



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

Office of Community Living  
1570 Grant Street  
Denver, CO 80203

January 11, 2021

Dear CDASS Member and/or Authorized Representative,

**You are receiving this letter regarding a change to your Financial Management Service (FMS) vendor. Please read this letter carefully; action is required by you and your attendants to avoid disruption to your services and attendant payments.**

Acumen Fiscal Agent will no longer be providing Financial Management Services for Colorado CDASS Members effective April 1, 2021. You must choose a new FMS vendor. This choice must be completed by February 10, 2021. The approved FMS vendors are Palco and Public Partnerships (PPL). If you do not choose an FMS by February 10, 2021, you will be automatically transferred to Palco.

Every effort will be made to minimize the amount of paperwork you need to send, but **some paperwork will be required** to complete the change to your new FMS.

**Changing your FMS vendor:**

1. Research the FMS vendors below and decide which one you want to work with. You can visit their websites for more information about them. You can also call to interview them. It is important to review information on how each FMS processes payroll cycles, timesheets, Electronic Visit Verification (EVV), and “Cost to You” budgeting sheets to see which FMS is right for you.
  - Palco
    - Phone: (866) 710-0456 and select the option for Colorado
    - Email: [CO-CDASS@palcofirst.com](mailto:CO-CDASS@palcofirst.com)
    - Website: [www.palcofirst.com/programs/colorado/cdass](http://www.palcofirst.com/programs/colorado/cdass)
  - Public Partnerships, LLC (PPL)
    - Phone: (888) 752-8250
    - Email: [ppcdass@pcgus.com](mailto:ppcdass@pcgus.com)
    - Website: [www.publicpartnerships.com/cofacts/](http://www.publicpartnerships.com/cofacts/)
2. Select your new FMS vendor
  - Palco: no action required to initiate the transfer
  - PPL: contact your Case Manager to initiate the transfer by **February 10, 2020**



3. Your new FMS will provide forms for you to complete. Make sure you and your attendants complete and return all necessary paperwork to your new FMS on time. Work with your new FMS vendor to update your information if needed.
4. Verify your enrollment with both your new FMS vendor and your Case Manager. If paperwork is missing, this will impact your attendant services and payments.
5. Your new FMS will provide user instructions, training and access for your attendants to complete Electronic Visit Verification (EVV). If you have live-in exemption forms, you may need to update them. Attendants must use the new vendor's EVV system to clock-in and out.

**Important Dates:**

Date	Activity
February 10, 2021	Deadline to select your new FMS and notify your case manager if selecting PPL.
March 12, 2021	All transition paperwork must be completed and returned to your new FMS.
March 15, 2021	Final date of services with Acumen.
March 16, 2021	Submit final timesheet(s) to Acumen for any hours worked prior to this date. Services with new FMS begin.

Please note: the next opportunity to change your FMS vendor is the open enrollment period beginning in June 2021.

If you have questions, help is available. You can contact your Case Manager or call Consumer Direct of Colorado at 844-381-4433.

Katherine McGuire  
 Participant Directed Programs Specialist  
 Department of Health Care Policy and Financing

