






## 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 <sup>st</sup>	March 16 <sup>th</sup>
June 1 <sup>st</sup>	June 16 <sup>th</sup>
Sept. 1 <sup>st</sup>	Sept. 16 <sup>th</sup>
Dec. 1 <sup>st</sup>	Dec. 16 <sup>th</sup>




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](mailto:infocdco@consumerdirectcare.com)