






Changing Financial Management Service (FMS) Providers

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

Open Enrollment allows the Member or their Authorized Representative (AR), to change Financial Management Service (FMS) providers. These changes can only occur quarterly as listed below.




Paperwork Due:	Start Date with new FMS:
March 1 st	March 16 th
June 1 st	June 16 th
Sept. 1 st	Sept. 16 th
Dec. 1 st	Dec. 16 th

Task	Responsible Party		
	 Member/AR	 Case Manager	 FMS Provider
Member/AR can research and choose a new FMS provider. Comparison information and FMS satisfaction survey results can be found on the Consumer Direct Colorado website.	<input checked="" type="checkbox"/>		
Member/AR should notify the Case Manager of which FMS provider they have selected that they would like to transition to.	<input checked="" type="checkbox"/>		
Case Manager will make the referral to the new FMS Provider.		<input checked="" type="checkbox"/>	
Member/AR should contact existing FMS to ensure no outstanding or incomplete timesheets need attention.	<input checked="" type="checkbox"/>		

Process Flow



Process Flow Cont.

Task	Responsible Party		
	 Member/AR	 Case Manager	 FMS Provider
Current and new FMS vendors will communicate to coordinate transition.			<input checked="" type="checkbox"/>
Member/AR must complete and return employer and employee packets for the new FMS provider.	<input checked="" type="checkbox"/>		
The new FMS will process paperwork and complete required checks for employment.			<input checked="" type="checkbox"/>
The new FMS will notify Case Manager that enrollment/transfer is complete.			<input checked="" type="checkbox"/>
Case Manager will review current prior authorization request (PAR) for accuracy and revise FMS fee if necessary.		<input checked="" type="checkbox"/>	
Case Manager will enter PAR into the new FMS provider portal.		<input checked="" type="checkbox"/>	
Services with new FMS can begin on designated transfer date.	<input checked="" type="checkbox"/>		
Case Manager will send discontinuation notice to previous FMS and call to ensure receipt.		<input checked="" type="checkbox"/>	

Process Complete!

For questions, contact Consumer Direct Colorado via phone (844)-381-4433 or via email at- infocdco@consumerdirectcare.com