



Consumer/  
Client



Directed



Attendant/  
Employee



Support



Services

There are a number of key players who contribute to the success of CDASS. These key players include:

1. Client or Authorized Representative (AR)
2. Case Manager (CM)
3. Consumer Direct for Colorado (Consumer Direct/CDCO)
4. Training Coordinator
5. Peer Trainer
6. FMS Provider
7. Department of Health Care Policy and Financing (Department/HCPF)

Consumer directed services are an important choice for individuals living with a disability. Clear communication between all parties is essential for successful implementation of CDASS and to ensure that the Client is able to live and thrive in the program. The Department has established the guidelines you will learn about through CDASS training so that you are empowered with knowledge, and so you can rely on the other players to meet their responsibilities.

The graphics on the following pages gives an overview of their responsibilities, while the remainder of the section provides more detail about each player.

# CDASS Players & Process Flow



## #1 Case Manager (CM)



- CM meets with Client to present options for services
- CM and Client obtain CDASS eligibility forms
- CM and Client complete the Task Worksheet
- CM provides the Client with the allocation amount and copy of Task Worksheet
- CM sends referral for CDASS training to CDCO

## #2 CDCO

- CDCO Training Coordinator contacts Client
- Explains training options
- Schedules training



## #3 CDCO - Peer Trainer/ Training Coordinator

- Peer Trainer confirms training
- Peer Trainer provides CDASS training

## #4 CDCO-Peer Trainer/ Training Coordinator

- Support as needed to complete ASMP and Budget
- Training Coordinator reviews ASMP and Budget for completeness
- Training Coordinator submits ASMP to CM for approval or follows up with Client to revise as needed



## #5 Case Manager (CM)

- CM approves ASMP or follows up with Client to revise as needed
- CM sends referral and approved ASMP to Client's selected FMS provider

## #6 FMS Provider

- FMS provides necessary Client and Attendant paperwork
- FMS assists with completion of paperwork
- FMS informs CM of enrollment date with FMS




## #7 Case Manager (CM)

- CM and Client set CDASS Start date



## Role of Client or Authorized Representative

 As a Client in CDASS, you or your Authorized Representative (AR) have certain on-going responsibilities. These responsibilities are highlighted here, but more detail is provided throughout this manual.

### NOTE



Not all CDASS Clients require an Authorized Representative. When an Authorized Representative is required, that person is a substitute for the Client. The Authorized Representative is responsible for acting on the Client's behalf.

For the purposes of this training manual, the term Client includes the role of an AR when an AR is needed. Greater detail about ARs follows in this section under the heading **Role and Responsibilities of an Authorized Representative**.

### Demonstrate Required Skills and Ability

In CDASS, you must show that either you or your AR can direct your Attendants.

You demonstrate this by:

- Participating in CDASS Training
- Passing the Post-Training Assessment
- Submitting an Attendant Support Management Plan that the Client's Case Manager approves
- Managing your budget to stay within your monthly allocation.
  - You will need a copy of the Task Worksheet and allocation form from the Client's Case Manager.

### CDASS Training

CDASS training is available in a variety of formats such as group, individual, phone, or web-based. Training opportunities are offered multiple times each month throughout the state. If you have questions in any area of the training or

would like the opportunity for retraining, Consumer Direct of Colorado (Consumer Direct/CDCO) Training Coordinators or Peer Trainers are available to provide assistance. In certain instances, such as with budget management issues, your Case Manager can also recommend or require you to go through retraining.

## **Post Training Assessment**

At the end of your training you will have been educated on a range of topics. To demonstrate a basic understanding, you will complete an assessment of training.

## **TIPS**



**YOU** have the ability to receive support for managing CDASS. If you would like to participate in CDASS but cannot manage your support, you can designate an “Authorized Representative” to help you.

## **Attendant Support Management Plan (ASMP)**

As part of the initial training process, you will complete an ASMP. This plan will help you allocate your Medicaid funds in the best way to support your unique needs. You will be trained on the ASMP format, the necessary components of the ASMP and key considerations when writing the ASMP. You must have an approved ASMP in place to participate in the CDASS option.

An essential part of creating your ASMP includes selecting your Financial Management Services (FMS) provider. Throughout the training and in this training manual you will learn more about these options.

During the training, you will create a budget based on the Task Worksheet and Allocation you completed with your Case Manager. A copy of the Task Worksheet and Allocation are required to complete the ASMP, both are available from your Case Manager. Consumer Direct Training Coordinators and Peer Trainers will be available to answer questions you may have when writing your ASMP and completing your budget.

You will submit your ASMP to Consumer Direct and your assigned Training Coordinator will review the ASMP for completeness. If you are missing any key components of the ASMP, the Training Coordinator will work with you to make the necessary adjustments. Once you and the Training Coordinator have

determined the ASMP is complete, the Training Coordinator will submit the ASMP to your Case Manager for approval. In CDASS, your Case Manager must approve your ASMP.

## TIPS



YOU have the ability to appeal a disapproved ASMP. Submit a written request to the Case Manager stating the reasons for requesting a review and justifying the proposed ASMP. Your most recently approved ASMP will remain in effect while the review is in process.

### Manage Your Health

You or your AR is responsible for maintaining your health and monitoring your medical condition(s). If you need medical assistance, you or your AR are responsible for making the necessary arrangements. In the case of an emergency you should contact 911. If there is a change in your health status you must inform your Case Manager.

### Manage Your Attendant Support

You have the flexibility of hiring and initiating termination of your Attendants. This means you can choose and hire your Attendants as long as they can legally work in the U.S. and pass the background checks. In hiring your Attendants, you are responsible for following employment laws such as paying at least minimum wage, and following standards for non-discrimination in your hiring practices. Additional information regarding this requirement will be addressed in **Section 6: Being an Employer**.

## TIPS



YOU have the ability to maintain Medicaid Eligibility. While in CDASS, your Medicaid eligibility could change. Leaving CDASS won't cause your eligibility to change. Other changes in your life – income, health, etc. – could affect your Medicaid. It is your responsibility to maintain your Medicaid eligibility.

## **Employer Rights and Responsibilities**

There are many rights and responsibilities involved with being a CDASS Client. They will be explained in greater detail in Section 6: Being an Employer. The list includes, but is not limited to (these apply to both the Client and the AR):

- Attend CDASS training.
- Develop an ASMP.
- Budget for Attendant care within the established monthly and CDASS certification period allocation.
- Determine wages for each Attendant not to exceed the maximum wage established by the Department.
- Decide what special knowledge and skills, if any, the person(s) you want to hire must have, such as a given number of years of experience.
- Recruit, select, dismiss and manage Attendants.
- Complete employment reference checks on all Attendants prior to hiring
- Hire the person(s) you choose to provide Attendant support.
- Ensure Attendant paperwork is completed, send to the FMS provider and FMS has provided a start date for the Attendant to begin working.
- Manage all paperwork and maintain employment paperwork, with FMS support
- Train Attendants to meet Client needs.
- Review all Attendant timesheets and statements for accuracy of time worked, completeness and Client/Attendant signatures.
- Understand that misrepresentation and false statements may result in administrative penalties, criminal prosecution and/or termination from CDASS. Client/AR is responsible for assuring that timesheets submitted are not altered in any way and that any misrepresentations are reported to the FMS immediately.
- Follow all relevant laws & regulations applicable to a Client's supervision of Attendants
- Dismiss Attendants who do not meet your needs.
- Prepare for emergencies and arrange backup Attendant support, such as when an Attendant is late or fails to show up for work.

## **Work with your Case Manager**

There are several ways you can work with your Case Manager to ensure you get the most out of the CDASS program, such as:

- Enroll in CDASS with your Case Manager and maintain communication

about your health needs.

- Complete and manage all necessary CDASS paperwork.
- Budget for your Attendant support within your approved monthly allocation.
- Review your monthly statements and manage your budget to stay within your monthly allocation.
- Request an allocation adjustment if your needs have changed.

## Choose Your FMS Provider

You also have a choice in Financial Management Service (FMS) provider. More information regarding FMS selection is in **Section 5: Financial Management Services (FMS) Provider Choice**.

## TIPS



YOU have the ability to change from CDASS to agency-based services. Since CDASS is voluntary, you can change back to agency services at any time. To do so, you must contact your Case Manager to get the process started.

## Reconcile Financial Records

In CDASS, you or your AR must review your Monthly Client Expenditure Statement (MCES). Your FMS provider is required to produce and make an MCES available to you. The FMS provider will train you on how to use the MCES. You or your AR should review the MCES for accuracy and review your allocation balance on an ongoing basis. If you believe there is a discrepancy or issue, contact your FMS provider immediately.

## Prepare for Emergencies

Part of your ongoing responsibilities in CDASS are preparing for and managing emergencies. You must describe how you will manage emergencies in your ASMP. Having this plan will help you deal with different types of emergencies, such as medical emergencies, hospitalizations, fires, power outages, severe weather, and other natural disasters. A plan can help keep you safe and minimize injury or property damage. You should include all your Attendants in your emergency planning and you must train them on the plan. Keep your emergency procedures in a place where you and all your Attendants know where it is at all times. For additional information, refer to **Section 8: Health and Safety**.




## Ensure Quality Services

One of your responsibilities as a CDASS Client is to make sure you receive quality services. To do this, you or your AR must:

- Use the ASMP that you developed. If your needs change you can work with your Case Manager to adjust your allocation appropriately.
- Report the quality of the care you receive to your Case Manager, letting the Case Manager know if you are satisfied with the services that you receive or if there has been a change in your care needs. The Case Manager will contact you once a month for your first three months and then on a quarterly basis. If there are changes in your condition or if you need additional care in between visits, please notify your Case Manager.

## Role and Responsibility of an Authorized Representative

 A Client who chooses the CDASS service delivery model to receive home health care services has the right or may be required to select an AR to assist in providing oversight to their health care needs.

A Medicaid recipient will select an AR if a physician has determined that the Client is not fully capable of managing his/her health care on their own or if the Client desires assistance with managing their Attendants.

### NOTE



ARs shall not receive reimbursement for AR services and shall not be reimbursed for CDASS services as an Attendant for the Client they represent.

An AR is defined as an individual who is designated by the Client or legal guardian, if appropriate, who has the judgment and ability to direct CDASS on a Client's behalf and meets the following qualifications:

An individual who agrees to become an AR on behalf of a CDASS Client should be willing to provide direct supervision to Attendants by means of both employer and budget authority.

An AR acknowledges full responsibility for CDASS participation including all responsibilities outlined for Clients who are employers. Please refer back in this

section to the heading titled Employer Rights and Responsibilities. In addition to acknowledging and accepting the roles and responsibilities of a CDASS Client, an AR Screening Questionnaire must be completed. The questionnaire will be provided to you by the Client's Case Manager and must be signed prior to becoming an AR.

The questionnaire clearly identifies the qualities that an AR must have in showing that they have the judgment and ability to direct the care on the Client's behalf.

An AR must NOT have been convicted of any crime involving exploitation, abuse or assault on another person. These are part of a list called "Barrier Crimes." The complete list is available in **Section 6: Being an Employer**.

### **Adding or Transferring a CDASS Authorized Representative**

During the time frame when a Client has chosen CDASS as a service delivery model, situations may arise where there is a need to add or change the designation of an AR.

A few examples of when a Client may need to consider adding or changing an AR may include:

- Client choice to designate someone else to manage CDASS services.
- An AR's inability to continue service as an AR.
- Case Manager determination that another AR is necessary.
  - AR's inability to manage budget.
  - Change in Client's health condition.

### **NOTE**



The time frame to add or transfer an AR ranges from 45 to 60 days. This is impacted if training is necessary and the AR's timely completion of necessary paperwork.

In order to begin processing a new AR, the Case Manager must provide a referral form to Consumer Direct if the AR is new to CDASS and requires training. If they are currently an AR for other CDASS Clients training is not required. Although new training is not required, a new Post Training Assessment and ASMP must be completed. A Training Coordinator will contact the new AR to explain the process and answer any questions.

In order to begin processing a new AR, the Case Manager must provide the FMS provider the following:

- New Client Referral Form designating AR transfer.
- A New Client or AR Responsibility Form.
- An AR Questionnaire Screening Form.
- New Allocation Form, if applicable.
- New Physician's Statement, if applicable.

When designating a new AR, the following must be fulfilled prior to the process being finalized:

- Completion of appropriate paperwork as outlined above.
- Completed CDASS training when applicable
- Completed Post Training Assessment and ASMP returned to CDCO for approval.
- Approved ASMP.

## NOTE



CDASS Clients who require an AR may not serve as an AR for another CDASS Client.

## Third Party Representative

In situations where a Client and/or AR require assistance in their responsibilities of managing CDASS through means of a secondary source for communication, a “third party representative” can be established.

A third party representative does not replace the role of the Client and/or AR.

The primary function of a Third Party Representative is to assist with communication between the FMS and the Client. A Third Party Representative can only relay information between the Client and the FMS. They are unable to direct care, train Attendants, submit timesheets or sign on behalf of the Client for matters pertaining to employees or employee paperwork.

In order for a Client to assign a Third Party Representative an Authorization to Release Information must be completed and on file with Consumer Direct, the FMS, or both.



## Role of Health Care Policy and Financing

**S** The Department of Health Care Policy and Financing (HCPF) is the state agency responsible for managing the provision of Medicaid long-term services and supports in Colorado. Medicaid Home and Community- Based (HCBS) Waiver programs provide additional Medicaid benefits to specific populations who meet special eligibility criteria. The CDASS service delivery option is available in four HCBS Waivers: Elderly, Blind and Disabled Waiver (EBD), Community Mental Health Supports Waiver (CMHS), Spinal Cord Injury Waiver (SCI), and the Brain Injury Waiver (BI).

The Department of Health Care Policy and Financing is committed to providing service delivery options that empower Medicaid Clients and their families to direct and manage the long-term services and supports they need to live at home. HCPF:

- Is responsible for development and enforcement of the CDASS Rules and Regulations.
- Provides direction and oversight to Case Managers.
- Monitors contract compliance of the FMS providers and the training and operations vendor.

## Role of the Case Management Agency

**S** Colorado residents interested in receiving long-term Medicaid services and supports work with a Case Management Agency. The state contracts with a variety of governmental and non-governmental organizations in different regions to perform a functional assessment to determine eligibility for services. The initial assessment of need is used as the basis for developing an individual service plan.

Case Management Agencies assist individuals in Colorado in navigating through the long-term services and supports network to obtain assistance with daily living activities, such as eating, bathing, dressing, and homemaking tasks. These services can be arranged in someone's home, an assisted living facility or in a nursing facility. These agencies determine functional eligibility for community-based long-term care programs such as CDASS. They provide care planning and case management for Clients in these programs, and make referrals for other resources.

These agencies serve Clients by county of residence. A map and listing of SEP agency locations and coverage areas can be found in **Appendix E**.

## Role of the Case Manager

Your Case Manager works for a Case Management Agency. A variety of your Medicaid services are provided by your Case Manager.

Your Case Manager:

Facilitates transition into CDASS

- Determines your eligibility to be on CDASS by assessing your care needs, reviewing all completed CDASS eligibility forms.
- Works with you to develop a task worksheet that determines your allocation.
- Is the only person authorized to change your allocation.
- Sends a referral to Consumer Direct for your CDASS training, along with any required supporting paperwork.
- Approves the ASMP, submits a Prior Authorization Request (PAR) and sets a CDASS start date.
- Enters the PAR information into your selected FMS's Portal.

Monitors the delivery of services and supports

- Will review your care needs, noting any changes that may have occurred since the last visit.

Monitors whether you are receiving quality care

- Will reassess your care needs upon your request, the request of HCPF, as often as required by waiver rules, or when deemed necessary.

Monitors whether you are completing your responsibilities

- Works with you to ensure your allocation expenditures are properly managed.
- Can terminate your participation in CDASS for failure to adhere to program rules and requirements.

Oversees any transition to and from CDASS

- Will facilitate such transition upon your request, the request of HCPF or as required by CDASS benefit and waiver rules.
- Will contact your FMS about any transition to or from CDASS.
- Will close your PAR in the FMS's Portal should you no longer require services.

## Role of Consumer Direct Colorado

**S** Consumer Direct for Colorado (Consumer Direct/CDCO) is the Training and Operations vendor for CDASS. Consumer Direct provides enrollment training for CDASS Clients and ARs, ongoing training, and case management training for both CDASS and In Home Support Services (IHSS). Training enables CDASS Clients and ARs to monitor and evaluate the quality of services they receive and to maintain their support services within their monthly allocation.

Consumer Direct will support the Client or AR in completing their Attendant Support Management Plan (ASMP) and budget. In addition, Consumer Direct assists in the coordination between Clients and their selected FMS provider.

Upon receiving your referral to CDASS training from your Case Manager, Consumer Direct will contact you to schedule your training. You have the option of individual face-to-face training, group training, individual training by telephone, group training by telephone, or self-paced online e-Learning training/webinar.

Consumer Direct will:

- Contact Client/ AR to schedule training.
- Provide you with training materials for the CDASS Program.
- Assist you with your ASMP.
- Send the ASMP to the Case Manager for approval.
- Support you throughout your CDASS enrollment process.
- Answer questions you may have about CDASS throughout your time on it.

## Role of the Peer Trainer


**S** Peer Trainers are a valuable resource during your training on CDASS topics. Whether you are training in the classroom, on the telephone, or remotely by webinar, the Peer Trainer is there to answer questions. They are familiar with many of the same issues you might encounter and have a knowledge base you can tap into. Do not hesitate to contact your Peer Trainer for assistance. If you were trained through another method and did not have access to a Peer Trainer, please contact Consumer Direct and they will assist you.

## Role of the FMS Provider

In CDASS you have choice regarding your FMS provider. Moving through the training manual you will learn how they can support you and their responsibilities.

Key tasks your FMS provider performs include:

- Establishes the Client or AR as the employer of record
- Process Attendant employment paperwork.
- Process Attendant timesheets.
- Issue paychecks.
- File employer related taxes.
- Issue W-2s.
- Ensure Workers' Compensation Insurance coverage.
- Assist you with specific questions you may have about the overall management of the CDASS Program.

 HCPF has contracted with three Financial Management Service providers from which to choose. Specific provider information can be obtained by contacting the providers directly, or by reviewing the FMS Provider Information Sheets provided in your training. The FMS Provider Information Sheets are available in **Section 5: Financial Management Service (FMS) Provider Choice**.

### ACES\$

Phone: 720-465-6405

Website: [www.mycil.org](http://www.mycil.org)

Toll Free Phone: 844-776-7595

Email: [jsmith@mycil.org](mailto:jsmith@mycil.org)

### Morning Sun Financial Services

Toll Free Phone: 844-450-5444

Website: [www.morningsunfs.com](http://www.morningsunfs.com)

Email: [ms-cotransition@morningsunfs.com](mailto:ms-cotransition@morningsunfs.com)

### PPL

Toll Free Phone: 888-752-8250

Website: [www.publicpartnerships.com/cofacts](http://www.publicpartnerships.com/cofacts)

Email: [ppcdass@pcgus.com](mailto:ppcdass@pcgus.com)

Training and Operations Vendor for CDASS:

### Consumer Direct for Colorado

Toll Free Phone: 844-381-4433

Website: [www.consumerdirectco.com](http://www.consumerdirectco.com)

Email: [infocdco@consumerdirectcare.com](mailto:infocdco@consumerdirectcare.com)



# SUMMARY



## Section 2: Roles & Responsibilities

- You Case Manager will assist in determining the type of services you are eligible for and your allocation.
- A physician will assist in determining if you need the assistance of an Authorized Representative (AR) to manage your CDASS services.
- An AR acts on the Client's behalf.
- The Client or AR manages Attendants, allocation and health needs.
- You or your AR must attend CDASS training prior to starting CDASS.
- Consumer Direct Colorado will provide training and the Training Coordinators or Peer Trainers will assist you with completing your Attendant Support Management Plan (ASMP).
- The ASMP provides detail on how you will meet your needs and manage your allocation. It must be approved by your Case Manager.
- Colorado Department of Health Care Policy and Financing (HCPF) oversees CDASS, enforces rules associated with the program and manages contracts and provides oversight of the Case Management Agencies, FMS providers and the Training and Operations provider.
- FMS providers will assist you with employer related tasks such as processing Attendant paperwork, processing and paying payroll and filing Attendant and employer taxes.