/>					



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"/>					
Treat you with respect?	<input type="radio"/>					
Clearly answer your question or concern?	<input type="radio"/>					
Provide you with accurate information?	<input type="radio"/>					
Return your call or email within one business day?	<input type="radio"/>					

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

	Very 5	4	Neutral 3	2	Not at all 1	N/A
Send updates such as denied timesheets and updated payroll resources (i.e. annual payroll calendar)?	<input type="radio"/>					
Pay your attendants?	<input type="radio"/>					
Deliver tax documentation?	<input type="radio"/>					
Adjust payroll and tax information, such as rates of pay or payment method?	<input type="radio"/>					

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.

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

	Very 5	4	Neutral 3	2	Not at all 1	N/A
Well did it prepare your attendants to complete EVV reporting?	<input type="radio"/>					
Easy is it to use its EVV technologies (mobile app, telephone reporting, online portal)?	<input type="radio"/>					
Reliably do its EVV technologies capture clock in/clock out data?	<input type="radio"/>					
Helpful is its EVV customer support when you or your attendants need help?	<input type="radio"/>					
Confident do you feel using its EVV technologies?	<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"/>					

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

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



