



Consumer Direct Care Colorado



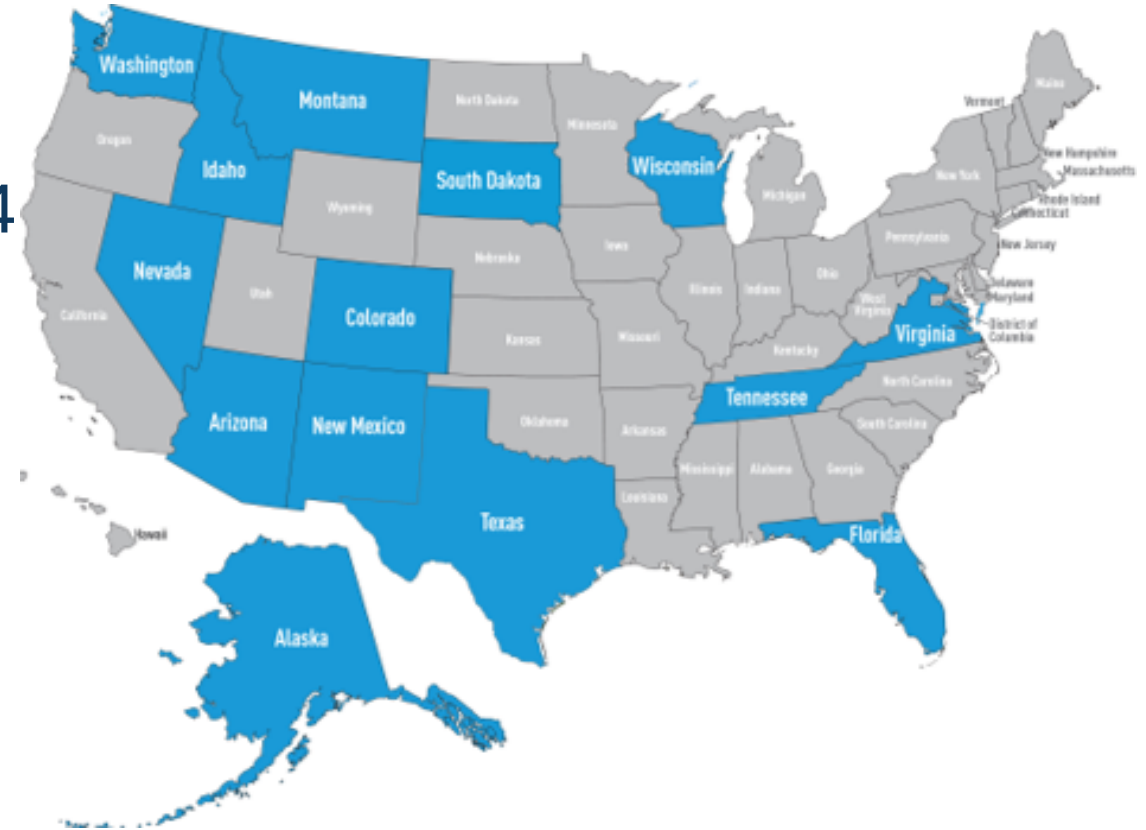
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Who We Are

Consumer Direct Care Network (CDCN)

- We provide services and training in 14 states. In Colorado, we're called Consumer Direct for Colorado(CDCO).
- We provide training and support services for Consumer-Directed Attendant Support Services (CDASS) and In-Home Support Services (IHSS)



CDCO Responsibilities

We will:

- Contact member/Authorized Representative (AR) to schedule orientation after receiving a referral from Case Manager.
- Be your first contact for general questions regarding CDASS.
- Provide orientation materials for the Consumer-Directed Attendant Support Services (CDASS) Program.
- Provide enrollment and ongoing resources for Member/AR.
- Provide Case Management training.
- Offer additional support to members/AR's through Information and Assistance (I&A) Services.



Overview of CDASS and Our Role

Consumer Direct Care Network Colorado (CDCO) is the Training and Support contractor for the CDASS program.

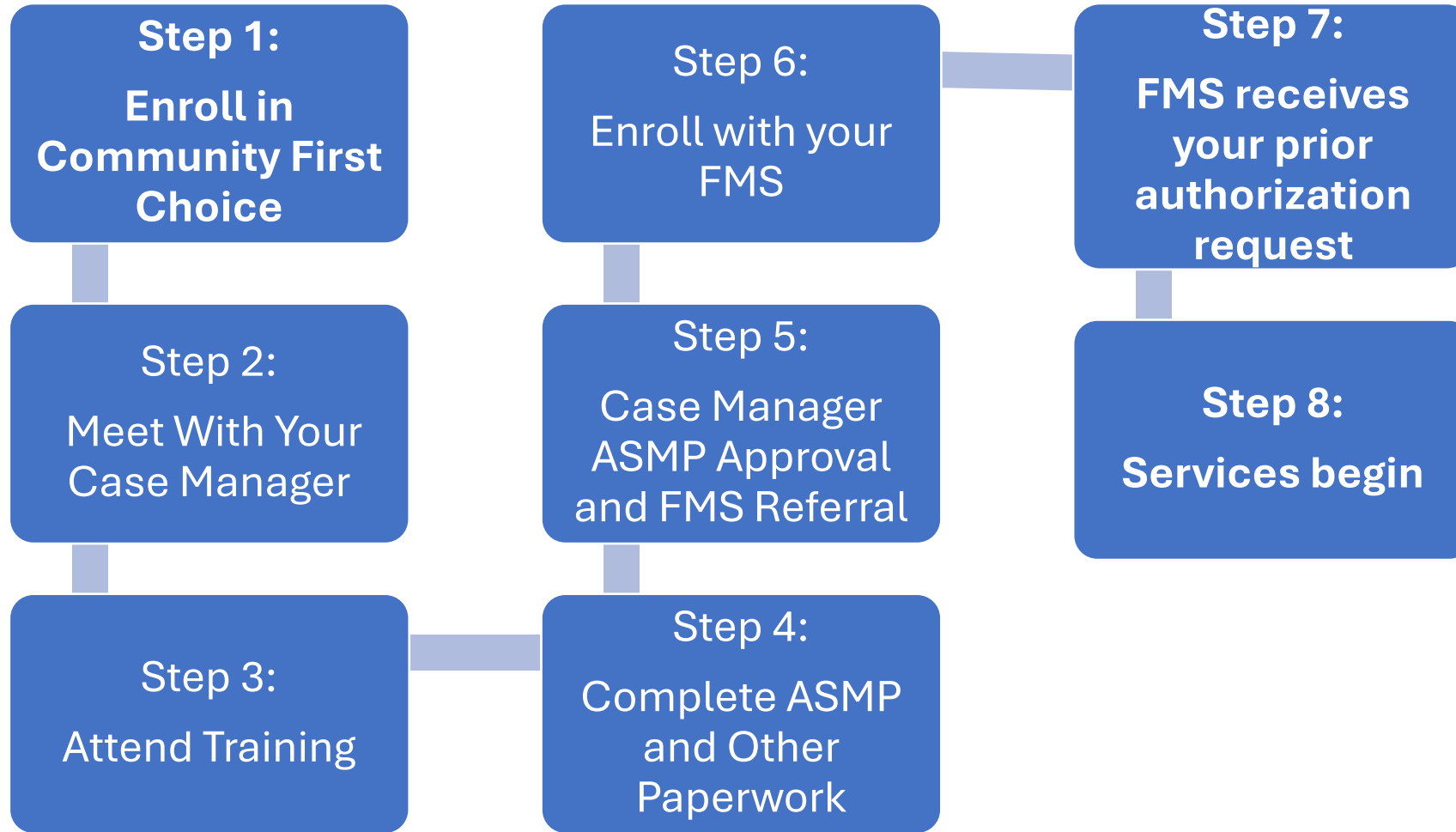
- **We guide individuals through training and provide program guidance.**
- **We work with the Financial Management Services (FMS) contractors, case management agencies, and Colorado Department of Health Care Policy & Financing (HCPF) to successfully enroll individuals into the CDASS program.**



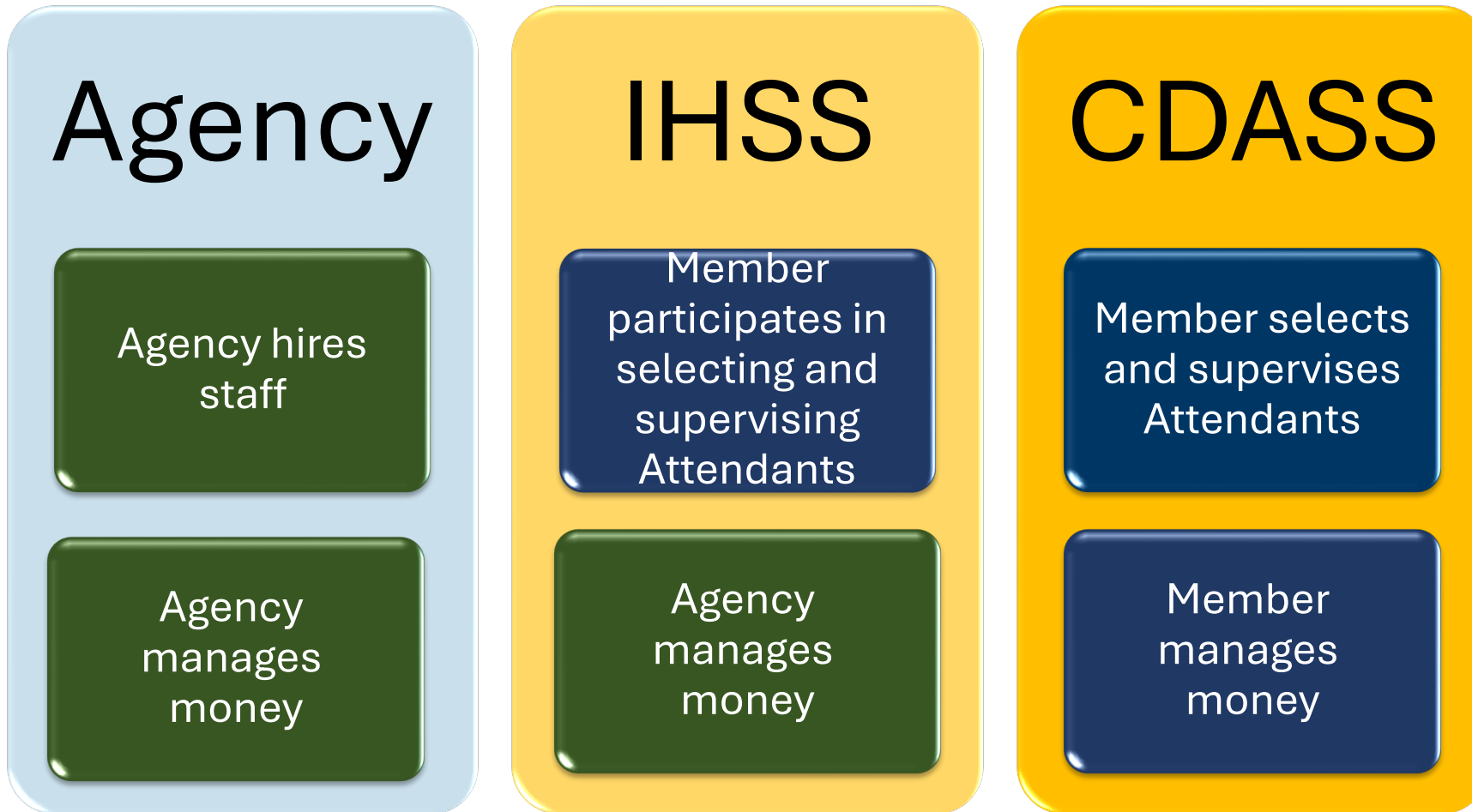
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8 Steps of Enrollment



Service Delivery Differences





Information and Assistance (I&A)

Introduction to CDCO I&A Services

- Information & Assistance (I&A) services help Members and Authorized Representatives with many different topics. We tailor the support to what each person needs.
- We help participants understand and navigate Medicaid programs. We also support them in building the skills they need to successfully manage their services. Our team works alongside members to make sure they can get the right services and supports.



Who's a Good Match for I&A Services?

Incoming CDASS
or IHSS Members /
AR's

Current CDASS or
IHSS Members /
AR's

Anyone needing
extra guidance and
support navigating
their services

Who Should We Refer to I&A Services?

Members wanting to learn more about self-directed services

Members needing additional guidance on management skills

Those who need help finding and hiring attendants

Members needing mediation between an IHSS agency or Case Manager

Those needing help finding community resources

Members struggling to stay within budget of their services

Members struggling to navigate the hiring process

& More



Services Offered Through I&A Services

- Medicaid Navigation
- Consumer Direction Education
- Support Resource Navigation
- Service Quality Reporting
- Member Enrollment
- Emergency and Backup Planning
- CDASS Individual Allocation Utilization Coaching and Monitoring
- Attendant Recruitment and Retention
- Mediation



Referral Process for I&A Services

How?

- Find the I & A referral form on the Consumer Direct Colorado Website under the Information and Assistance Tab

Who?

- Member's, Authorized Representative's, Case Managers, FMS Representatives, CDCO

When?

- You can begin I&A Services at anytime or at any point of your CDASS or IHSS journey
- Within one business day our I&A coordinator's will connect to schedule your initial Intake Session



Next Steps of Enrollment

First:

I&A Referral will be processed within 1 business day

Second:

I&A coordinator will reach out and set up initial intake session

Third:

Member / AR will complete the I&A Intake Session



Any Questions?



Thank you



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