



Public Partnerships LLC (PPL) 2021 Member Satisfaction Survey Report

Introduction

Medicaid clients receiving Consumer Directed Attendant Support Services (CDASS) in Colorado were surveyed by mail regarding their satisfaction with the services provided by their Financial Management Services (FMS) provider. This report¹ is specific to the FMS provider Public Partnerships LLC (PPL), but summarized survey results for Palco and PPL are included on page one for comparison. This survey was conducted by Consumer Direct Care Network Colorado (CDCN) under contractual obligation with the Colorado Department of Health Care Policy & Financing (HCPF).

Methodology

CDASS members were asked through mail survey to rate services provided by their FMS provider. Questions focused on FMS provider responsibilities toward customer service, web-based systems functionality and accessibility, and employer and payroll functions. Survey questions were approved by HCPF prior to mailing. The back page of the survey allowed for open-ended comments.

CDCN mailed surveys on March 28, 2021 using member mailing lists provided by both Palco and PPL. Survey recipients were asked to return completed surveys by April 30, 2021 using an included postage-paid envelope. Data entry and analysis of returned surveys was conducted by CDCN Quality Improvement department staff. Comments were data entered as close to the hand written text as possible, but with names and contact information removed or redacted.

Satisfaction questions were formatted as a numeric five point Likert rating scale, with 5 being best or most satisfied, and 1 being worst or least satisfied. Satisfaction ratings for each question are expressed as a common arithmetic average. An overall satisfaction rating - the weighted average for all questions is also presented.

Satisfaction Ratings Summary all FMSs

	Palco	PPL	All
Number of surveys mailed	641	3212	3853
Number of surveys returned²	114	427	541
Return Rate	17.8%	13.3%	14.0%
% of Answers with highest rating value of 5	60.0%	56.2%	57.0%
My overall satisfaction with my FMS can be described as (average rating, question 7)	4.14	4.27	4.24
Overall weighted average (questions 3-7)	4.24	4.23	4.24

¹This report is intended for review by HCPF only, and is not for public distribution unless authorized by HCPF. Returned surveys and data analysis spreadsheet file are available to HCPF upon request.

²Surveys received after April 30, 2021 not included in the survey analysis. FMS affiliation based on self-identification of FMS provider in question one. Surveys with no FMS identified in question one are excluded from this report.



Page 1 of the survey (for reference)



2021 Annual Member Satisfaction Survey

As a managing employer in the CDASS program, please rate the services provided to you by the Financial Management Services (FMS) vendor you were affiliated with throughout the majority of 2020. Please Note: As of April 1, 2021, Acumen Fiscal Agent will have exited as an FMS vendor. Due to this, the Department of Health Care Policy & Financing has determined that a different approach to surveying member satisfaction with Acumen's services is needed. A separate survey will be provided at a later date. If you have been affiliated with Acumen for the entire 2020 year, then you may complete the survey for your current vendor.

Please rate your experiences, using a 5 to 1 scale, with 5 being best (Excellent/Most Satisfied) and 1 being worst (Very Poor/Least Satisfied). Use N/A if the question does not apply. A place for comments has been provided on the back of the survey. Please complete the survey below and return it in the envelope provided by April 30, 2021.

For best results, please use BLACK ink. Fill circles in like this: ● Not like this: ○

1. Which FMS Provider are you rating with your responses? (Please select only one)

Palco ○ PPL ○

2. If you were affiliated with Acumen Fiscal Agent for the entire 2020 year, please mark "Yes" and complete the date you transferred to your current FMS vendor.

Yes ○ / / (mm/dd/yyyy)

3. Please rate trainings and/or resources provided by your FMS at enrollment.

Table with 6 columns: Always (5), Sometimes (3), Never (1), N/A. Rows include: Enrollment materials are easy to read/understand, Training I received about how my attendant/s track and submit their work hours was helpful, I know how to contact my FMS if I have questions, The enrollment process for myself and my attendant/s was easy to complete.

4. Please rate the assistance provided by your FMS to the questions you have about online resources.

Table with 6 columns: Excellent (5), Average (3), Very Poor (1), N/A. Rows include: Using my FMS' website, Online or mobile app timesheet submission.

5. When contacting your FMS with a question or concern, staff members...

Table with 6 columns: Always (5), Sometimes (3), Never (1), N/A. Rows include: Are respectful?, Answer the phone?, Return your call or email within one (1) business day?, Clearly answer your question or concern?

This survey is administered by Consumer Direct Care Network Colorado. If you have questions about this survey, please call us at 1-844-381-4433 for assistance.





Page 2 of the survey (for reference)



2021 Annual Member Satisfaction Survey

6. Please rate these services provided by your FMS.
Table with 6 columns: Excellent (5, 4), Average (3, 2), Very Poor (1, N/A)
Rows: Assistance completing FMS enrollment paperwork, Timeliness in processing FMS enrollment paperwork, Paying your Attendants - on time, Paying your Attendants - accurately, Providing accurate and timely tax documentation.

7. My overall satisfaction with my FMS can be described as:
Table with 6 columns: Very Satisfied (5, 4), Neither Satisfied Nor Dissatisfied (3, 2), Very Dissatisfied (1, N/A)

Please use this space for any additional feedback about your experience working with your FMS. Please note that your comments will not be read immediately by your FMS vendor. If you need immediate assistance please contact your FMS customer service center directly.

Large empty rectangular box for providing additional feedback.

Name (Optional*) - please print: [Text input box]

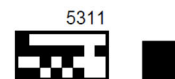
Who completed this survey? Member [radio] Authorized Representative [radio]

*Do not write your name if you'd prefer that your comments remain anonymous.

If you have additional comments or suggestions, please submit them on another piece of paper with this survey.

Thank you for completing this survey.
Your responses will help improve the CDASS Program!
Please return in the enclosed envelope by April 30, 2021

Rev 3/19/2021





Public Partnerships LLC (PPL) 2021 Member Satisfaction Survey Report

Satisfaction Ratings

2. If you were affiliated with Acumen Fiscal Agent for the entire 2020 year, please mark "Yes" and complete the date you transferred to your current FMS vendor.										Yes											
										#	%										
										51	11.9%										
3. Please rate trainings and/or resources provided by your FMS at enrollment.										Number (#) and Percent (%) of Answers by Rating Value											
										1 Never		2		3 Sometimes		4		5 Always		N ¹	Avg
										#	%	#	%	#	%	#	%	#	%	#	%
Enrollment materials are easy to read/understand.										9	2.3%	11	2.8%	76	19.2%	116	29.3%	184	46.5%	396	4.15
Training I received about how my attendant/s track and submit their work hours was helpful.										14	3.6%	14	3.6%	54	13.8%	108	27.6%	202	51.5%	392	4.20
I know how to contact my FMS if I have questions.										11	2.7%	16	3.9%	26	6.3%	76	18.4%	284	68.8%	413	4.47
The enrollment process for myself and my attendant/s was easy to complete.										20	5.1%	29	7.3%	57	14.4%	106	26.8%	184	46.5%	396	4.02
4. Please rate the assistance provided by your FMS with questions you have about online resources.										Number (#) and Percent (%) of Answers by Rating Value											
										1 Very Poor		2		3 Average		4		5 Excellent		N	Avg
										#	%	#	%	#	%	#	%	#	%	#	%
Using my FMS' website.										18	4.7%	17	4.4%	70	18.2%	96	25.0%	183	47.7%	384	4.07
Online or mobile app timesheet submission.										22	5.7%	23	6.0%	55	14.4%	98	25.6%	185	48.3%	383	4.05
5. When contacting your FMS with a question or concern, staff members...										Number (#) and Percent (%) of Answers by Rating Value											
										1 Never		2		3 Sometimes		4		5 Always		N	Avg
										#	%	#	%	#	%	#	%	#	%	#	%
Are respectful?										1	0.2%	5	1.2%	24	5.8%	80	19.5%	301	73.2%	411	4.64
Answer the phone?										24	5.9%	35	8.6%	67	16.5%	81	20.0%	198	48.9%	405	3.97
Return your call or email within one (1) business day?										27	6.7%	36	9.0%	60	15.0%	76	19.0%	202	50.4%	401	3.97
Clearly answer your question or concern?										9	2.2%	27	6.6%	65	15.9%	88	21.5%	221	53.9%	410	4.18
6. Please rate these services provided by your FMS.										Number (#) and Percent (%) of Answers by Rating Value											
										1 Very Poor		2		3 Average		4		5 Excellent		N	Avg
										#	%	#	%	#	%	#	%	#	%	#	%
Assistance completing FMS enrollment paperwork.										16	4.3%	19	5.1%	49	13.0%	84	22.3%	208	55.3%	376	4.19
Timeliness in processing FMS enrollment paperwork.										17	4.5%	26	6.8%	57	14.9%	83	21.7%	199	52.1%	382	4.10
Paying your Attendants – on time.										7	1.7%	17	4.1%	35	8.5%	85	20.7%	266	64.9%	410	4.43
Paying your Attendants – accurately.										5	1.2%	8	2.0%	28	6.8%	84	20.5%	284	69.4%	409	4.55
Providing accurate and timely tax documentation.										10	2.5%	9	2.3%	35	8.8%	86	21.6%	259	64.9%	399	4.44
7. My overall satisfaction with my FMS can be described as:										Number (#) and Percent (%) of Answers by Rating Value											
										1 Very Dissatisfied		2		3 Neither Satisfied nor Dissatisfied		4		5 Very Satisfied		N	Avg
										#	%	#	%	#	%	#	%	#	%	#	%
										9	2.2%	20	4.8%	51	12.3%	107	25.8%	228	54.9%	415	4.27
Totals										219	3.4%	312	4.9%	809	12.7%	1454	22.8%	3588	56.2%	6382	4.23

¹N = total number of responses for the question



Qualitative Comment Analysis

One hundred nineteen (119) of the 427 surveys received contained written comments. Topics within comments were classified into common themes or categories. A summary of applied Thematic Coding is presented below¹.

Category/Theme	Number of Mentions	% of Total Categories
Authorization/Budgeting	4	2.1%
Authorized Representative	3	1.5%
Caregiver Hiring	8	4.1%
Caregiver Pay	22	11.3%
Caregiver Time Submittal	9	4.6%
Case Manager	4	2.1%
Communication (Dissatisfied)	39	20.1%
Communication (Satisfied)	7	3.6%
Consumer Direct	1	0.5%
Covid	5	2.6%
Difficulty with Paperwork	7	3.6%
Enrollment Process	6	3.1%
EVV	16	8.2%
FMS Staff Interaction	13	6.7%
No Comment	2	1.0%
Satisfied with Services	35	18.0%
Training	4	2.1%
Website/Software	9	4.6%
Sum²	194	

¹An Excel spreadsheet documenting application of thematic codes is being supplied to HCPF as a separate resource.

²Individual comments that covered multiple topics were classified into multiple categories; sum of “Mentions” exceeds total comments received.



Written Comments

<p>I am thankful for every representative I worked with. Each was kind, professional, and worked until every need presented was addressed. All the best for your future. Sincerely, [illegible]</p>
<p>Time 4 care – is terrible, takes forever to get time done</p>
<p>Enrollment documents MUST have Form Fields & text fields & check box fields, and radio button fields. This would allow computer fill-in the form with keyboard, mouse, spoken word & listening PPL does NOT do this! Contact me for a demonstration. [redacted]</p>
<p>Always grateful</p>
<p>My attendant is being shorted on her check every month and then it takes forever to get somebody to talk to. Then, they tell us to resubmit the hours next month which I feel is illegal because it does not give you accountable records for that month. I am ready to place a formal complain to the labor law dept. I would like to know if you plan to correct this situation or not? I think this is a very serious situation. Thank you! [redacted]</p>
<p>Long wait times for answering phones. Automated answering system is congested with verbage. Takes 5 minutes to get through to be on hold waiting another 20-30 mins to speak with someone.</p>
<p>Everything fine.</p>
<p>Sometimes they are slow at Paying my attendant. Especially during the Pandemic. Money has been very tight for some families. My attendant has complained they don't respond to her when she has trouble getting to the site. Won't let her log in somedays. Otherwise things are going ok. Thanks.</p>
<p>[redacted] is amazing. She cares about her clients. PPL has made our lives not so stressful.</p>
<p>Nothing at this time.</p>
<p>The whole process is to long and complicated it could be streamlined.</p>
<p>The mobile app is horrible. It takes forever to get started! Why?</p>
<p>We had a few glitches when the online timesheet became mandatory but things have worked out fine.</p>
<p>I tried to hire a provider <u>in summer 2020</u>. After requesting a <u>hard</u> copy of a form to be <u>mailed</u> to me <u>numerous</u> times throughout the rest of 2020 + early 2021. I <u>NEVER</u> received the form. I didn't have a printer to print out the form from the internet, and I was told several times that the form would be mailed. Finally, I was able to obtain a printer and printed the form myself. The provider was finally approved in <u>February 2021</u>. By then, she had taken another job. I have had insufficient care for so long, and had inadequate care to recover from major surgery, an allergic reaction to medication, and major dangerous complications in Feb 2021—all thanks to PPL. Now I can't get out of the house to start interviewing people to try to fill the position again.</p>
<p>I was never sure FMS was my vendor Customer Service is wonderful</p>



Written Comments

<p>- Don't return phone calls when I leave msg. and/or follow-up calls to answer questions.</p> <p>- Spend ¾ of phone time confirming acct. info + the staff members repeating info back to me. Is there a way to stream line the experience? I always have to allow at least 1 hour for a phone call with PPL and then I'm maybe called back, with an answer, at PPL's leisure. Unfortunately, most often I'm busy with client, using the bathroom or in the middle of the grocery store!! VERY frustrating!</p>
<p>It takes a really <u>long</u> time to get attendants approved for work. This is very difficult to deal with as we need to get them working for our situation, as soon as possible.</p>
<p>When leaving a message, sometimes they don't get back to me. They are getting better at it however.</p>
<p>Paychecks take a week or more after pay period ends.</p>
<p>I have been with PPL for about 6 years. I am very satisfied with them. Whenever I call they answer and take number to call me back so I will not lose my place in line. Then they call me when I was told they would. They do not end call until all questions are answered or telling me when they would have an answer. They are through [sic] and professional but care about you!</p>
<p>PPL is hiring people who do not speak good English. Therefore it is difficult to get my questions answered. There is definitely a language barrier [sic].</p>
<p>The application process took months - Covid happened in March Never found employees – no one in Alamosa wanted/ or qualified for job. (salary) Wasted effort- Took many more months for cancellations to occur - ACPH - care manager never did her job ACPH had no homecare providers since</p>
<p>Customer service is below average and not prompt. Requests submitted via the website contact form will rarely receive a response and agents are typically unable to answer questions. This has resulted in much frustration over the past year since repeated calls have been required to resolve errors related to the CDASS budget. Also, it takes far too long to register new employees and often I have borne expenses for start-up costs until new employees' paperwork is processed, which can take up to a few weeks or more.</p>
<p>I can not reach cust svc on phone number I was given (888-752-8250) I call this number it talks about satisfaction survey switches to survey and hangs up. I have to enrollment team (877-908-1752) and ask them question or they will have cust svc people call me back.</p> <p>Also inputting time & approving it using mobile app. Log in it will lock up when you try to get to date it will log off. I have to log in again and it will finally let employee input time and let me approve it.</p> <p>Hard to get ahold of cust svc.</p>
<p>I am very pleased with this.</p>
<p>I have had 3 caseworkers in 2 years. First one [redacted] was hard working and on top everything for 5 years or about. She was the best one. The second was: [redacted] I never talk to her. But my [illegible] is trying get things done. So far she emails and checks on us every couple months. I do everything by drop off and email I pray I don't lose her. [redacted] If it is due to getting attendant pay and everything I call PPL and they fix or tell me what is wrong and how to fix it. I happy that [sic]</p>
<p>No complaints</p>
<p>Sometimes they don't return calls.</p>



Written Comments

- Service is good when I can reach a person over the phone. But the phone menu system is HORRIBLE. - The mobile app is great—when it works. Attendant hours are often saved but not submitted.
The messages I leave are forgotten; I’m still waiting for call backs. When they do call back they are respectful and friendly. The untimeliness [illegible] my [illegible.]
Most of the time like answer questions regarding clocking in and out. Or if someone getting locked out by accident. They help you solve the problem accurate steps to get back log-in timely fashion.
My wife worked through May 10. We submitted her time but was told her contract had expired it was later completed but the time to submit had expired. We have contacted the caseworker here in Walsenburg as well as CDASS. All agree she is owed but nobody seems to be able to process her hours.
2 of 3 attendants have had trouble with new smart phone App. Overall, PPL makes it easy for me, as authorized representative.
██████ was wonderful
It’s so hard to get through to supervisors or area managers if a customer service rep can’t answer my questions. Don’t know if there’s a quicker way to call us back.
The training and information would be very difficult for some one not was older, not well educated or computer literate. I am a social worker and it was challenging for me. After all the paper work is done and your on the program it rolls very smoothly! And I’m glad I chose it! Thanks ☺
<ul style="list-style-type: none"> • EVV training was terrific and detailed. EVV app is easy to use and works well. • All my interactions for employee logins/resets has been quick and flawless. • No complaints!! • Kudos to PPL for PPE cost from care dollars!!
The training and paperwork involved is very intense. It seems like it could be more concise and not require so much time. I am elderly and it was taxing. Once you get passed the process of paperwork and training it has been easier.
Thank you for providing me the help I so need. Truly a blessing, especially during this covid Pandemic. My caseworker ████████ has been Amazing, I appreciate her kindness, patience and understanding. Having two spine surgeries, a brain injury and sever [sic] depression, things can get very overwhelming. I appreciate “my team.” Ya’ll keep me going. Thank you ██████████
Thanks for a job well done!
Update system Old Info. Can’t contact P.P.L. They need A Good Phone number for ██████████
I don’t know how to contact FMS. It would be good to receive their contact information!!
I believe that we need to go back to online website timesheet because the phone is sometime hard to do my phone is not a big phone. Thank you.
Sometimes the App wont load so work times can’t be added till a much later time.



Written Comments

<p>Was never notified of changes in 2020 taxes. Was tax exempt up until changes. I noticed tax were being taken out of my attendants checks.</p>
<p>I have a new employee who has been trying to start her shift by phone since 3/10/2021 and as of today 4/6/2021 she still can no[t] get her shift started by phone. She had to do her time manually through EVV Help Desk.</p>
<p>English seems to be the second language and is very hard to understand. - Customer Service Customer Service rarely answers the phone live - always got a recorded message. Return calls are usually after 3 days and are automated and we are instructed to left a message <u>again!!</u> Customer Service <u>sucks</u> and needs major improvement.</p>
<p>Turning in time it kicks us off 3-4 times before we turn in time</p>
<p>In the 3 years I've been the Authorized Rep for a client and worked with PPL I have been frustrated/unsure the status of employees and/or not able to reach a PPL representative 70-80% of the time. Most of the time I'm put on hold for so long (taking time from my actual job) that I'm eventually forwarded to voicemail and only once did I receive a call to follow up on the voicemail. In setting up employees, I've frequently not been updated when/if there are issues with the paperwork (making it take even longer to start the employee). I've called to remove old staff and yet they're still in the system (from my portal access), and I'm too busy/frustrated to keep following up to get it done correctly. I've been told I can view the status of EE paperwork from the online portal but it doesn't tell me if there are issues, just says "yes/no" if they're okay to work. Overall very frustrated.</p>
<p>PPL has terrible paperwork management policies - each form has to be submitted multiple times due to them losing docs. They are not clear in what changes are needed. Their "secured" email system is neither useful nor secure as we cannot upload to a secure site.</p>
<p>They are the best!</p>
<p>I have no additional comments, Thank You!</p>
<p>Enrollment team does a good job. However, I have had some issues with supervisors understanding my issues when they happen then getting a timely resolution.</p>
<p>PPL works seamlessly when the client has no out of the ordinary circumstances. Once the client has an unusual need, getting help can take weeks if not longer, to talk with the right person.</p>
<p>Attendant started off using the timesheet he was given. When he called to find out why he hadn't gotten paid, they said he was using the wrong (old) timesheet.</p>
<p>We weren't clear about the online thing, and calling to ask for help was a nightmare, because getting through on the phone was useless. Once I got someone that clearly walked me through it there were no other problems. It was just at the beginning.</p>
<p>Very slow response time to email questions and in updating information after submitting forms. I have had emails go un-answered and have had to submit questions via email multiple times. Phone system is not easy for Authorized Reps since it is set up for clients info to be entered. When issues come up for my <u>two</u> clients I have to call twice sometimes. Not easy when both are siblings and in the same household, many times I am having to address the same issue for both clients.</p>



Written Comments

<p>The customer service is excellent. We receive timely responses to phone inquiries and emails. We are very pleased with the excellent, skilled professionals who assist us.</p>
<p>The whole process is confusing and buggy. Phone assistance is hard and not useful. Phone assistance is also not timely.</p>
<p>Do not like that all recent calls went to the call back option.</p>
<p>PPL – provides excellent service since starting the program</p>
<p>There have been no attendant enrollments in this household since the initial enrollment years ago. I take care of the time sheets and monitor the budget summary each pay period. I am satisfied with how this program works and provides income for the care of [REDACTED]</p>
<p>Sometimes they get things done other times they fart around. Turned in a change of Pay rate form in Dec of 2020. Didn't call to tell us it was wrong went all the way through Jan Feb and half of march at a different pay rate.</p>
<p>Difficult to reach FMS customer service at times. Some FMS customer service reps are more helpful than others.</p>
<p>We are pleased with company. They are always helpful.</p>
<p>The online portal to access and do timesheets struggles. it deletes times and dates, won't easily switch screens from one entry to the next. The App is hard to use. It's layout is okay to follow, just doesn't run smoothly.</p>
<p>PPI is great been with them for years never had a problem.</p>
<p>I am very grateful!! Thank you so much for assisting me and my caretakers!</p>
<p>You can call in and an agent will tell you that something has been resolved but you can't trust that it is accurate information. Worse yet - their robo machine calls and says to call PPL. No indication of what the matter could be. When you call and finally reach an agent they don't know why PPL needed us to call. Resolving anything with PPL takes 2-3 times longer than what is would for any other business.</p>
<p>I find it annoying when 1 person says to do something then when you call back you are told you needed to do something else. Then when you fax in paperwork if it is incorrect or "unreadable" nobody notifies you. Also if not tech savy your program is very difficult and requires numerous phone calls and time waiting on the phone.</p>
<p>PPL has been great – always pay accurately and on time. They get you the forms you need quickly. The new way to put in time worked is much easier and better. This program has been life changing for our family and for that we are grateful!</p>
<p>PPL habitually calls back 48+ hr. After leaving message. Both my attendants have sent all their banking info to PPL and have yet to have direct pay. Both my attendants did not get paid for 3 months Jan 1 2020-May 7 2020. When they did get paid they argued about the hours, and [REDACTED] lost 2 wks pay. [Illegible] [REDACTED] lost 2 wks July 1-15 2019. When I had surgery and needed 24 hr. care they told me to have them work, and they would adjust at fiscal. There was no money and my girl's worked 1 week free and told me to pay them.</p>



Written Comments

<p>FMS provider has paid employees out of wrong accounts.</p> <p>FMS provider has mixed up employees and paid wrong employee.</p> <p>Tax documents where late.</p> <p>Online budget tools are useless as they don't keep up.</p> <p>Pay rates are never posted before changes.</p> <p>Customer service takes 3-4 months to resolve issues.</p>
<p>Always friendly, always helpful.</p>
<p>Getting supervisors to return calls is the main complaint.</p> <p>When struggling to get new providers approved - there are hold ups or other problems that we <u>have</u> to talk to supervisors over. We don't get call backs unless I get very aggressive - should never reach that point.</p>
<p>Getting call backs.</p> <p>Some more training to your staff. Some know they can look immediately at e-mailed paper work. Others will argue that they won't be able to see such paper work for 24-48 hours - ugh! They can see the paperwork - they won't even try!</p>
<p>Overall, my experience with PPL has been great. The only times I ever had issues is when the pay rate needs to be adjusted due to an increase of monthly allocation. I didn't know I needed to re-send documents. My attendants were not paid for a full month. Once the issue was semi-resolved I still have issues. It would help to know what documents need to be re-sent each year and when; and to be very precise in the letters regarding what changes need to be made, to who, why they need to be changed, and when it's due. Overall great work! Thank you for being a blessing in my life during these difficult times.</p>
<p>Putting in hours on App. doesn't work very well. It knocks you out of App or doesn't respond at times it takes 5-10 minutes to put hours in.</p>
<p>It would be helpful for attendants to be able to adjust withholdings on their accounts. Thank you.</p>
<p>Customer service is terrible. FMS staff many times don't know the correct answers, or I receive different answers. I have to call in multiple times for answers.</p> <p>Also, I've made <u>3</u> email requests to increase pay for an associated and my emails go unanswered.</p> <p><u>Terrible</u> follow up and response time. I wish I could fire PPL and use a different service.</p>
<p>With a provider as large as PPL you would think you could find a time app that works better than time 4 care if I had to rate it I would give it a very very poor to terrible rating. It Freezes up when punching in or out which causes time errors which need to be corrected which if you have very many time added they begin to question you which is not your fault but the worthless App.</p>
<p>I'm very satisfied with FMS program Thank you, [REDACTED] [survey 1 of 2]</p>
<p>I'm very satisfied with FMS program Thank you, [REDACTED] [survey 2 of 2]</p>
<p>I still haven't received my W-2 form from last year. Sorry realized I have to get ahold of ppl.</p>
<p>Always have had excellent responses when needed.</p>
<p>We thank you for our good service. Thank You [REDACTED]</p>



Written Comments

<p>██████████ of PPL did an excellent job of helping the AR and attendants fill out all of the paperwork for enrollment. After that there wasn't ANY training of ANY kind on how to log anything for PPL. PPL never answers the phone, you must always leave a message, and you may never get a response back. PPL has very poor customer service.</p>
<p>I am very happy with Public Partnerships.</p>
<p>My attendants paychecks are always received after the initial payday. But we are satisfied with the agents in helping us get accurate information when we call to check on her pay. They know about anything we may ask about.</p>
<p>I appreciate all their efforts. They make it easier for me to understand and help my mom w/ caregivers.</p>
<p>My FMS time 4 care App is very poor ☹️ It always says wait not responding then I send feedback and it seems as if it (App) is getting worse. That is my only dissatisfaction with my F.M.S.</p>
<p>The enrollment into FMS was smooth and efficient I am very excited to be a member and employer using FMS.</p>
<p>New hire processing can be painful, I have to follow up [illegible] on my side or extremely not timely. Any rate change or paperwork, I have to follow up. Transition in 2020 when we went to EVV, very unsmooth, and inconsistent per employee. Was not explained clearly at the change that all employees needed rate "change" form provided. Where no changes employees ended up held up until form submitted, not case w/all employees.</p>
<p>Changing information once in the system appears to be straight forward but not necessarily so. If something is entered incorrectly it's difficult to get it straightened out, different information from different people. Changing over to the new time entry system took months because I wasn't told there was a problem until receiving a notice that the attendants weren't going to get paid unless paper was sent in. It had been in 4 months prior, but a sheet was missing etc. etc. An unnecessarily frustrating situation - an email when the first forms arrived would have saved time!</p>
<p>Extremely good!!!</p>
<p>This program has helped to keep our Handicapped daughter at home Thank you [survey 1 of 2]</p>
<p>This program has helped to keep our Handicapped daughter at home Thank you [survey 2 of 2]</p>
<p>We especially like working with ██████████. She's our go to as others aren't adequately informed of the working of the system. Please give ██████████ a "shout out" for her "out of the world" service to the clients and ar's.</p>
<ul style="list-style-type: none">• The online W2 function does not work for my employee's.• The W2 has the wrong information for my family member (employee) Who takes care of my member. - It should not have anything in Block 1 <p>*This is 2 years now that taxes are a nightmare because of this error that we have brought to your attention on several occasions.</p>



Written Comments

<p>The Time4care app is unstable and the Attendants complain about it frequently.</p> <p>Information provided about COVID sick pay hours was incomplete. It was not clear they were supposed to enter their hours in Addition to the Form. And after I emailed my question about how attendents get paid; no instruction was given on how to code their hours = forgot?/iphone issues/etc.</p> <p>We site has gotten Better!! [sic]</p> <p>5 stars for allowing upload of Forms!!</p> <p>5 stars for improving contact us form w/ Auto Fill of chart identifying info. Finally, I get answers to my questions <u>The 1st time</u> instead of the 1st reply was also previously - "we're sorry we can't answer your question because you forget to list 5 identifying pieces of information."</p>
<p>More money for employees who live at home with client. Client care requires more time and hours worked than is allowed through the program.</p>
<p>Work out situation about employees who live at home with client. The system does not work in their favor. We get screwed over as far as money and payment and hours worked goes.</p>
<p>A lot of times you get someone who is hard to understand (English is not their 1st language). When I have problems or questions that they themselves can not answer they are almost rude about it like it is my or my members problem (we are the dumb ones). We call for help or answers, not to be belittled! Do they forget we are helping others who need help?! When I do call I'm taking time from helping/supporting the member/client, please be considerate with my time and concerns. Do not ask for my log on ID's! That to me is a <u>red flag</u>! I do not know you and I'm not sharing my passwords for our security!</p> <p>We understand the need to have bi-lingual speaking people. For us, English is our 1st language, actually it is our only language. Don't be biased by names.</p>
<p>We been in PPL for longer [illegible] were [sic] happy and satisfied with the service. Thank you.</p>
<p>The FMS provider is good (PPL) It's Consumer Direct employees that are very disrespectful. Starting with a lady by the name of [redacted].</p>
<p>PPL needs more customer service people answering phones. It's seldom convenient to wait for a return call. I lost an employee because she could not get answers on a problem she had.</p>
<p>PPL always forces us to leave our phone #, even when I call 8AM when they 1st open. I do not hear back and have not talked to them since 2020.</p> <p>My employee's answers are the same, so I am only sending in my survey.</p>
<p>L TC inrolled me in CDAS back in "07 or "08. (Illooonng time ago) I understand EVV was passed in "17; going live in "20. No one every thought we See SARS - Cov 2 (COVID-19). Time 4 Care and EVV are doing the best they can to keep up, with in these programing. I think my FMS is [illegible] now.</p>
<p>I need larger printed reading material, can't see @ times when reading, Have to use magnifying glass.</p>
<p>Everything was professional and phone bank helpers are very courteous. My problems were always addressed and they kept me updated on things they needed but it was difficult because of COVID-19 My case worker [redacted] has always been helpful.</p>
<p>It is most frusterating to call the 800 number and <u>NEVER</u> get a person to answer - I have spent hours on hold. When I leave my number for a call back – sometimes I will get one in 24 hours sometimes not at all. They are getting paid to assist us but they are certainly not motived to do so.</p>



Written Comments

It is impossible to speak to anyone who can or will do anything to help or answer any questions. They are teribal at there Job! It is the worst Customer Service I have ever incountered in any business I have ever delt with. There is never a good contact person, and the people who answer the phone's are usles. There is never a manager who can help or even deescalate an issue. PPL is a terribal company and I have complaned to the BBB more than once. [sic]

Dispite contacting the BBB PPL has still done nothing to improve there service. It is difficult to do anything with this company or it's un-user friendly website. I can't even find out when to expect a pay check for my 1 and only attendant, I can't emagien how difficult it must be to have more than 1! Sorry for the sloppy writing and spelling but I just had surgery and am trying to write this in a recliner on a pillow!! [sic]

Thank you for your time.

P.S. [REDACTED] is my mom and RA but this came to my address so I filled it out instead of her.

Thank you for all the assistance with my mother's care before her passing.

4-28-21

Very, very disapoint with your Colo office, [REDACTED] Never return calls, been working on this sence Oct 2020 [sic]

Thanks [REDACTED]

During our recertification process, they dragged their feet for months after the state had recertified eligibility. They kept blaming the state-the state kept assuring us they had send authorization to PPL

We went months without pay. Months

Provided employment paperwork 1-17-21. Received email confirmation. Employee was previously employed by CDASS through PPL. Employee's background check was valid through 3.23.21. Employee was placed on payroll on 3-25-21, after multiple (maybe 50?) phone calls and emails PPL's employment process is flawed!

I find calling PPL very frustrating. I've been told different things on questions I've had. Rarely have I been connected with someone who knows exactly how to answer my question or is knowledgeable about their own policies. For instance I had one representative tell me my dad could work more than 40 hrs as an attendant for my mom—this was so wrong! My other issue is follow up. Several times I've sent an email to the cocdass admin@pcgus.com and provided my cell # to call if anything I filled out on a rate change form was incorrect. The form had a change on it and I wasn't 100% sure if I filled it out correctly. After 3 calls to try to reach someone, they were just sitting there in the system and needed to be fixed. All someone had to do was call me or simply reply to my email. The customer service is so poor and seems like no one knows who is doing what. This can have a big impact on the budget if rate forms are not processed in a timely manner. I've asked multiple times to speak to a manager about the issue and can never get an answer or have a mgr. call me. 2020 was extremely frustrating!

The hold music on our FMS phone service is awful. To loud and repetitious.

Grateful for all the return call and helpful demeanor.

Everything has been satisfactory with the exception of the online app timesheet occasionally locking.