



CDASS Service Implementation- Quick Glance

Created by Consumer Direct Care Network Colorado and approved by Colorado Department of Health Care Policy and Financing (HCPF)

Important Contact Info:

Case Manager:	FMS Provider:	Consumer Direct Colorado:
Name: _____	Name: _____	7951 E Maplewood Avenue, Suite 125 Greenwood Village, CO 80111
Phone: _____	Phone: _____	Phone: (844)-381-4433
Email: _____	Fax: _____	Fax: (866)-924-9072
Note: _____	Website: _____	Email: infocdco@consumerdirectcare.com

Frequent Questions:

1) What happens to my services while I am in the hospital?

CDASS clients may not bill for services while in the hospital. Do not schedule your attendants to work while you are in the hospital. If you do, you will have to pay these hours out of your own pocket. If you are hospitalized, let your Case Manager know right away and work with your Case Manager to determine your case status and requirements for keeping them in place.

2) If I decide to use my reserved funds one month for additional care, what do I need to do?

Even if you have funds reserved from prior months all requests for overspending must be approved in advance by your Case Manager for every occurrence.

3) How do I keep track of the amount of funds I have spent each month?

Your FMS provider is responsible for issuing you a Monthly Client Expenditure Statement (MCES) every month that shows what you have spent and will assist you with staying on track and within your monthly budget. You also have access to an online portal through your FMS provider to help check budget utilization. You will need to work with your FMS provider to understand these tools and for questions on your expenditures.



4) Who do I contact if my needs have changed, or if I feel my allocation is not enough to meet all of my needs?

The role of the Case Manager is to determine your allocation and eligibility for services. If you have a need that is not captured in your task worksheet or if you have change in your medical condition, have a conversation with your Case Manager to reassess your needs and adjust the allocation if necessary.

5) What do I do if my attendant does not get paid correctly or if I need help submitting timesheets?

Your selected FMS provider is available to assist with all payroll, paperwork and human resources needs for managing your attendant care.

6) Who is responsible for helping me find back-up attendants or new attendants if mine quit or do not show up?

Clients who elect CDASS are responsible for managing and directing their own care, including preparing back up plans and hiring back up staff that will assist them in these situations. As the legal employer of record, under CDASS the client must ensure quality care and assume all responsibility of the hiring, firing and training of attendants.

The CDASS Attendant Directory is an online tool clients can use to assist with finding attendant care. Attendants looking for more clients/hours can register by creating a profile and clients in need can search through those profiles. Visit www.consumerdirectco.com and click “Directory” to access the tool.

7) What do I do if I feel like I need more training on CDASS?

Consumer Direct Colorado is the CDASS Training Vendor and can assist you with any questions or requests for additional training. To request more training, contact your Case Manager to make a referral or call Consumer Direct Colorado and we will start the process.

8) What do I do if I need a new Authorized Representative?

All new clients and AR must go through CDASS Training with Consumer Direct. If you would like to change your current AR contact your Case Manager to get the forms you will need to visit <http://consumerdirectco.com/clientforms/> to print off the required AR forms. Once you have submitted the forms to your Case Manager, they will make a referral to Consumer Direct and we will contact the new AR to complete training. It is important to know that the entire process can take 45-60



days. During this transition period, the current AR is responsible to maintain the duties until the new AR is fully trained.

If you are designating an AR who is already an AR for someone else, or has already completed CDASS training- they will still need to go through Consumer Direct to complete a new Attendant Support Management Plan and Post Training Assessment. This referral is made by your Case Manager.

9) What should I do if I need to fire or reprimand one of my attendants?

Document, Document, Document! Speak with your FMS provider about how to handle the situation and make sure you keep records of all conversations and interactions with your attendants. The more detailed the information is, the better. Remember, as the Legal Employer of Record under CDASS you are responsible for all aspect of managing your attendants including dismissal should you need to.

10) Contact Decision Tree:

