



Public Partnerships LLC (PPL) 2022 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 reviewed and approved by HCPF prior to mailing. The back page of the survey allowed for open-ended comments.

CDCN mailed surveys on April 8, 2022 using current member mailing lists provided by both Palco and PPL. Survey recipients were asked to return completed surveys by May 6, 2022 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 | 670 | 3061 | 3731 |
| Number of surveys returned² | 124 | 488 | 612 |
| Return Rate | 18.5% | 15.9% | 16.4% |
| % of Answers with highest rating value of 5 | 62.3% | 57.3% | 58.3% |
| My overall satisfaction with my FMS can be described as (average rating, question 6) | 4.37 | 4.37 | 4.37 |
| Overall weighted average (questions 2-6) | 4.36 | 4.30 | 4.32 |

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 May 6, 2022 are 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)



2022 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 2021.

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 May 6, 2022.

For best results, please use BLACK ink. Fill circles in like this: [filled circle] Not like this: [circle with check], [circle with X], [circle with slash]

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

Palco [radio] PPL [radio]

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

Table with 6 columns: Always (5), 4, Sometimes (3), 2, 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.

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

Table with 6 columns: Excellent (5), 4, Average (3), 2, Very Poor (1), N/A. Rows include: Using my FMS' website, Online or mobile app timesheet submission.

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

Table with 6 columns: Always (5), 4, Sometimes (3), 2, 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)



2022 Annual Member Satisfaction Survey

5. Please rate these services provided by your FMS.

Table with 6 columns: Excellent (5), 4, Average (3), 2, Very Poor (1), N/A. Rows include: 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.

6. 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. Row: Overall satisfaction with FMS.

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 May 6, 2022





Public Partnerships LLC (PPL) 2022 Member Satisfaction Survey Report

Satisfaction Ratings

| 2. Please rate trainings and/or resources provided by your FMS at enrollment. | Number (#) and Percent (%) of Answers by Rating Value | | | | | | | | | | Avg | |
|------------------------------------------------------------------------------------------------------|-------------------------------------------------------|------|-----|------|-----|-------|------|-------|------|-------|------|----------------|
| | 1 | | 2 | | 3 | | 4 | | 5 | | | N ¹ |
| | # | % | # | % | # | % | # | % | # | % | | |
| Enrollment materials are easy to read/understand. | 7 | 1.6% | 11 | 2.5% | 75 | 16.9% | 148 | 33.3% | 204 | 45.8% | 445 | 4.19 |
| Training I received about how my attendant/s track and submit their work hours was helpful. | 9 | 2.0% | 13 | 2.9% | 60 | 13.5% | 141 | 31.8% | 221 | 49.8% | 444 | 4.24 |
| I know how to contact my FMS if I have questions. | 7 | 1.5% | 10 | 2.1% | 34 | 7.1% | 90 | 18.8% | 337 | 70.5% | 478 | 4.55 |
| The enrollment process for myself and my attendant/s was easy to complete. | 12 | 2.6% | 21 | 4.6% | 86 | 18.7% | 123 | 26.7% | 218 | 47.4% | 460 | 4.12 |
| 3. Please rate the assistance provided by your FMS to the questions you have about online resources. | Number (#) and Percent (%) of Answers by Rating Value | | | | | | | | | | Avg | |
| | 1 | | 2 | | 3 | | 4 | | 5 | | | N |
| | # | % | # | % | # | % | # | % | # | % | | |
| Using my FMS' website. | 10 | 2.4% | 13 | 3.1% | 91 | 21.9% | 107 | 25.8% | 194 | 46.7% | 415 | 4.11 |
| Online or mobile app timesheet submission. | 19 | 4.5% | 18 | 4.3% | 79 | 18.7% | 95 | 22.5% | 211 | 50.0% | 422 | 4.09 |
| 4. When contacting your FMS with a question or concern, staff members... | Number (#) and Percent (%) of Answers by Rating Value | | | | | | | | | | Avg | |
| | 1 | | 2 | | 3 | | 4 | | 5 | | | N |
| | # | % | # | % | # | % | # | % | # | % | | |
| Are respectful? | 3 | 0.6% | 2 | 0.4% | 29 | 6.1% | 86 | 18.0% | 357 | 74.8% | 477 | 4.66 |
| Answer the phone? | 12 | 2.5% | 25 | 5.3% | 66 | 14.0% | 122 | 25.8% | 248 | 52.4% | 473 | 4.20 |
| Return your call or email within one (1) business day? | 16 | 3.5% | 30 | 6.5% | 77 | 16.6% | 92 | 19.9% | 248 | 53.6% | 463 | 4.14 |
| Clearly answer your question or concern? | 10 | 2.1% | 22 | 4.6% | 71 | 14.9% | 115 | 24.1% | 259 | 54.3% | 477 | 4.24 |
| 5. Please rate these services provided by your FMS. | Number (#) and Percent (%) of Answers by Rating Value | | | | | | | | | | Avg | |
| | 1 | | 2 | | 3 | | 4 | | 5 | | | N |
| | # | % | # | % | # | % | # | % | # | % | | |
| Assistance completing FMS enrollment paperwork. | 13 | 3.0% | 13 | 3.0% | 66 | 15.4% | 107 | 25.0% | 229 | 53.5% | 428 | 4.23 |
| Timeliness in processing FMS enrollment paperwork. | 21 | 4.8% | 21 | 4.8% | 64 | 14.6% | 104 | 23.7% | 229 | 52.2% | 439 | 4.14 |
| Paying your Attendants – on time. | 11 | 2.4% | 18 | 3.8% | 35 | 7.5% | 89 | 19.0% | 315 | 67.3% | 468 | 4.45 |
| Paying your Attendants – accurately. | 5 | 1.1% | 12 | 2.6% | 28 | 6.0% | 90 | 19.2% | 334 | 71.2% | 469 | 4.57 |
| Providing accurate and timely tax documentation. | 10 | 2.2% | 5 | 1.1% | 44 | 9.7% | 95 | 20.9% | 300 | 66.1% | 454 | 4.48 |
| 6. My overall satisfaction with my FMS can be described as: | Number (#) and Percent (%) of Answers by Rating Value | | | | | | | | | | Avg | |
| | 1 | | 2 | | 3 | | 4 | | 5 | | | N |
| | # | % | # | % | # | % | # | % | # | % | | |
| | 8 | 1.7% | 10 | 2.2% | 51 | 11.0% | 127 | 27.4% | 267 | 57.7% | 463 | 4.37 |
| Totals | 173 | 2.4% | 244 | 3.4% | 956 | 13.1% | 1731 | 28.8% | 4171 | 57.3% | 7275 | 4.30 |

¹N = total number of responses for the question



Who Completed the Survey

| | Number | % |
|---------------------------|--------|-------|
| Member | 229 | 46.9% |
| Authorized Representative | 187 | 38.3% |
| Question not answered | 72 | 14.8% |

Qualitative Comment Analysis

One-hundred twenty-nine (129) surveys contained written comments. Topics within comments were classified into common themes or categories. A summary of applied Thematic Coding follows¹.

| Category/Theme | Number of Mentions | % of Total Categories |
|---------------------------------------|--------------------|-----------------------|
| Advocacy | 1 | 0.6% |
| Authorized Representative | 2 | 1.2% |
| Budgeting/Budget Reports | 2 | 1.2% |
| Caregiver Hiring | 17 | 10.2% |
| Caregiver Pay/Withholding | 28 | 16.9% |
| Case Manager | 5 | 3.0% |
| Customer Service/Communication | 40 | 24.1% |
| Enrollment Process | 1 | 0.6% |
| Form Availability | 2 | 1.2% |
| Form/Paperwork Processing | 6 | 3.6% |
| Gifts | 1 | 0.6% |
| Poor Cell Service at Member Residence | 2 | 1.2% |
| Satisfied with Services | 28 | 16.9% |
| Services have Improved | 2 | 1.2% |
| Thank You/Appreciation | 5 | 3.0% |
| Time Submittal/Time 4 Care App | 18 | 10.8% |
| Training | 3 | 1.8% |
| Website/Software | 3 | 1.8% |
| Sum² | 166 | |

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.



Public Partnerships LLC (PPL) 2022 Member Satisfaction Survey Report

Written Comments

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| I could not be happier to have found the help that I so desperately needed. Thank you very much! |
| The last few months it's been a chore to get PPL to pay my attendants on time with no problems. They can't find timesheets one person says they received the time sheet another said they did not. One dept. dosent talk to the other. It's all done by <u>email</u> . |
| Employee, [REDACTED], was never paid for January 25th 2022. Check was mailed, or in mail, February 18th, and deposited it. Stopped the pay on Feb 24th 2022. Never reimbursed! I communicated with them, PPL, several times without resolve! Also had a real hard time with direct deposit. Finally this month, April, it finally kicked in. |
| The only thing we can think of that could make it easier to complete time sheets is to keep open the dates/entries open so its easier to complete more than one at a time. My phone doesn't always let me clock in and out so I often have to do several at once while the phone does work and it would be helpful at this time if they were all to stay open on one page until I am ready to submit my entries all at once. Don't know if this is even possible, but just a suggestion to help timesheet entries are completed correctly. |
| Bit of a problem with direct deposit. Problem finally ironed out. |
| The online time keeping and general support structures have improved over the past five years. They have gone from "below average" to "adequate". They are still way too cumbersome and not user friendly enough to be rated excellent. The design needs to evolve from "1980s" to today to accomplish this. |
| Just don't mess with when running well. |
| Last year my budget as reported as \$51,000 projected (My housing assistance used \$51,000 as projected income for my son Attendant). As a result we had to fight to correct + it took 10 months. My rent jumped up from \$245 a month to over \$1,100! Now this year I see the projection jump from \$21,000 to \$31,954. For what? They explain nothing + are trying to say it includes my taxes + admin fees? \$10,000 sure is a lot of tax + fees for a \$23,000 budget. I'd like answers to these questions. Your projected budget is now no where on my monthly statements. Very odd, just like last year. Of course they are blaming PPL. |
| They really suck, but I have heard the other company isn't any better. They are not very responsive and do not communicate very well at all. They short pay staff and don't care. Half the people working for them barely speak english. |
| 3) The app had been sporadic and glitchy for both myself and my attendants. If the night shifts go over midnight, the app gives an error msg stating payroll amt cannot be zero referring to rule 0025. Thus, they are not paid past 11:59pm. 5) Enrollment process for new attendants takes too long. Also, I have attendants that have never been paid for hours they worked. Please clarify tax documentations. |
| When I call, there is a lot of "wait" time |
| Customer Service Reps are rude + sound sleepy sometimes. I think they work from home + are taking naps! Could use a few more professionals answering phones. And when items are sent through email some correspondence saying things have been updated + correctly fulfilled would be helpful. |
| Time entry for waiver clients is in need of revisions since duties are distributed throughout day in minute increments. |
| PPL processes employee paperwork too slowly & leaves members without <u>vital</u> assistance. They send last years W-4 form & complain it's the wrong (out of date) form. It's impossible to reach anyone by phone. No one, Except [REDACTED] (who is excellent), calls back. |
| I just have concerns about the ability to pay attendant for all the hours truly worked. |



Written Comments

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| <p>My overall satisfaction is good until it doesn't work, then takes forever to get fixed. Have to go through several people to get fixed.</p> <p>Not happy pay period had changed from 7th and 22nd to 10th and 25th. That is just laziness + [illegible] go back to original pay periods and hire more people.</p> |
| <p>1 When calls are placed - horrible process. Always requires calls back. Questions not really answered in the end, do my own research.</p> <p>2 New tax forms for exemptions would be best sent out yearly to those using exemptions. Same for asstestion [attestation] forms, W4s. I would love to receive forms to just update. Also, supply with enough time to take effect 1/1 of any new year.</p> <p>3 When emailing - answers take so long & are almost never answered in full. Email should contain (ask) for info. PPL requests - rather than sending email days later, only to ask for EE and client info, DOBs, etc.</p> <p>4 Processing for salary changes more timely.</p> |
| <p>It would be helpful if the forms could be more easily accessible.</p> |
| <p>Attendants went without pay for OVER 30 Days while awaiting new year budget paperwork</p> |
| <p>I had to get a new attendant due to health problems from previous. It as a complete nightmare getting the enrollment papers then to get them to make the new attendant active was another huge hassel & wait time. Very disappointed. Made phone calls, sent e-mails & texts and it took weeks to complete.</p> |
| <p>Best company out of the 3 we have used...by far the easiest website/portal tracking system. Easy to enter.</p> |
| <p>no complaints</p> |
| <p>The app changes for haus [hours?] - Please dont change it anymore! I think my financial rep found money classes quiet confusing.</p> |
| <p>Some of the N/As are due to the fact I have been with CDASS since 2/2015. The "average" under #5 is only that if it was possible getting a bit sooner (W2) would be great since it is the only form we need for our taxes and filing sooner would be so nice.</p> <p>With that sayed [sic], I am very happy with "PPL." Thank you!</p> |
| <p>We are very happy with our FMS provider PPL.</p> |
| <p>My attendants are entitled to sick pay but don't know how to submit for it.</p> |
| <p>The wait time for processing new employees is far to long. They don't like to wait five to six weeks.</p> |
| <p>Since we get this out once a year it would be nice get gift card from a store to use like Safeway or Kingscooper at least ten dollar every little bit help we do the survey once year</p> |
| <p>The phone (mobile) check in and out rarely work. It takes time away from my son. We might be in a dead zone. The letter we received from PPL about being flagged for manually entering time is threatening & outta line. Sometimes the only way they can check in or out is manually off my computer w/ me right there. That we can be kicked off the program after 5 red flags is the employee problem, <u>not</u> the Employer problem. It would be easier if they just checked in & out from our land line. Do you have that? To call in is a nightmare - You need more <u>live</u> people to answer the calls!</p> |
| <p>The new app has messed up many times. My employees log in + log out later when they are done. Then I go on to log them out later and find it has or they were never logged out. So it has been a pain, the new app.</p> |
| <p>Need to put app failure back on!</p> |



Written Comments

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| When contacting my FMS, the message on the phone is very disturbing. 75% of time I have call three to four time before I get a live person. |
| Been with PPL since 2009 but since "2017" PPL has gotten awful!! Spend to much time on hold or not getting to talk to anyone! One person tells you something & the next person tells you something entirely different to the exact same question! PPL has gotten to big for their britches & looking to go to Palco June 1 |
| Please hire FMS phone assistants that can communicate in "English" and not have issues understanding or talking in English. This is a HUGE problem with FMS. It is constant and on almost every call. Very Concerning. |
| It is hard to talk to someone, they are always busy. And the letters they send, can't understand them all the time. A lot of time, call [REDACTED] to find out stuff. |
| It has improved since last year |
| I have tried for MONTHS to get PPL to add a substitute so my employee can have back up. I have mailed the COMPLETE Packet 10 separate times. She is <u>still</u> not approved. |
| I am very happy with Public Partnerships. They return my calls promptly and work to answer all my questions. I have recommended them to other people I know who need services. |
| As a member, my biggest concern is that my attendant is paid late 75% of the time. This is unacceptable because he is on a fixed income. Timesheets are always done early on either the 1st or the 16th. The challenge is that, because we are approved for the CO live in (EVV) caregiver exemption, we were directed to fax in the time sheet. Many times, they could not find the fax and other times, the fax was not given to the proper department to process in a timely fashion. I was then told to email the timesheet to the Admin email. That only works if I call and have then find the email and forward to the proper employee + wait for a conformation call that the time sheet is good to go! |
| Emailed PPL on Feb 8 with no response |
| The bilingual staff is very courteous. |
| Submitting timesheets is sometimes backlogged and tricky. |
| Other than calling the customer support line, I'm not sure who to talk to with questions. |
| We have had some questions concerning tax changes this year. We were given direction and also talked to our top CPAs office and believe it is fairly well resolved. Staff are always courteous and helpful. I appreciate the CDASS program and PPL. |
| Time 4 for Coce app [sic] is user friendly often time have to log in mid shift |
| I am exempt from EVV and am on the Difficulty of Care Act. My advice to all members is: Get your 'ducks in a row' before making your call and things will go much better! |
| We are very pleased with CDASS |
| At times very poor at paying employees on time or ending up very poor at paying back pay on time. There should never have been back pay to begin with. Also, rude to my employees on phone frequently. Be kind to everyone. 😊❤️ |
| We've been with PPL 12 years and never have any problems with them. Great group. |
| Better email responses on employee applications needs to be <u>Better</u> . |
| Have not had anything of negative concerns from this FMS. I am satisfied with there services. Thank you. |



Written Comments

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| <p>PPL has improved greatly over the last couple of years.</p> <p>Employees seem better informed + able to answer most questions</p> |
| <p>Good job! Keep up the good work.</p> |
| <p>Time for Attendants does not stay on APP. For the 2 week pay period. Sometimes the 1st week is dropped. Then U have to go into the (Bell) to figure the 2 week time to make sure the amount of hours per week is correct and all hours were accounted for.</p> |
| <p>If the pay date is going to change, then please inform us. I pay my bills online (autopay) mostly. When you moved the date from the 5th to the 10th, It really messed me up for a couple of months. (For my girls that assist me.)</p> |
| <p>App worker uses to clock in and out has issues. It will clock employee out saying been clocked in for 24 hours. Example Employee clock in 7 am go to clock out at noon and App clocked them out showing 7 am of following day. Employee then has to manually correct and enter time and options of why manual entry does not provide option of system error or ability to write in why. So employee has to select as if it was her error. Unacceptable as it is not her error and going to show problems for her attendance accuracy and proper use requested for using app. Time4care.</p> |
| <p>The staff has always helped me in a timely manner. Always call back in 24 hours or less. I have had trouble with the mobile app, but when I call the staff helps and gets me the answers and helps me with anything else.</p> |
| <p>Trying to figure out why my attendant is not getting Medicare + social security not been taken out even though he lives in the house. Thank you.</p> |
| <p>The scheduled training sessions e.g. EVV was very well done. [REDACTED] is a “keeper” responds quickly to my emails. The only time I see inconsistencies is when e.g. rate (hike) change form is submitted. Some delays in caregiver’s rate update and mostly is not easily made retro active – But overall, contacts have been a positive experience. Also fewer issues since using APP for time entries, so almost no call-ins to PPL for assistance.</p> <ul style="list-style-type: none">• Please keep them contracted with CDASS.• Miss their monthly newsletters; communications of policy changes is [illegible] |
| <p>Only thing is once the timesheet is approved it takes 10 days for them to get paid. When it should not take this long. Once it says “good to Paid” why does it take over 7 days. Could it move faster for the direct deposit to cut back the amount of time my husband is my caregiver he uses it to pay bills and get things we need. Just asking Thank you this was only questions we have.</p> <p>I have an great group that helps us and fixes things we need to change and they treat me with out-most care. I get the best care from them all. Thank you.</p> |
| <p>PPL + CDASS has been wonderful.</p> <p>Simple + Easy to use. Staff is great. Looking forward to many more years.</p> |
| <p>PPL has been very helpful anytime I've had questions. However one time I as supposed to get a call back regarding a question and never received it. I was eventually able to answer the question myself but making sure to follow up with consumers would be good. Otherwise I have never had problems, though all other times my questions could be answered in one call.</p> |
| <p>Auto-Deposit is 2 day’s early they say and I do not get it 2 day’s early. My bank says they only pay on the date showed on the check. So, change that date if that is when you say we get paid.</p> |
| <p>Everything has worked very well.</p> |
| <p>Customer service is excellent! I am very happy PPL.</p> |



Written Comments

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| Our case manager is excellent!! |
| One time there was a 10 day delay in paying with <u>NO</u> phone call or email to explain why. Used to pay in 7 days - now most of the time it's 10 days |
| Thank you very much great service god bless you the [REDACTED] |
| Need more consistency in how provider enrollment is sent. I have had it sent directly to me while on phone with enrollment. I've always requested email and due to gauge [illegible] they have sent it to who knows where after not receiving for several days called + it was sent through mail ended up losing a provider due to it taking 3 wks to receive in which time she found another job. I have had same situation language barrier say she couldn't send directly to my email it has to go somewhere which I could understand her. So waited and called customer service and the[y] sent application to my email. Thankfully I have learned how to use the BPM file upload. |
| It's pretty bad when it takes 3 months to get an attendant approved! Also - you couldn't find the pack of papers emailed for over 2 weeks. Finally some one found them on the bottom of a stack of papers! |
| It is very hard to reach this company Tax document was asking a few time to send. Sended [sic] papers in February to increase pay rate to \$17.00 Still April and no changes. Not responding in timely manner We will look up to move in other company that can provide servise [sic] for CDASS clients. I like more ACUMEN. |
| Very happy with the company. |
| Attempting to enroll in program while very sick was challenging alone, However FMS provided a great case manager as well as assistance inside enrollment paperwork with several others. Though my health has worsened, my care has strengthened making my life less stressful, my current case manager is "always" available, helpful, caring understanding, the program has kept my care-taker informed, paid. My life has changed within this wonderful program, I might have perished without it, I'm forever grateful for CDASS ([REDACTED]), PPL, State. Thank you. I could write about this program all day, even nauseated, sick. This entire program has been a blessing and over 4 years Ive witnessed the growth and changes for the better in assisting the disabled, the program is better today than it was say a year ago. Me given the responsibility to manage the program has given me a sense of responsibility, to be perfect and efficient like a usual business, I've had 2 of the best case managers on the planet. [REDACTED] & [REDACTED] [REDACTED], my life is small, isolated, challenging, however this small part of my life has given me encouragement, fortitude. Thank you. |
| <ul style="list-style-type: none">- Everything is good- Jeffco DHS lacks customer service- Jeffco bounces around through many FMS- No return calls from Jeffco DHS |



Written Comments

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| Some problems early on but they have been resolved and my association with PPL is now very satisfactory. 3-19-22 |
| They are rude, they hang up all time They refuse to help on hold usually 2-4 hours |
| Their services have improved greatly over the last couple of years. Very poor, when COVID began, info + resources for families + attendants. Paychecks take longer to reach attendants than they used to (2-3 days longer). |
| Excellent! Thank you. Resource Exchange and [REDACTED] is very good! |
| My employee does NOT like the mobile app |
| PPL sent my attendants' check to the wrong address. Even though they said it's on the way. 7 days later she still hasn't gotten it. She works for me a lot. |
| I've had a few issues w/ payroll over last 2 years - I had never experienced in prior 10 years (mostly w/ PPL). Recently things seem to be improving - becoming more stable again. |
| I feel you do a better job of getting an answer to us then what you did early on. We have worked with you for about 4 years and I had some problem with getting a firm answer from some people early on and didn't always get back to us in a timely fashion. But all has been great and I am happy with how well things are going now. |
| I would appreciate an area on the website where caregivers could connect with patients for work - the CDASS site had a list of caregivers whom I contacted and no one ever responded. Also, if a caregiver is already a CDASS provider, getting their paperwork approved to provide care for another client should be streamlined. |
| Have no concerns - All is well |
| Very satisfied with case manager [REDACTED]. Overall very satisfied with the program I appreciate their services provided. |
| PPL does a great job. |
| I love it they all really nice and respectful I don't have any complaints love them |
| Everything very good. |
| Getting new employees registered + confirmed, is not effective. Always have to call to be sure received, processed or problems; or I would lose weeks to get someone hired. They are not good calling + advising or even emailing. Once hired, all is good. EVV requirement loses some applicants. |
| No concerns. All are professional. |
| PPL has come a long way since I became an attendant/employee. The process to become an attendant/employee was too timely and arduous of a process. And on the beginning 10/2019 it was rough getting good customer service but now it's much better and the other day [REDACTED] took the time to help me navigate a form and I will be forever grateful. It has taken since Feb to get my raise (approved) |
| Sometimes they do not call back + the HOLD time is too long. A lot of the time language is a barrier – I grew up as English as my primary language. 90% of the people I deal with at PPL – do not speak English or understand it very well. |



Written Comments

Very poor internet, in area we live-in. need to use land-line to communicate. people are to hook-up on internet.

But when someone comes out for PT/OT or nurses and services, they cannot communicate with offices due to bad service or no service.

So guess what, we get no service or poor service.

Please think about us when thinking about on-line services. Thanks

The scheduling app never has worked. I live in a place with terrible cell phone service. We have to use the landline phone to check my employees in + out, but the menu of services on the landline phone is very bad. It claims that an employee can correct their hours, but they can't: the menu simply lies! It's very confusing. It was much easier + safer when we used paper timesheets. Voting is getting back to paper ballots. Let's go back to paper timesheets!

Please note: This following story is one of the many problems that PPL has created for me + my employees.

I spent 2 hours on 4/9/2022 correcting an employee's shift because the software had not permitted her to clock in until 1:16 PM on 4/6/22, when the truth was she had arrived at 12:05 PM.

Then on 4/20, the software would not permit her to clock in at 12:01 PM when she arrived. It made her input all her info + identifiers into the telephone program four or five times, + then said "Your employer has sent this shift for correction, on 4/6/22 from 12:05 PM to 5:07 PM. Press 1 to correct this shift. Press 2 to (do something else unintelligible.). Naturally, she pressed 1 because she wanted the incorrect shift to be corrected. After several time-wasting rounds of this, where the software could not allow her to correct her shift, nor would it allow her to clock in, she decided to press 2, even tho the words were garbled! That choice let her approve my correction, finally. She finally was allowed to clock in at 12:18. She lost 15 or 20 minutes of her work shift today because the software is programmed to badly.

She decided to accept the loss. I think that it is unfair that PPL effectively docks an employee's pay when PPL caused the late check-in. This employee may quit because of PPL's incompetence.

I have been dealing with this level of PPL's idiocy for a year now. They should do better. Let us return to paper timesheets!

PS: I can't give my name you know that! When ever we recipients of charity complain about the bad service we receive, the solution is always to deny the recipient the service completely.

I can't afford to lose CDASS. I am disabled + have to have help or I will die. So I do not dare give my name. But CDASS should know how incompetent PPL software is. Unfortunately, they are somewhat better than the one you shut down, it started with an A, Anthem or something, a previous Financial Management Service, that no longer contracts with CDASS or Colorado.

When you send in paperwork or forms they do not let you know that the items were received. If there is a mistake on the forms or paperwork they do not let you know. When I have faxed or emailed paperwork or forms for more than one employee they often only look at the 1st one and then say they did not receive the others even though they are all in the same fax or email

I really find the budget summary page very useful in knowing exactly where we are with the budget. It makes it easier to manage the hours & \$ amount so we don't lose track or go over. Great budget tool on the webpage. I use it constantly so we know exactly where the budget is.



Written Comments

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|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>Paperwork used to be a nightmare with long, cumbersome processing. Recently they have corrected this & process quickly.</p> <p>The Time For Care App is not good - <u>many</u> glitches, caregivers get frustrated with the log in + out procedure - it malfunctions frequently.</p> <p>They <u>mail</u> stuff that is <u>available online</u> and I have repeatedly asked <u>Not</u> to have this - instead they send 2 copies per month!!!</p> |
| <p>PPL's service to and for [REDACTED] & her attendants has evolved to a more efficient level. Thank you.</p> |
| <p>Very good to work for and or work with.</p> |
| <p>I'm very please with the assistance I get from FMS</p> |
| <p>My employee tax papers were incorrect. She always claims herself. Please mail me the forms needed to correct this situation.</p> |
| <p>My daughter-in-law will be taking over as new person for CDASS on my behalf. She just finished training.</p> |
| <p>No comment program is excellent</p> |
| <p>When there are concerns and help need the response is always "I'll get back to you " with no follow up.</p> |
| <p>The hiring process - submit docs is still automated. The difference in dates (3 day) of signatures is often confusing - no real person help. Only standard operating message sent - when problems w/ dates which offers no specific info.</p> <p>When you call - the message is taken & you must wait for response. No live tech available.</p> <p>Payroll site is great!!</p> |
| <ul style="list-style-type: none">- Pay rate changes are not always processed in a timely manner.- I got conflicting directions on how to fill out the W4 form for difficulty of care, so that no taxes are taken out. One new attendant still has taxes taken out even though the W4 was the same as another attendant's W4.- Direct deposit form for an attendant has not taken effect for 2 pay cycles now.- I feel like new attendant paperwork, or changes submitted, are not always processed in a timely manner, if at all. And no feedback to know what's happening. I spend too much time on this! |
| <p>The phone service is terrible. I would like to wait on hold while I file papers & work in my office. The machine always <u>forces</u> me to leave my # for a call back. I never get one. I am always thrilled of I get a person. I usually stop what I am doing & call @ 8 am when they open to tr to be 1st in line. Rarely have I been able to talk to someone if I try later in the day. ☹️</p> <p>They are always nice when I do finally get through. 😊</p> |
| <p>I appreciate all the services I receive</p> |
| <p>Much better in the last few months</p> |
| <p>We moved this year - both physically + our bank for direct deposit. I have called, emailed several times. Four months on, the change to both still hasn't been made. Very frustrating.</p> |
| <p>Doing much better than in the past in terms of PPL's phone system and responsiveness of phone attendants. Thank you for improving your customer service.</p> |
| <p>I have been working with PPL for over 5 years and am overall satisfied</p> |



Written Comments

To Whom it May Concern:

I appreciate having the freedom to manage my own budget for my physical needs.

However right now it comes with a cost of not finding enough skilled and trustworthy people to cover my shifts.

The other problem I am having is I am not being notified of changes in training and when I get a notification it is usually within two days of the training that is very difficult for me because I work part time and usually, I need to take time off work to do these online trainings.

I have a suggestion I think these trainings could be recorded on YouTube for people who cannot watch them live. Then if we have any questions we could email them and to PPL or the actual program agent FMS.

Thank you for taking the time to listen to my comments.

Warm regards,

Paperwork has been returning and being processed in a timely manner which has been great, but I want to make sure background checks are still be done. I feel this is an important part of the hiring process.

Been very happy and appreciate all your care

Hi, I live w/ my mom. She is one of my attendants. PPL has consistanly not processed her taxes accurately. They did not inform the IRS about her tax exempt status for 2 years. Her W2's have been incorrect for the last 2 years. She still has not received the corrected one for 2021. I have requested pay increases for both of my attendants. They have not been processes 2 pay periods later.

Sometimes I get really corteous + nice agents that do resolve the issue.

1 enrollment process sometimes goes well + sometimes it doesn't.

2 it is very frustrating to call in for a quick simple answer to a question - when I have to know the ID # of the client. I know the birthdays - I can retrieve the Medicare # but the ID# is always harder to find + some agents will give me the answer with the other identifiers + some agents won't.

3 The other frustrating thing for me is the email system that is confidential. I rarely open those. I wish since it is my personal email that they wouldn't be confidential + need to be opened in a manner like they are.

Thanks for all your help.

The pay schedule is a pain. The time between payroll tends to scare away potential employees. Not sure this can be remedied. But, that is the only feedback I have at of present.

Would be helpful to know when my case worker is changed. I rarely know who has my file.

FMS customer service is above average to excellent excepts for phone calls. Need additional training for telephone regarding personal care with members, i.e. polite and friendly service.

One of two attendants has never been able to submit hours with the phone app. She has called for help multiple times and no one has been able to resolve the problem nor found someone else at PPL to resolve it. She uses an iPhone and was told to delete the app and re-install it. She did that over and over. She bought a NEW iPhone! Still won't work. PPL must have some problem at their end.

When PPL makes a mistake on payment accuracy it has taken too long - months! - to get it corrected. It's evident to us, as users, that we needn't bother them.

All the help and services I have received form PPL has been exceptional, and I would highly recommend them to anybody that wants them to know.



Written Comments

FMS

*Should advocate to remove 40 hr max by family member

*Review yearly Authorized Rep + Employer of Record

*thus good time to make changes if needed

*Partner with home health agencies!! Because it's hard to build a care team with family, especially when client is high needs.

Thank you for this program!

I am quitting my Authorized Representative soon.

Too much changing and making things more difficult not easier.

I was never notified of the new requirement that PPL needs a copy of driver's license and social security card.

I had one employee who did not get paid for 3 months because PPL put in the wrong bank account number for direct deposit. The employee spent many hours trying to get PPL to rectify the problems.

The time 4 care app does not always work.

It is frustrating when you have a problem and you have to call several times - only to talk to a different person every time.

My hardest part - I would like to give my attendant a raise + don't know how.

I am having trouble hiring someone from your website - They all want \$18 an hour.