



COLORADO
Department of Health Care
Policy & Financing

1570 Grant Street
Denver, CO 80203

Financial Management Services (FMS) Vendor Transition Workflow for Case Managers

January 15, 2021

Overview

Effective April 1, 2021, Acumen Fiscal Agent will no longer be providing Financial Management Services (FMS) for Colorado CDASS members. Thereafter, the approved FMS vendors are Palco and Public Partnerships (PPL).

All members currently utilizing Acumen Fiscal Agent must choose a new FMS vendor by February 10, 2021. Members and their Authorized Representatives (ARs) will receive a notice in the mail that outlines the actions required. A copy of this letter is attached to the Operational Memo. If members do not choose an FMS by February 10, 2021, they will be automatically transferred to Palco.

Case Management Requirements

1. Review your members enrolled in CDASS and identify members currently using Acumen. Support the members you serve by providing resources and answering questions. Encourage members and Authorized Representatives (ARs) to research the other FMS vendors to help inform their decision.
2. Members/ARs who select Palco will have some of their enrollment data automatically transferred, however the member/AR will have to complete some paperwork from Palco. A Prior Authorization Request (PAR) revision or referral is not required for members selecting Palco.
3. Members/ARs who select PPL will follow an open enrollment process.
 - a. Revise the PAR to change the T2040 line from \$85.00 to \$103.21. The end date for the \$85.00 rate is March 31, 2021. The effective date of the \$103.21 rate should be April 1, 2021.
 - b. Send a discontinuation notice to Acumen with the effective date of March 15, 2021 .
 - c. Submit a referral form to PPL by February 10, 2021. The form is located here: <https://consumerdirectco.com/wp-content/uploads/2018/06/CDASS-TRAINING-FMS-CLIENT-REFERRAL->



[FORM-7.1.2018.pdf](#).

- i. Send the form via email to cocdassadmin@pcgus.com with “Acumen Transition Referral” in the subject line, or
 - ii. Fax the form to 866-947-4813 with “Acumen Transition Referral” on the cover sheet.
4. The newly selected FMS vendor will contact case managers if additional information or action is needed from the member/AR. Some program-specific paperwork will be required of all members transitioning FMS vendors.

If you have further questions about this transition, please contact Consumer Direct Colorado (CDCO) or the FMS vendor.

Contacts & Resources

- Palco
 - Phone: 866-710-0456 and select the option for Colorado
 - Email:
 - Enrollment: enrollment@palcofirst.com
 - General inquiries: CO-CDASS@palcofirst.com
 - Website: <https://palcofirst.com/colorado/>
- Public Partnerships (PPL)
 - Phone: 888-752-8250
 - Email: ppcdass@pcgus.com
 - Website: www.publicpartnerships.com/cofacts/
- Consumer Direct of Colorado
 - Phone: 844-381-4433 Fax: 866-924-9072
 - Email: infocdco@consumerdirectcare.com
 - Website: www.consumerdirectco.com

