

Being a CDASS Authorized Representative



I've never heard of CDASS. What is it?



Well, CDASS is a Health First Colorado service delivery option for qualifying waivers and stands for "Consumer Directed Attendant Support Services." In CDASS, Members are given a yearly budget which they use to hire Attendants (Caregivers) for approved services. This helps them stay in their homes and communities and live a life of their choosing. CDASS is overseen by the Colorado Department of Health Care Policy and Financing. It started in 2002.



So it's a way for people to have more control over their lives-- great! I've been asked to be an Authorized Representative. What does that mean?



It means someone has asked you to take on the responsibilities of employing and managing a CDASS Member's Attendants on their behalf.

You're helping them maintain their services and health by giving them the independence, freedom, and social connections they need for a happier life. There's no financial benefit to being an AR. **You cannot be reimbursed for being an AR and you cannot be their paid Attendant while being the AR.** Some people take on this role because they want to help family and friends. Others just want to give back. Whatever the reasons, it can be a life-changing and deeply rewarding experience. We are very thankful for those who volunteer to be an AR.

How do I know I'll be a good AR?

That's a good question! Being an AR requires a few hours of your time each month to ensure services are going well and Attendants are being paid. Take relief knowing that you'll be thoroughly trained by Consumer Direct Colorado, "CDCO." (*Note that CDASS does not allow a Member who requires an AR to become an AR for another CDASS Member.)

What's it like being an AR?

A lot can happen in the first few weeks of being an AR. To start, you'll receive training on how to be an employer and learn how to direct CDASS services and Attendants. AR duties will include attending and passing CDCO training, completion of a Case Manager approved Attendant Support Management Plan, and regular ongoing management of CDASS services and Attendants.



The AR manages recruiting, hiring, and all supervisory aspects with Attendants. You'll set Attendant wages, train, and coordinate their schedules to meet the Member's needs. Other AR duties will include managing the Member's monthly budget for Attendant care to ensure no overspending occurs, approving Attendant timesheets ensuring accuracy each pay period, and collaborating with the Case Manager when needs change.



What if something goes wrong?

Your AR training will prepare you to respond to any needs, concerns, or emergencies, if they come up. CDCO will teach you who to contact, how to prepare, and what to expect. (*see the removable contact resource attached).

OK. So, I'm the employer, how would I pay Attendants?

As an AR, you're responsible for setting Attendant pay based on the monthly allocation approved. Remember, you also create their work schedules, teach them how to clock in and out and ensure time is entered correctly each shift. However, payroll and employer related taxes handled by a Financial Management Services (FMS) provider that you will elect during training. The FMS provides many services for you on the program like, providing and processing Attendant hiring paperwork, processing background checks, issuing W-2s, setting up the FEIN, sending or depositing paychecks, taking care of unemployment insurance, worker's compensation and sick time. They're also readily available to answer your overall employer related questions regarding CDASS.

Who determines what Attendants do?

As the employer, you'll work with the Member to set up schedules and day to day duties based on Members need approved by the Case Manager. It is your responsibility, being the AR, to ensure Attendants are meeting the needs of the Member each shift. Allow the Member to train the Attendant on house rules and personal preferences to assist with meeting their individual needs.

Are there tasks that are not covered?

The purpose of CDASS is to meet the needs of the Member and so Attendants can **only** be paid for specific tasks approved by the Case Manager. CDASS funds cannot be used for services provided to others like, relatives and roommates.

What if the Member needs more hours or has a change in condition?

The Member's Case Manager determines their services and allocation. As the AR, you should communicate with them immediately to request a Need's Reassessment to determine if an increase is justified for care.

If the Member is hospitalized or in a facility, can I still pay Attendants?

No. If the Member is admitted to the hospital, a nursing facility, or any kind of institution, CDASS **services cannot be provided**. This kind of billing is considered **fraudulent**. Contact the Case Manager and FMS immediately if the Member is hospitalized or in a facility.

Do I need to do anything if the Member decides to terminate an attendant?

Yes, you are required to contact the FMS to complete the termination process.

Are there resources to find more Attendants if I need help?

Absolutely! Here are some ideas!

- Post job ads in local publication or on community boards
- Ask friends and family for recommendations..
- Online resources dedicated to finding caregivers like, Care.com
- Visit CDCO's Attendant Directory:
<https://directory.consumerdirectco.com>

What if I have questions about CDASS or need more training?

Consumer Direct (CDCO) is the Training and Operations vendor for CDASS in Colorado. You can request a referral for retraining through the Member's Case Manager. Or for general questions or concerns, contact CDCO directly at 844-381-4433.

Remember to be safe when sharing personal information with people you may not know!

AR Resource: Who Do I Contact?

Tear and save this segment. Check the reverse for FAQs!

My CDASS Member's **Case Manager** is

Name -----

Phone -----

and the **FMS** is

Palco.....866-710-0456

Public Partnerships (PPL).....888-752-8250

Case Manager

- ◆ Questions about the Member's allocation
- ◆ Changes in condition or need for additional services
- ◆ Requests for approval of the use of reserve funds for the month
- ◆ Hospitalizations

FMS

- ◆ Questions and requests for training on the FMS online portal.
- ◆ Payroll and timesheet issues and questions.
- ◆ Questions about employees, hiring, and firing.

Consumer Direct Colorado

- ◆ Resources and general CDASS questions
- ◆ Requests for additional training and support

Additional Resources

More information can be found online at the following resources:



COLORADO
Department of Health Care
Policy & Financing

<https://hcpf.colorado.gov/>



<https://hcpf.colorado.gov/consumer-directed-attendant-support-services>



www.ConsumerDirectCO.com

(844) 381-4433