



Introduction

This customer satisfaction survey was conducted by Consumer Direct for Colorado under contractual obligation with the Colorado Department of Health Care Policy & Financing (HCPF). More than 3,300 Home and Community Based waiver Medicaid clients receiving Consumer Directed Attendant Support Services (CDASS) in Colorado were surveyed regarding their satisfaction with the services provided by their Financial Management Services Agency (FMSA). This report¹ is specific to ACCESS Financial Management Services, but summarized survey results for all three FMSAs are included on page one for comparative purposes.

Methodology

CDASS service recipients were asked through mail survey to rate services provided by their FMSA. Survey questions were developed jointly by HCPF and Consumer Direct staff. Questions focused on key components of the FMSA’s responsibilities toward customer service, web-based systems functionality and accessibility, and employer and payroll functions. The back page of the survey allowed for open-ended comments.

Prior to survey mailing each FMSA supplied a mailing list of their current CDASS clients to Consumer Direct in an Excel spreadsheet. Using those lists, Consumer Direct mailed surveys to 3,325 CDASS clients on September 14, 2016. The name of the client’s FMSA was identified on the survey title line. Survey recipients were asked to return completed surveys by November 21, 2016 in an included postage-paid envelope. Returned surveys were data entered and results compiled by Consumer Direct Management Solutions staff in Missoula, Montana. Comments were data entered as close to the hand written text as possible, and include the respondent’s spelling, punctuation and use of abbreviations and symbols.

A numeric five point Likert rating scale was used on each survey satisfaction question, with 5 being best or most satisfied, and 1 being worst or least satisfied. A N/A or “Not Applicable” choice was provided for each question, allowing the respondent to opt out if that question did not apply to them. 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.

Results Summary All FMSAs

Sample Size	ACCESS	Morning Sun	PPL	All
Number of surveys mailed	343	200	2782	3325
Number of surveys returned	119	53	695	867
Return rate	34.69%	26.50%	24.98%	26.08%
% of Answers with highest rating value of 5	80.12%	68.36%	58.94%	62.42%
Weighted Average Rating (all questions)	4.72	4.50	4.25	4.33
My overall satisfaction with my FMS can be described as (average rating, question 5)	4.78	4.63	4.28	4.37

¹This report is intended for review by HCPF only, and is not for public distribution unless authorized by HCPF. All returned surveys are being submitted to HCPF. The electronic data entry spreadsheet file is available to HCPF upon request.



ACCESS Financial Management Services Survey Results

1. Please rate trainings and/or resources provided by your FMS.	Number (#) and Percent (%) of Answers by Rating Value								Avg			
	1		2		3		4			5		N*
	#	%	#	%	#	%	#	%		#	%	
Printed enrollment materials are easy to read/understand.	0	0.0%	1	0.9%	8	7.0%	29	25.4%	76	66.7%	114	4.58
I know how to contact my FMS if I have questions.	1	0.9%	0	0.0%	0	0.0%	13	11.6%	98	87.5%	112	4.85
Training to fill out and submit Attendant timesheets.	0	0.0%	1	1.0%	6	5.7%	20	19.0%	78	74.3%	105	4.67
2. Please rate the assistance provided by your FMS with 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.	2	2.3%	2	2.3%	7	8.1%	15	17.4%	60	69.8%	86	4.50
Online timesheet submission.	2	2.3%	0	0.0%	4	4.4%	19	20.9%	66	72.5%	91	4.62
3. 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?	0	0.0%	0	0.0%	1	0.9%	10	8.8%	102	90.3%	113	4.89
Answer the phone?	0	0.0%	1	0.9%	5	4.5%	19	17.1%	86	77.5%	111	4.71
Return your call or email within one (1) business day?	0	0.0%	0	0.0%	5	4.5%	11	10.0%	94	85.5%	110	4.81
Clearly answer your question or concern?	0	0.0%	1	0.9%	3	2.7%	14	12.4%	95	84.1%	113	4.80
4. 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.	0	0.0%	1	0.9%	9	8.0%	17	15.2%	85	75.9%	112	4.66
Timeliness in processing FMS enrollment paperwork.	2	1.8%	3	2.7%	5	4.4%	14	12.4%	89	78.8%	113	4.64
Paying your Attendants - on time.	2	1.7%	2	1.7%	3	2.6%	12	10.3%	97	83.6%	116	4.72
Paying your Attendants – accurately.	1	0.9%	2	1.7%	2	1.7%	11	9.5%	100	86.2%	116	4.78
5. 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
	#	%	#	%	#	%	#	%		#	%	
	1	0.9%	1	0.9%	3	2.6%	13	11.1%	99	84.6%	117	4.78
Totals	11	0.7%	15	1.0%	61	4.0%	217	14.2%	1225	80.1%	1529	4.72

* N = total number of responses



Open-Ended Survey Comments

<p>Aces\$ has been a wonderful change since dealing with Public Partnership inadequacies. Only problem has been with the new timesheet format - I actually liked the old timesheets better.</p>
<p>They are very good, but I don't like the way they keep changing the system. Just when I think I have it figured out, something changes.</p>
<p>All Good!</p>
<p>The pay period is 1-15 16-28 or 30 or 31, but the attendant does not get money for 3 wks only if the 15 is on Monday or Tuesday do you get payed Friday. Pay day is only Friday.</p>
<p>On the months we have to go 3 weeks waiting for a check is inconvenient. It makes bill paying more difficult.</p>
<p>Recently it was frustrating to be required to reset our password. However, we did receive assistance with that issue.</p>
<p>I am pleased with my FMS they do a very excellent job for me.</p>
<p>Consumer Direct did not train me enough. I didn't feel like I had all the tools. Aces\$ has been great!</p>
<p>Thank you for all your help.</p>
<p>Working w/Access has been a stellar experience! The people who make it happen always answer the phone, are always respectful and helpful and have always paid my attendants on time. Everything my PPL experience was not. I am so grateful for the CDASS services and the option to choose a great company like Access. Many thanks.</p>
<p>Difficulty with new website. Typical computer issues.</p>
<p>Excellent company - great staff</p>
<p>I have been w/Access since the FMS change. Much easier in every way.</p>
<p>PPL of Colorado is a great company. I am truly sorry I changed to Access, for health insurance that was cancelled.</p>
<p>We are thrilled with the excellent service + communication with Aces\$. They even suggest additional ways to help us that we never even considered asking for. Maureen + Jason are so helpful and understanding. We never had any timesheet training on the website but it was easy enough to figure out, and when we have had issues the "web people" have been very helpful. Thank you! Please don't ever lose the "human" touch. This is what happened with our previous provider and it was nothing but a nightmare.</p>
<p>Great people to work with. Always helpful. We are so blessed to have this service!</p>
<p>Program needs to change to make it easier for AR and worker-caregiver to put hours in, as it stands AR makes no money and to find someone to do this much work and not get paid, keep privacy as client is impossible. AR and client, should be able to work together. Or AR + caregiver should be the same: also the training is to intense and to long for most clients to endor [endure].</p>
<p>These people are excellent. They have perfect people skills. That's what it takes to do a good job! Thanks.</p>
<p>These people are excellent. Always there to answer our questions. Thank you.</p>
<p>I used to be with PPL. Aces\$ is much better!</p>



Open-Ended Survey Comments

Not at this time.
Access needs to convert their payday schedule to two fixed days per month. Every 2 weeks is ok but for some really stupid reason, they only want to issue 24 checks per year so 4 times a year they stretch the pay day to three weeks. All of my employees are working part time. Hard to make ends meet. So how do they explain this insane 3 week program to their landlords? This is not fair to them. It makes them want to quit. They either have to start issuing 2nd checks OR go to two fixed days a month. The time to do it is now. Stop the bullshit.
Very professional and helpful
We are leaving Access due to over charging of Social Security/Medicare/FUTA when employee mother is exempt.
Special thanks to Jason Smith Colorado office.
You totally are awesome
There should be more room for mistakes on timesheets, depending on circumstances.
Answer calls + pay on time!
Lara + Christina take great care of me and are helpful with the time sheet. Have explained and made sure I get it right and on time only problem is if I sent time sheet to web site we don't get paid and [illegible] has to fix it making right, I sent to Laura and she makes sure it is right. Christina calls or emails to check up on me. [illegible] usually let her [illegible] updates on what is going on around my care.
To whom it may concern, I have had a great experience with this program. Anytime I have had questions someone has been there to answer them. My pay has always been on time and always accurate. When I leave a message you always call me back. The website works fine and the transition worked out fine. I would recommend others to participate in the program. We thank you for being there! God Bless
The online portal for Aces\$ could be improved in the following ways for timesheet submission. First, it would be helpful if the timesheet templates would save it by the day of the week (say, same hours worked every Wednesday) instead on the date (not useful to have same hours worked every 5th of each month!) Second, they recently changed the order on the online timesheets, putting Health Maintenance category in the center, instead of on the right as it is on the paper time sheets. It would be nice to standard the order with CDASS task worksheets, paper and online timesheets. We are very pleased with the prompt, caring customer service. They always get back to us quickly and solve all our problems promptly.
Not happy with the online time card process saved time card templet would be much better if on a weekly basis rather than day by day monthly.
I have been VERY pleased w/Aces\$ Co people. Jason is a wonderful professional!
Thank you, it feels great to be in control of my environment, schedules and flexibility and remain independent of an agency.