



COLORADO
Department of Health Care
Policy & Financing

1570 Grant Street
Denver, CO 80203

Members: Please Take the Department's Member Survey on Case Management Agency (CMA) Attributes

January 2023

What is the Member CMA Survey?

The Department has developed a survey that provides Members an opportunity to share involvement in the Case Management Agency (CMA) selection process, while maintaining the integrity of the competitive process and state procurement laws.

The survey consists of five questions targeting key areas of importance that Long-Term services and Supports (LTSS) and Home and Community-Based Services (HCBS) Stakeholders need most from their Case Management Agency.

What is the timeline for the Member CMA Survey?

The Department will release the Member CMA Survey at the same time the competitive CMA solicitation is released. The Department will gather all submitted responses during the procurement inquiry period, which will end on Wednesday, Jan. 18, 2023.

How will responses be used?

The survey results will be used to obtain input on the needs of Members, which the evaluators will consider, in addition to the needs of the Department and Providers. The results of the survey will be posted publicly on Vendor Self-Service and the CMRD webpage during the Inquiry and Answer period of the solicitation, no later than Tuesday, Feb. 7, 2023.

Who can participate in the Member CMA Survey?

Every Member (or guardian) who is a participant in LTSS or HCBS is invited and encouraged to participate in the Member CMA Survey.



How many times may I fill out the Survey?

We are asking all participants to fill out the survey one time to give the Department a clear picture of Member preferences.

If I, or someone I know, does not want to take the survey online, what are my alternatives?

You can ask a trusted Provider, friend, family member or other natural support for assistance in filling out the Survey. (Case Managers may not assist Members with filling out the Survey due to conflicts of interest.)

Member CMA Survey Live Response Meeting

The Department will host a Member CMA Survey Live Response on Thursday, Jan. 12, 2023, from 10:30 a.m. - 12 p.m. MT to help you fill out the Survey

[Join via Zoom](#)

Meeting ID: 873 9014 4539, Passcode: 597847

Join via Phone:

(Toll-free) 1-877-853-5257

You may reach out to our Case Management Redesign (CMRD) Community Liaison, Nicolette Anderson, at Nicolette.Anderson@state.co.us. Nicolette can coordinate with a Department staff member to call you with assistance in filling out the Survey.

[Link to the Member CMA Survey in English](#)

[Link to the Member CMA Survey in Spanish](#)

