



FMS PROVIDER COMPARISON

You are encouraged to call the FMS providers and interview them to determine the best FMS for you! Please note this chart does not replace the responsibility of the employer to interview and research the FMS providers available. This is offered as additional information provided by the FMS providers.

Question	Palco	PPL
What is your Colorado Office Location and Contact Information?	<p>1600 Broadway Suite 1616 Denver, CO 80202</p> <p>Phone: 1-866-710-0456 Email: co-cdass@palcofirst.com</p>	<p>999 18th Street, North Tower Suite –Floor 14, Suite 1425, Denver CO 80202</p> <p>Phone: 1-888-752-8250 Email: ppcdass@pcgus.com</p>
What are your office hours?	<p>Staff are available in-person by appointment: Mon-Fri: 8am-5pm.</p> <p>You can reach us by phone also during business hours and after hours by email and voicemail.</p>	<p>Office Hours by Appointment: Mon-Fri: 9am – 5pm</p> <p>Customer Service: Mon-Fri: 8am – 5pm</p>
Is your phone system answered by a person or an automated system?	Always answered by a live person.	Calls are answered by live agents after identifying information is given through an automated system.
What is the payroll schedule?	<ul style="list-style-type: none"> • 1st – 15th • 16th – last day of the month <p>Pay dates are semi-monthly on the 8th and 23rd of each month.</p>	<ul style="list-style-type: none"> • 1st – 15th • 16th – last day of the month <p>Pay by dates are bi-monthly and within a week from time being submitted.</p>
What is the supplemental or off-week payroll schedule?	Off cycle payroll is ran on off weeks and as needed to best serve stakeholders.	We run an off-cycle payroll on alternate weeks to our regular payroll.
Can an Attendant receive payment via a pay-card?	Yes, we offer a free Money Network card option.	An Attendant can receive payment via a current Attendant's pay-card. ADP debit cards will be offered in 2021.

<p>When processing an Attendant employment application packet, do you review the entire packet and identify all errors at one time to share with the employer for correction?</p>	<p>Yes, our dedicated Colorado enrollment staff will review the whole packet and work with you 1-1 to make any corrections needed. Our online enrollment system is user friendly and nearly mistake proof allowing for fast enrollments in less than 10 minutes!</p>	<p>Yes, our dedicated in-state Colorado enrollment staff reviews the entire packet for accuracy prior to reaching out to the Employer for corrections needed. We offer DocuSign for fast, mistake-free paperless enrollment.</p>
<p>How is the employer notified when there is an error identified in the Attendant application packet?</p>	<p>Our dedicated Colorado enrollment staff will work 1-on-1 with both the Attendant and Employer to make any corrections needed.</p>	<p>Our dedicated in-state Colorado enrollment team will contact the employer through phone call and/or email if a correction is needed in the Attendant application packet.</p>
<p>FMS Experience: (States currently operating in and the total number of members you serve across locations)</p>	<p>Palco currently operates in 10 states. Across all programs, we serve approximately 11,550 Participants.</p>	<p>PPL currently operates in 21 States. We serve over 113,910 Members.</p>
<p>How do you communicate with 3rd party representatives or attendants?</p> <p>*Please note this communication does not allow for attendants or 3rd party representatives to make decisions on the members behalf. Only the member or their authorized representative are able to make decisions regarding services.</p>	<p>Employers can set up the parameters for which they want their services communicated about via a Release of Information that we store in their file.</p>	<p>We communicate via phone, email, letters, portal messages, website messages, monthly newsletters, and automated phone calls.</p>
<p>How can I file a complaint and what is the response timeline?</p>	<p>Complaints can be filed via mail, email, fax or phone. You can speak with a Customer Service supervisor or Director at any time to provide feedback.</p>	<p>Customers may contact our customer service to file a complaint or complete and submit a Grievance form found on our website.</p> <p>Complaints will have a response within 1-2 business days.</p>
<p>How do I escalate a concern if it has not been remedied after 2 business days?</p>	<p>You can speak with a Customer Service supervisor or Director at any time to provide feedback. Your dedicated Colorado Program Manager can also assist.</p>	<p>If a concern hasn't been remedied after 2 business days, customers may contact our customer service or dedicated Colorado Account Management staff to file a complaint or complete and submit a Grievance form found on our website.</p>

<p>How does your company communicate with employers including those who need communication assistance?</p>	<p>We offer several forms of accommodations for people with disabilities including phone, TTY and Email.</p>	<p>Customer service offers a customer service phone line with fluent English and Spanish representatives, a TTY line, Email, and offers translation services for over 100 languages.</p>
<p>How does your company notify the employer that their funding for services has not been authorized by their case manager?</p>	<p>We audit all approaching end dates the month prior and communicate to Case Manager and Employers with several weeks' notice to help remedy the issue and ensure budgets are in place before the start of the new period.</p>	<p>We track CDASS recertifications and send monthly email notices to Case Managers. Members/Authorized Representatives receive a phone call a month prior to an authorization expiring. We will expedite authorization approvals that are time-sensitive.</p>
<p>Do you have a policy advisory or decision-making board of employer/clients?</p>	<p>We have advisory boards across several of our state programs and look forward to implementing one in Colorado in the coming months.</p>	<p>Yes, we engage with Consumer Directed Program Participant advisory groups across the country and incorporate their feedback to enhance our services. We are working toward implementing an advisory group in Colorado this year.</p>
<p>Website meets Web Content Accessibility Guidelines (WCAG) 2.1 Level AA standards https://www.w3.org/TR/WCAG21/</p>	<p>Yes</p>	<p>Yes</p>
<p>Where can I find more information about your company, including customer satisfaction reviews/reports?</p>	<p>You can get more information on our website http://palcofirst.com or by calling our Customer Service team at 1-866-710-0456.</p>	<p>More information about PPL can be found at: www.publicpartnerships.com You can also contact Customer Service at 1-888-752-8250.</p>
<p>Where can I find more information about customer satisfaction reviews/reports?</p>	<p>Colorado engages a third party to collect and report on customer satisfaction surveys found at https://consumerdirectco.com/cdass-resources/</p>	<p>Colorado engages a third party to collect and report on customer satisfaction surveys found at https://consumerdirectco.com/cdass-resources/</p>

Each FMS provider offers:

- Direct Deposit.
- Customer service support for enrollment questions.
- Online Attendant employment applications.
- Processing of completed Attendant employment applications with 3 business days.
* *Incomplete applications submitted increase processing time.*
- Accredited with the Better Business Bureau and hold an A+ rating.

None of the FMS providers have in the past 3 years:

- Been issued contract related citations or have unresolved citations in Colorado.
- Had a contract terminated or not renewed for inadequate performance in Colorado.
- Missed processing payroll due to having insufficient contractually required financial reserves to issue payroll.