



2023 FMS Member Satisfaction Survey Report



Introduction

Medicaid members receiving Consumer Directed Attendant Support Services (CDASS) in Colorado were surveyed this spring by mail or email regarding their satisfaction with the services provided by their Financial Management Services (FMS) provider. The FMS providers for this year's survey are Palco and PPL.

The annual survey was conducted and analyzed by Consumer Direct Colorado (CDCO) in collaboration with both FMS providers and Colorado Department of Health Care Policy & Finance (HCPF)

The full survey reports for both Palco and PPL will be available on CDCO's website upon approval from HCPF and the Participant Directed Program's website.

Methodology

This year CDASS members had the option of submitting either an electronic (**NEW!**) or paper survey.

- Using the contact information provided by each FMS, members/ARs were emailed on March 17, 2023, and were given the option of completing the survey by either mail or e-mail. Members/ARs had until March 24, 2023, to choose their preferred survey method. If no response was received, they were sent a paper survey.
- All surveys were sent on April 6, 2023. Mailed surveys included a postage-paid return envelope. E-mailed surveys were completed via the online software Survey Monkey.
- Members had until May 5, 2023, to return their completed survey(s) to CDCO.
- Satisfaction questions and analysis were formatted as a numeric five-point Likert rating scale, with 5 being best or most satisfied, and 1 being worst or least satisfied.

CDASS Members were asked to rate services provided by their FMS provider regarding

- Customer service (including employer and payroll functions)
- Web-based systems functionality and accessibility
- Electronic Visit Verification system (**NEW** this year!).
- There is also a 2nd part of the survey that allows for open-ended comments and recommendations.

Satisfaction Ratings Summary

	Palco	PPL	All
Number of surveys mailed	684	2760	3444
Number of mailed surveys returned	83	304	387
Number of electronic surveys sent	111	195	306
Number of electronic surveys returned	63	113	176
Mail Return Rate	12.1%	11%	11.2%
Electronic Return Rate	56.8%	57.9%	57.5%
% of Answers with highest rating value of 5	64%	58.6%	60.2%
Please rate your satisfaction with FMS EVV technologies and services (average rating, question 7)	4.07	4.19	4.16
Overall weighted average (questions 2-6)	4.40	4.32	4.35

Additional Info

In the survey reports, you will also find other helpful information such as:

Who Completed the Survey

Member	72	39.8%
Authorized Representative	31	17.1%
Question not answered	78	43.1%

Comment Analysis

All the written comment as recorded by each Member/AR. Topics within the comments were classified into common themes or categories. All comments and thematic coding will be available for review upon final approval from the Department and publication on CDCO's website.

Any Questions?



Thank you

