Introduction

Medicaid members receiving Consumer Directed Attendant Support Services (CDASS) in Colorado were surveyed by mail or email regarding their satisfaction with the services provided by their Financial Management Services (FMS) provider. This report[1] is specific to the FMS provider Public Partnerships LLC (PPL), but summarized survey results for Palco and PPL are included on page one for comparison. This survey was conducted by Consumer Direct Care Network Colorado (CDCN) under contractual obligation with the Colorado Department of Health Care Policy & Financing (HCPF).

Methodology

Using current member data provided by both Palco and PPL, CDASS members were emailed on March 15, 2024. They were given the option of completing the survey by either mail or email. Members had until March 22, 2024, to choose between an emailed survey or a mailed survey. If no response was received, members were sent a paper survey. Based on these responses, all surveys were sent to members on April 12, 2024. Mailed surveys included a postage-paid return envelope. Emailed surveys were completed via the online software Survey Monkey. All recipients were asked to return completed surveys by May 10, 2024.

CDASS members were asked to rate services provided by their FMS provider. Questions were asked about FMS provider responsibilities toward customer service, including employer and payroll functions. Recipients were also asked about web-based systems functionality and accessibility. All survey questions were reviewed and approved by HCPF prior to mailing. The 2nd half of the survey allowed for open-ended comments and recommendations. Data entry and analysis of returned surveys was conducted by CDCN Quality Improvement department staff. Comments were entered as close to the hand-written text as possible. Any names or contact information mentioned in comments was redacted. Recipients were given the option of including their name.

Satisfaction questions were formatted as a numeric five-point Likert rating scale, with 5 being best or most satisfied, and 1 being worst or least satisfied. Satisfaction ratings for each question are expressed as a common arithmetic average. An overall satisfaction rating - the weighted average for all questions is also presented.

Satisfaction Ratings Summary all FMSs

	Palco	PPL	All
Number of surveys mailed	844	2745	3589
Number of mailed surveys returned[2]	120	310	430
Number of electronic surveys sent	61	201	262
Number of electronic surveys returned[2]	57	163	220
Mail Return Rate	14.2%	11.3%	12%
Electronic Return Rate	93.4%	81.1%	84%
% of Answers with highest rating value of 5	65.4%	61.1%	62.3%
Overall weighted average (questions 2-6)	**4.48**	**4.40**	**4.42**

[1]This report is intended for review by HCPF only, and is not for public distribution unless authorized by HCPF. Returned surveys and data analysis spreadsheet file are available to HCPF upon request.

[2]Surveys received after May 10, 2024 are not included in the survey analysis. FMS affiliation based on self-identification of FMS provider in question one. Surveys with no FMS identified in question one are excluded from this report.

Page 1 of the survey (for reference)

2024 Annual Member Satisfaction Survey

As a managing employer in the CDASS program, please rate the services provided to you by the Financial Management Services (FMS) vendor you were affiliated with throughout the majority of 2023.

Please rate your experiences, using a 5 to 1 scale, with 5 being best (Excellent/Most Satisfied) and 1 being worst (Very Poor/Least Satisfied). Use N/A if the question does not apply. A place for comments has been provided on the back of the survey. Please complete the survey below and return it in the envelope provided by **May 10, 2024**.

For best results, please use **BLACK** ink. Fill circles in like this: ● Not like this: ✓ ✗ ☺

1. Which FMS Provider are you rating with your responses? (Please select only one)

Palco ○ **PPL** ○

2. Please rate trainings and/or resources provided by your FMS at enrollment.	Always 5	4	Sometimes 3	2	Never 1	N/A
Enrollment materials are easy to read/understand.	○	○	○	○	○	○
Training I received about how my attendant/s track and submit their work hours was helpful.	○	○	○	○	○	○
I know how to contact my FMS if I have questions.	○	○	○	○	○	○
The enrollment process for myself and my attendant/s was easy to complete.	○	○	○	○	○	○

3. Please rate the assistance provided by your FMS to the questions you have about online resources.	Excellent 5	4	Average 3	2	Very Poor 1	N/A
Using my FMS' website.	○	○	○	○	○	○
Online or mobile app timesheet submission.	○	○	○	○	○	○

4. When contacting your FMS with a question or concern, staff members...	Always 5	4	Sometimes 3	2	Never 1	N/A
Are respectful?	○	○	○	○	○	○
Answer the phone?	○	○	○	○	○	○
Return your call or email within one (1) business day?	○	○	○	○	○	○
Clearly answer your question or concern?	○	○	○	○	○	○

5. Please rate these services provided by your FMS.	Excellent 5	4	Average 3	2	Very Poor 1	N/A
Assistance completing FMS enrollment paperwork.	○	○	○	○	○	○
Timeliness in processing FMS enrollment paperwork.	○	○	○	○	○	○
Paying your Attendants - on time.	○	○	○	○	○	○
Paying your Attendants - accurately.	○	○	○	○	○	○
Providing accurate and timely tax documentation.	○	○	○	○	○	○

This survey is administered by Consumer Direct Care Network Colorado.
If you have questions about this survey, please call us at 1-844-381-4433 for assistance.

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Please flip the page.

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Page 2 of the survey (for reference)

2024 Annual Member Satisfaction Survey

	Very Satisfied 5	4	Neither Satisfied Nor Dissatisfied 3	2	Very Dissatisfied 1	N/A
6. My overall satisfaction with my FMS can be described as: _____	O	O	O	O	O	O

7. Federal law requires attendants to use Electronic Visit Verification (EVV) for clocking in and out of work shifts. Colorado FMS' provide three (3) EVV technologies: Mobile App, Telephony, and FMS Portal. Please rate your satisfaction with your FMS' EVV technologies and services:

	Strongly Agree 5	4	Neither Agree Nor Disagree 3	2	Strongly Disagree 1	N/A
I was adequately prepared to use my FMS' EVV technologies. _____	O	O	O	O	O	O
All of my FMS' EVV technologies are accessible to my attendants. _____	O	O	O	O	O	O
All of my FMS' EVV technologies are easy to use. _____	O	O	O	O	O	O
The EVV Mobile App my FMS uses has been reliable. _____	O	O	O	O	O	O
EVV Support Services provided by my FMS has been helpful. _____	O	O	O	O	O	O

Please use this space for any additional feedback about your experience working with your FMS. Please note that your comments will not be read immediately by your FMS vendor. If you need immediate assistance please contact your FMS customer service center directly.

What resources and tools would help you be more successful on the CDASS program?

Name (Optional*) - please print:

Who completed this survey? Member O Authorized Representative O

*Do not write your name if you'd prefer that your comments remain anonymous.

If you have additional comments or suggestions, please submit them on another piece of paper with this survey.

Thank you for completing this survey.
Your responses will help improve the CDASS Program!
Please return in the enclosed envelope by **May 10, 2024**

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Satisfaction Ratings

2. Please rate trainings and/or resources provided by your FMS at enrollment.

Number (#) and Percent (%) of Answers by Rating Value

	1 Very Poor #	1 Very Poor %	2 #	2 %	3 Average #	3 Average %	4 #	4 %	5 Excellent #	5 Excellent %	N	Avg
Enrollment materials are easy to read/understand.	0	0.0%	18	4.2%	56	12.9%	116	26.8%	243	56.1%	433	4.35
Training I received about how my attendant/s track and submit their work hours was helpful.	7	1.7%	10	2.4%	41	9.7%	97	23.0%	267	63.3%	422	4.44
I know how to contact my FMS if I have questions	8	1.7%	10	2.2%	33	7.1%	62	13.4%	349	75.5%	462	4.59
Enrollment process for myself and my attendant/s was easy to complete.	18	4.1%	16	3.6%	61	13.9%	111	25.3%	233	53.1%	439	4.20

3. Please rate the assistance provided by your FMS with questions you have about online resources.

Number (#) and Percent (%) of Answers by Rating Value

	1 Very Poor #	1 Very Poor %	2 #	2 %	3 Average #	3 Average %	4 #	4 %	5 Excellent #	5 Excellent %	N	Avg
Using my FMS' website	7	1.6%	18	4.2%	78	18.3%	90	21.1%	234	54.8%	427	4.23
Online or mobile app timesheet submission	14	3.2%	18	41.%	57	13.1%	85	19.5%	261	60.0%	435	4.29

4. When contacting your FMS with a question or concern, staff members…

Number (#) and Percent (%) of Answers by Rating Value

	1 Never #	1 Never %	2 #	2 %	3 Sometimes #	3 Sometimes %	4 #	4 %	5 Always #	5 Always %	N	Avg
Are respectful?	3	0.7%	2	0.4%	28	6.1%	75	16.4%	348	76.3%	456	4.67
Answer the phone?	7	1.6%	17	3.8%	70	15.6%	90	20.0%	266	59.1%	450	4.31
Return your call or email within one (1) business day?	16	3.6%	11	2.5%	80	18.1%	73	16.5%	263	59.4%	443	4.26
Clearly answer your question or concern?	9	2.0%	14	3.1%	70	15.4%	68	14.9%	294	64.6%	455	4.37

5. Please rate these services provided by your FMS.

Number (#) and Percent (%) of Answers by Rating Value

	1 Very Poor #	1 Very Poor %	2 #	2 %	3 Average #	3 Average %	4 #	4 %	5 Excellent #	5 Excellent %	N	Avg
Assistance completing FMS enrollment paperwork.	18	4.3%	15	3.6%	53	12.6%	93	22.2%	240	57.3%	419	4.25
Timeliness in processing FMS enrollment paperwork.	26	6.0%	13	3.0%	67	15.4%	104	24.0%	224	51.6%	434	4.12
Paying your Attendants - on time.	4	0.9%	9	1.9%	32	6.9%	78	16.8%	341	73.5%	464	4.60
Paying your Attendants - accurately.	4	0.9%	5	1.1%	27	5.8%	74	15.9%	354	76.3%	464	4.66
Providing accurate and timely tax documentation	3	0.7%	12	2.6%	34	7.5%	84	18.5%	321	70.7%	454	4.56

6. My overall satisfaction with my FMS can be described as:

Number (#) and Percent (%) of Answers by Rating Value												
1 Very Dissatisfied		2		3 Neither Sat Nor Dissat		4		5 Very Satisfied				Avg
#	%	#	%	#	%	#	%	#	%	N		
6	1.3%	16	3.5%	46	10.0%	101	22.1%	289	63.1%	458	4.42	

7. Federal law requires attendants to use Electronic Visit Verification (EVV) for clocking in and out of work shifts. Colorado FMS' provide three (3) EVV technologies: Mobile App, Telephony, and FMS Portal. Please rate your satisfaction with your FMS' EVV technologies and services:

	Number (#) and Percent (%) of Answers by Rating Value											
	1 Very Poor		2		3 Average		4		5 Excellent			Avg
	#	%	#	%	#	%	#	%	#	%	N	
I was adequately prepared to use my FMS' EVV technologies.	11	2.6%	13	3.0%	74	17.2%	93	21.6%	240	55.7%	431	4.25
AIJ of my FMS' EVV technologies are accessible to my attendants.	6	1.4%	14	3.3%	48	11.2%	96	22.4%	265	61.8%	429	4.40
All of my FMS' EVV technologies are easy to use.	12	2.8%	20	4.7%	61	14.3%	100	23.4%	234	54.8%	427	4.23
The EVV Mobile App my FMS uses has been reliable.	14	3.4%	32	7.7%	67	16.1%	81	19.5%	222	53.4%	416	4.12
EVV Support Services provided by my FMS has been helpful	11	2.6%	18	4.2%	65	15.3%	91	21.5%	239	56.4%	424	4.21
Totals	204	2.2%	301	3.3%	1148	12.4%	1862	201.1%	5727	62.0%	9242	4.36

N = total number of responses for the question

Who Completed the Survey

	Number	%
Member	255	53.9%
Authorized Representative	155	32.8%
Question not answered	63	13.3%

Qualitative Comment Analysis

One-hundred nine (109) surveys contained written comments. Topics within comments were classified into common themes or categories. A summary of applied Thematic Coding follows[1].

Category/Theme	Number of Mentions	% of Total Categories
Accessibility/ADA	3	1.0%
Allocation	1	0.3%
Attendant recruitment/retention	6	2.0%
Budget management	11	3.7%
Case Management	8	2.7%
Confidentiality / Data Integrity	1	0.3%
Customer Service	35	11.9%
Dissatisfied-Other	1	0.3%
Dissatisfied-Programs	1	0.3%
Enrollment-Program	1	0.3%
EVV requirements	4	1.4%
EVV technology	36	12.2%
FMS portal	5	1.7%
Hiring	8	2.7%
IHSS Agency Services	1	0.3%
Live-In Exemption	7	2.4%
Other	29	9.9%
Paperwork-Forms	7	2.4%
Paperwork-Processing	19	6.5%
Payroll	5	1.7%
Policy	6	2.0%
Satisfied-FMS	18	6.1%
Satisfied-Programs	48	16.3%
Support/Resources	5	1.7%
Technology-General	3	1.0%
Timekeeping/Service authorization	7	2.4%
Training/Resources	16	5.4%
Website	2	0.7%
Sum[2]	**294**	

[1]An Excel spreadsheet documenting application of thematic codes is being supplied to HCPF as a separate resource.

[2]Individual comments that covered multiple topics were classified into multiple categories; sum of "Mentions" exceeds total comments received.

Every year my renewed budget gets sent back for "corrections" from PPL. No one alerts me to issues. My attendants end up not getting paid for weeks until the "correction" is complete (This is due in part to my case manager - poor communication and always late with scheduling renewal interview)
When you call the one answer phone don't know all rules for which state you in. Document send in is to light on dark don't tell you how to fix it and if not accepting your id on yearly basic for living in care attend. Don't notify when you need to send in when we call they say email but we have no email
We don't have good full time cell service, so my parents don't use that
My attendants have EVV LIE because they live with me
We live in a rural area where internet is not as fast as some so there are times where we can't punch in or out because of this but there is no reason on phone for poor internet so all problems seem to fall back on person using phone.
just within the past year had 3 hiccups with all government entities coming together smoothly causing small anxiety
Thank you for a Great program!
System freezes at times. Time period get stuck on paysheet 4 months
I have been with PPL for several years and have no plans of ever changing. This is why I choose N/A on several of the questions since I have had only one other person working for me so I can not up to date on newer process on adding a new person. And since my one attendant in my husband, he does not use the EVV. Thank you and keep up the great work.
Using EVV is not always User friendly….
Processing time is really bad!!! One time I called to process 1 packet, its ONE hour. Next time I call the time for 1 packet is 3-5 days. It does not make sense to me.
Communication is a joke…they call & leave a message that you need to call. Even if you pick up the call it is still an automated message telling you to call. EVERY SINGLE TIME, I return a call, they have no idea why they called me. It is simply ridiculous. They expect me to know why they called, and they NEVER leave the reason in a message.
The App does not have where attendant can fix time if the time is incorrect. Leaves the processing of time on the app of 0.00 time when it has been completed.
Very pleased with PPL. Very pleasant to talk to and solve any questions
Very satisfied thank you!
Why do my attendants have problem with their app. At times when they clock out it doesn't acknowledge the input. Also clocking in can by a problem.
My training, my day to day requirements have all been totally errorless.
Best experience, grateful for the support and care!!
When first enrolling, I had a lot of support and assistance. I wish I could keep that person's contact info to reach out again if there are future problems w/enrolling new employees (sometimes there are).
Any emails sent in are not answered EVER! The only other entity that provides such horrible customer service is the government and it seems trained monkeys could do better running Public Partnerships
Everything has been satisfactory so far.
[redacted] passed away [redacted]. There is no need to send further surveys. Thank you
I faxed in info about EVV and W2 and the system doesn't show they've been entered
All good & great service. Nice & Friendly
Everything has been going efficiently. There have been no problems at all.
2 week time needs to stay on app until after pay period ends - losing the 1st week early

My mother passed on [redacted] please do not send more questionnaires Thank you [redacted]
The time entry app often changes date then time gets messed up
My providers keep changing but are good to me and easy to work with
Wonderful program Thank you
Have one attendant (fax user) and other use mobile app (good) but due to really bad service (internet) we sometimes had/have to go to the top of the hill 3 miles away to work/receive service
I want to add another attendant, but last time I e-mailed to the person I dealt w/initially, she just gave me a toll free #, some other part of their company? And tell them I need to add someone, then they can help me. It feels sort of intimidating to just call some dept. or person and explain what I need. I have no idea how much info they need, or what to expect, what do I need to have ready, if they have questions for me. I sort of feel like the personnel are great and very very knowledgeable about their service and the process however I feel like they think I more knowledge and/or know what their terminology means, but I don't.
very happy with this company.
We are under family/household exemption for the EVV stuff
We always have had satisfied payments
The telephone software is cumbersome to use and has lots of unnecessary nonsense for instance, the voice menu for my employees is very complex, says "T2025-CD01-CDASS STANDARD" instead of "standard," & the option for "sick leave" is SPELLED our, which makes it hard to understand. It confuses my new employees & makes it difficult or impossible to clock in for them. They get very stressed out & then it's hard for them to be effective caregivers for the first few shifts. It shouldn't be so difficult.
Client [redacted] deceased [redacted]
Hourly rates pay mostly to stay within budget one difficult to understand as there is no clear pay period cycle. We go over or under because it is unclear how to break down the pay and rate.
I've always had excellent support when addressing problems or concerns. Good organization Top to bottom.
The process to enroll attendants is arduous, painful and ridiculously strung out. Very little help was given to expedite this. It took us from July through October to get one attendant enrolled.
very good Company
People there never stick to one way of doing things. One person will say something is policy and then something is not and you never are told of change
It is hard, because [redacted] is 24 Hr care.
The phone app doesn't work regularly - takes time to try to get checked in and or out. Frustrating.
The app could use updates
The only thing that can improve is the time it takes to get paid - It shouldn't take 10 Days after time is turned into get a paycheck..However I fell my employees are very happy to have this job
PPL has always been helpful, curteous timely - Thank You
Many times the Attendants clock their time & it all dissapears they then have to reenter everything. Many times hours are shorted & calling get it corrected has been a challenge. Hours are confusing 1st-15th, 16th-end of month, They run them over our proper explination not allowing atttendance to clock hours stating can't go over 40. Very confusing
Errors in Annual paperwork nearly cost my primary attendant. Unable to give actual reason for paperwork issues. Choices by PPL staff nearly caused my primary attendant to leave. PPL unable/unwilling to explain WHY any of this was different from last. NO changes in my staff's paperwork. Raise took No calls and 9 MONTHS to process.

There has been SOME improvement since the last period of evaluation by the State. The portal has issues that when reported are ignored by PPL. "As long as time isn't collected for pay -ignore entries the system automatically enters." Hiring paperwork is still cumbersome. and takes much too long to process often leaving us either w/o an attendant or paying out-of-pocket
No complaints. Just a huge Thank You!
My FMS Vender has been very helpful when I had issues with EVV when their system had issues. There were times that I could not get through, but they did make some and correct the issue. Overall I'm pleased.
Very HAPPY!
a lot of run around
I'm Always satisfied with everything yous do have no complaints
I am very happy with all my services
VERY SATISFIED!
When I have to go back and add time because I couldn't clock in/out the option for putting time in after the fact there is no option for app not working
This program has been a godsend for me The staff is always helpful and courteous
app frequently frozen -"pending" hours - difficult to clear & resubmit hours
Your program and the excellent support we receive from your staff allows us to provide excellent care for our daughter, Thank You!
When time is submitted on app, There's always a RANDOM entry for "0" hours that won't drop off. Very annoying. They are always messing with the online app at PPL and making it worse everytime! Figure it out folks!
Since [redacted], [redacted] (my mother), lives with us I don't care for the struggle of getting that information active when filling out my timecard. I know it has to be sent in every year, but this entire last year I have had to fill in extra boxes indicating where I am doing her care.
No longer in the State of Colorado and no longer on Medicaid. Please Removing Name Thank You!
1) My FMS has been consistent w/ most of my needs they seem to have trained everyone on staff the importance of respect & courtesy. 2) Each year I get a waiver from the EVV because I live in the same residence of my attendants. This procedure seems to take longer each year so that the waiver kicks in to my software 2-3 mos. after I have sent in the documents.
Enrollment materials are easy to read/understand: Need in Russian
Enrollment materials are easy to read/understand: Need in Russian
There was a Medicaid recertification issue
great, excellent work!!!
Have had major difficulties with my Case Manger at Jeffco getting my re-certification paperwork in on time and have lost my Medicaid for the last 2 years. Had to appeal and get re-instated both times and caregivers didn't get paid. Does FMS have any influence with Case Managers.
The app has a few bumps but ultimately does it's job.
Nothing much we are satisfied with everything. Thank you.
I've had issues with updated paperwork for change of direct deposit & wage increase not being processed timely or accurately
Staff is very knowledgeable and patient

I like the time4care app is very helpful for my employees. However the app doesn't work sometimes and they either can't clock in or out and a reason to have to add or edit time should be 4 the app wouldn't let me clock in & or clock out
Happy with CDASS
The process of yearly updates needs desperate improvement attendants should not have to be concerned about not getting paid because the proper paperwork was not completed and submitted in a timely fashion. Over the years, the constant change in caseworkers has really made me lose faith in the system.
Would like a different casework in the last year she has messed up account almost 8 or more times and one time it took 2 1/2 months to get it fixed all again and I hate to email or call her. I'm scared that she will mess-up and end-up putting me back in hospital again with heart health.
Mobile app is frequently not available, but we are satisfied in all other areas.
PPL is user friendly, very easy to navigate and use. They always pay on time and approve paystubs on time. Love PPL
Help me a lot. Thank you
We have lost so many possible employees because of how long the application takes to process, and not having an electronic option for the applications. Most people don't have access to printers. These things are an immediate turn off and we have lost many employees in the middle of the application process. Its hard to get ahold of anyone to assist with issues & then it takes more than two weeks to process & fix any application issues. It is the worst we have ever dealt with.
We will assume that the several days of only busy signals when trying to call CDASS was due to the power outage caused by the fire danger
The online app Time4Care is always down or slow the information my employees are required to enter is not visible to me - i.e where they are. GPS & reason needed to adjust time.
You messed up my attendants paycheck and/or auto-deposit several times leaving them weeks and up to a month without pay. Only when they called several times a week was it fix after a month :(
I really like the associate, [redacted]. She always answers her phone, the first of many I have had.
PPL is a trusted partner in the support I need. Would never dream of switching to another FMS.
FMS is always very helpful and responsive.
The app will occasionally show multiple incorrect hour submissions however they come out to be accurate and list times that were wrong as “pending.” A less confident or experienced user may be confused by the discrepancy.
The list of possible employees for CDAS was Disconntinued. It is very difficult to find potential employees at this time our other, having the same problem. What do you suggest? [redacted].

Tech support not always available. The most frequent advice is to try deleting the app and download it again. Selections for why they did or didn't do something never list anything about the app's fault, only the attendant. Training attendant how to use app seems nonexistent. I have one attendant who ALWAYS has issues she doesn't know how to do much of anything on her phone and screws up constantly. Sometimes it's the app's fault. Usually she's working on the weekend when there's no one available much less knowledgeable tech support. If she keeps having to straighten out her entries manually I'll get in trouble. She always says she's doing (whatever it is) correctly and by the time she tells me she's having problems with the app , about half the time I can't get it to work because it got so screwed up. How does she get training? And support? This is someone who doesn't even know how to hang up a call or do anything else on her phone while on a call. She's a good caregiver I don't want to fire her just because she doesn't understand how to use her phone correctly. She almost always claims she did something correctly and I can't tell her differently. Add tech support who know what they're doing and staff them on weekends!
I am disappointed that the pre-registered personnel list is no longer available. Friends and family have been queried for people who can fill my needs and pass this state Criminal Database. I still need to hire an attendant. Do you have any suggestions? Thanks [redacted].
Cost of living raise was not applied and we are not sure why?
always quick to respond to my inquiries and are professional yet have a sense of humor, which I truly enjoy
I strongly agree that my fms was very helpful and took her time to explain things to me thank you very good job.
FMS is great EVV has difficulties.
Have called PPL for information and received very abrasive telephone operators.
There is really no excuse as to why there is not a fully online hiring process for new employees. That was provided for the first two employees I hired now I am forced to use a paper-based process and upload scans of that paper to the website.
The app is extremely unreliable. App needs more choices for why attendants clocked in manually options like "app isn't working correctly".
Facility Management Services have been great quick and prompt response taking care of all of our needs of the client and representative.

I run a small business and am also helping a disabled family member with CDASS as their AR. I am absolutely flabbergasted at how poorly the program is run. With my business, I can get a new employee up and running within a day. With PPL, it takes weeks. They give themselves 5 business days to process paperwork. If there's any mistake, they stop all processing and send it back to me to correct. Then they give themselves another 5 days to start back over. Sometimes the second person will find something that the first person was fine with but the second person doesn't like. Or sometimes they'll get further than the first person and find something that the first person never bothered looking at. Then I fix that and they give themselves another 5 days. I'm not stupid. I do this for my small business all the time. But the payment processor for my small business has an online system that actually works instead of being on paper where I can accidentally copy a SSN incorrectly or (this has happened too) the attendant had bad handwriting so things were rejected. My small business payment processor also knows that no one will use them if they take a month to get a new employee started. Businesses can't operate that way. But people with disabilities are garbage in the eyes of the system so it's considered completely acceptable to leave someone without an attendant if their main one quits and their back up can't work all the hours needed. Because business is important and human life means nothing. Clearly this really pisses me off. It should piss you off too and if it doesn't, you're burned out and jaded and need to question what you're doing with your life and if maybe you should change to an industry where they value you and your customers (ie the people this is supposed to be serving)
Everytime an update is done on the mobile app - my employees have difficulty uploading their hours. They will start their time on the mobile app but when they go to clock out for the day it is no where to be found - so they enter their time manually. But there is no category for the app not working properly. Possibly you should add that category.
I just have trouble with figuring out how many total hours are allocated each year, month, etc. it helps me properly schedule my caregivers.
Excellent service
Very satisfied with PPL. Easy, dependable, answer questions promptly.
I have been very satisfied with Public Partnerships. I so appreciate this program and how it has blessed my daughter.
There are no options provided within the app for when someone is trying to make an entry and the app is not working properly. All of the options provided only apply to user error/faulty phone equipment. There should be an option for glitches/issues with the actual Time 4Care app.
I am LIV not EVV my care is 24 hours a day
I am LI v
Not sure if it’s my internet or the mobile app. But I have noticed the clock continues even though I have clocked out. I find out when I go back to clock in.
Extremely appreciative of the assistance that I receive whenever necessary. The staff are extremely courteous and effective. Very thankful for this service as my health dwindles and my needs become greater. Thank you, thank you, thank you!!!!
FMS and CDASS are true lifesavers.
The dialect of the customer service reps sometimes difficult to understand. Customer service reps sometimes get indignant and almost a sense of feeling offended when requested to escalate to a supervisor. Employment applications are not 100% fillable online including electronic signatures as required and needed.
I already did this

It took a month to get a background check. If someone needs a job, they cannot wait for a month. I called weekly to see where the paperwork was. Also an AR appeared on my PAR and I had no idea who it was...it took months to fix.
Fir months now I have complained about the timecard app mot working for attendants to click in/out and have had no luck or help in fixing. I have had to manually enter times fir all attendants.
Having severe issues with EVV time card submissions with the time4care app. For the past three months, I have had consistent issues with duplicate entries. First entry is correct, duplicate entry is 0 hrs. 0 mins. Can't delete or modify the entry, until 4 or more hours later. Most times I am forced to delete the app and reinstall the app. I've had several conversations with PPL about this situation and they say it's not their fault. The app worked well with NO DUPLICATIONS until their update three months ago.
Provider is very available and knowledgeable on any questions posed. Thank you...
They have been great to work with
Impressive staff always able to answer questions and resolve issues
When updates have been done a glitch in the systems usually effects normal clock in and out processes for up to the days after completion.
I am very satisfied with PPL.
I am very satisfied with PPL
Everyone has been great
FMS' EVV technologies need a copy and paste feature for time entries.
Everything is very good
We have 2 accounts login allows us 9092, but refuses 4868. When sending 2 batches of files to BPM only 1 batch gets processed. Why?
I'm VERY happy to have the team I do...it made the whole process, EASY!! Thank You.
None at this time
Great so far.
I hope you can make the worksheets sa little easier to understand lol
Occasionally my employees log onto the EVV system but when they go to log out there in no time logged in. So, they have to enter manually for that day.
My caer taker can't clock in or out she can't get paid nobody's fixing it been with out since February 28 to present don't no what to do anymore need help please. Thank you
Everything has been very good this year. I have no complaints at all, only praise
No
This has been a great experience and easy to understand. Thank you and bless you.
Get rid of [redacted]
PPL has been great to work with
the mobile app is challenging to use for a couple of my attendants. sometimes it's them and i have to do stuff for them. other times it's the app that isn't working properly. the list of excuses offered on the app is sparse and doesn't include any issues that are the fault of the fms. there's also often problems with the time sheets. a shift will appear out of nowhere from, say, midnight till 10am. none of my attendants start a shift at midnight but for whatever reason it's on there, usually with the hours they actually worked, but once in a while not.

1. Wish there was a spot online that would show expiration of Live-In Caregiver (show renewal date). I appreciated the email reminder, but my date was mid-May and email showed March. That is imp to my Live-In Caregiver and the Employer to comply in a timely manner. It might save PPL call-ins to reconfirm I was right about my date, but I am hesitant to not comply to the emailed date.
On the EVV you can reject time for wrong service code but you can't modify the service code She using sick leave in the EVV you must put a reason why you're doing a manual entry. There is no reason for using sick leave. The only other reason applicable is forgot to clock in/out. Need sick leave as a reason
They need to get accounting updates done faster, it's now a couple months out. No reason for delays
I wish there was a way to "auto save" the address for manual entries. I use this input every single day and it would be so much easier (esp on-the-go) to have a "save address" feature. I also have found, just recently, that the paystub and "recent paychecks" sometimes do not correlate. They are accurate, but the reporting feature is not accurate.
PPL is very hard to get get answers from. They won't answer email questions, then call and tell you to call them. I fortunately have been able to work around most issues.
Overall things with the Time4Care app are going fine. Have tried to contact public partnerships for an issue getting "Pending" entries piling up with no way to delete them. Have not been able to resolve issue. Maybe you could let your App developers know of this issue when "Adding a past shift". Thank you for all of your hard work. [redacted]
No problems....we really like the ease of use!
The agency makes everything very easy complete.
Case managers who are timely and on top of things. Not sure why someone with a C6 spinal cord injury; full time in wheelchair needs a re-assessment EVERY year!
more comfotable employees
We are hopeful for better internet in future and problem may rectify itself
What is available now seems good to me so far
An improved time 4 care app
I have everything I need. My only problem with CDASS is time you need to get "good to go."
The pay days make it to where my attendant is not able to do her 4 hr per day during the week to give her 16 hr a week. She is suppose to leave 8 enteries per 2 week and when the weeks are shortened she has only 6 or 8 entries.
Having a good employee roster on line in each area for availability when need arises
list of all programs available that we might not have to find on our own.
All
If emails were answered by a person instead of on electronic message asking for you already provided. If you could actually get through on the phone to talk to a person. If you do get through, the person you talk to knows something.
more basic understaning of the EVV program
Faster phone service with FMS. Notice of rate chagnes.
Didn't hear about the increase in [redacted] program. We are EVV and lost $ because we wewren't informed.
Your doing great. Thank you
Better Internet in the area we live in The A Rep. has to jump through too many hoops to reach anyone if I have a question
It is fine
I am good where I am at with CDASS I have been on the program for more than 15 years

app to phones compatable, know what phones work or not work
I personally would find it incredibly helpful if we were sent a review or reminder sheet about some of the most basic stuff, things that are easy to forget like about hours, etc., or the occasional reminder w/an example or suggestions of what are attendants need to feel appreciated and know that we care about themtoo, se we're not just always being needy and forget to show our gratitude. As annual check-in or Q:A call day could be useful too
What ever you want to offer
When you send if you put giftcard to The client for ding the survey at least Ten dollar!
Doing good as it is right now Thank you
More & better-trained Customer Service workers answering the phones. Also, some employees make up answers when they don't know the answer, & that information then if frequently wrong. I understand that they want a good Customer Satisfaction Rating, which I'll give them when I believe they've solved the problem, but creates
More info & help, notification on annual EVV
letting me know when paperwork is due
Clairity of hours & how as well as why they FMS is doing what they are doing. Why the FMS is shorting hours @ times
NO [explitive] phone calls. Ever, everything in writing ONLY.
The portal being more accuraete, we've never rec'd wrong pay The new site is very difficult to find the hiring package forms. After too many searches and tripping to CDASS vs PPL - you locate some of the forms. NICE they are fill in now
Having notices mailed there are times that important notices expecially should be mailed out because emailed does not always work for some people.
Nothing, I'm happy with it
Better way to find new caregivers
We are very pleased with the CDASS program as currently established
Streamline tracking of spending on the website. Add spending report to phone app
Working online app for PPLm with no random "0 hours" entries. Would consider switching to Palco but for the redo of paperwork again. Ugh.
To have a portal or technologies in Spanish
I think you provide a good deal of resources. I would like to see more info or resources on possible advantages to running your business. Maybe offers at memberships to small business access to items.
If we could get calls back after leaving messages at least with 24 hours that would be great.
Knowing the changes in Medicaid (DHS) ahead of time
When signing up a new Employee if the process was the same. It is different each time and they never seem to get it the first time. I have had one employee sign up 4 times before she could get signed up
I feel that the employees whether they are relative or non-relatives hired on should be treated the same: Example relative employees were not offered a new phone wher as non-relatives was offered a new phone :(
Being able to use any excess funds available at the end of certification process to purchase non-durable medicaid goods and supplies not covered by Medicaid
My only complaint is having my allotment drastically cut. My girls have been hurt. I don't want to lose them. Poor communication.

For family members that are exempt from FMS EVV requirements, an option on the timecard for "exempt" as a reason for manually enterey time would be helpful.
If they paid when I send in timesheets. I nearly always have to send them in multiple times. Once I sent it in at one time.
You guys are amazing people Thank you.
I always have a hard time finding forms online to update changes
The app should allow for back up instead of manual entry other than that it's great
I think everything I already have and use is working great for me & have nothing to add.
Easier employment applications
One only, new caseworker who cares about the people she is suppose to be helping. And she is not doing the job. I've been on program and it has been since 2015 and she (█) has been trouble since last year.
If there is a way to start on the annual renewal process sooner.
Electronic signature on all documents - no need to print then sign, there scan. If you make my employees fill out why they adjusted their time - why can't I see it?
Can't think of anything.
Links to Medicaid programs, funding for accessibility equipment for those who cannot move or other traumatic conditions that prohibit a fulfilling life possessing dignity.
Having the names of potential employees.
App training for attendants!! Don’t blame the client! Or assume the attendant is being fraudulent! And don’t make the client have to keep teaching the attendants how to do the app! Add tech support on weekends!!!
A database of attendance available to hire.
if I think od anything, I will call
I think everything you guys are doing just about everything right I can't think of anything bad to say
Website to hire employees.
CDASS program has been an excellent way for me to receive home care I can trust. Thank you
The clock in and could be better The enrollment process could be faster
I need a real time dashboard that shows my budget and how much the hours that I have approved are going to cost me
I think members should be paid from their own allocation for having to do all HR related work that other people have degrees in.
Can't find anything at this time doing a great job thank you very much.
Well, a system that doesn't suck. The original approval to get CDASS was ridiculous. It needs to be designed by someone with some training in creating training materials and should be well organized and about a quarter the length. This is a HUGE equity issue. I'm highly educated and found the answer to every question directly in the manual and still got multiple answers wrong. When I had references that seemed to indicate a different correct answer! And when I was asked my opinion of the process, I had to turn it in the gatekeeper.
I recently noticed a new Cost of Wages to Client but I am still being charged the old rate. Usually there is a new start date but there is not a date on the new form. Please update.
Other programs that will help with resources to assist with my MS, bipolar, cognitive disorder, and brain injury. For example; grab bars in the bathrooms and other aids that can help me.
If you edit the timesheet, it does not reset to the proper number of hours.

When there are scheduled trainings it would be very helpful if there were more dates to choose from, as well as the option to re-audit the training if necessary.
Keep up the good woek
All things are good
cannot even imagine how you could make this any better
I need to know my human service case worker
Improved fillable forms as well as applications. Follow up e-mail confirmations what documents have been uploaded.
I need the paperwork/background check to move faster than a month
Having someone help me with Attendants being able to clock in/out on their own.
The intake paperwork is a montage of different forms, attendants always miss signatures, and details always get missed. It usually takes three submissions before everything is completed correctly. They need a simple web page where all the questions and documentation can be entered at one time. Then the forms could be printed and if a written signature is required the cover page can indicate exactly where they are needed. This way the same name and address don't have to be entered multiple times, all the data will be in the correct places, and signature locations can all be covered in one shot. It will save EVERYONE time and effort.
I can't think of any additional resources.
If cdass, PPL, and acmi, and medicaid, would all talk to each other when there's problems instead of making the employee and the client call all the different agencies that don't talk to each other and try to get problems resolved
Can't think of anything
Actual training on how the hiring process works, how things are supposed to be sent back and forth between me and PPL, and training on using the Better Online web portal.
I would like for my workers to be able to get more hours to be able to take better care of me and I would like to have more resources for food
A copy and paste feature for time entries.
Everything is perfect
The Resource Exchange needs to file their budget reviews 60 days before expiration date!!!
I can't think of any
I'm happy as is.
Communication is number one not I will call you right back and never do it's put me in a depression all I can do is leave it in God's hands
Nothing I can think of.
More training on what extra help is available for those using CDASS

it would be helpful to make short voluntary app training sessions available to our attendants after any updates. and last time one of my attendants called for tech support there wasn't any tech support to talk to, so the only advice they gave was to try closing and reopening the app, or delete it and download again. also it would be nice if even one tech support person was available on weekends, even if only for a few hours during "prime time". it would be helpful if 2 attendants could overlap their shifts for maybe an hour. for instance, having an experienced attendant train someone new, so we clients don't have to. there's a few things that are easier and much faster with 2 people. for example, flipping and rotating a mattress which everyone is supposed to do now and then, depending on quality and age of the mattress. disabled clients can't help with that very much. often some furniture needs to be pushed away a bit for space to rotate the mattress, then the bed needs to be remade and then the furniture needs pushed back. not heavy, but very awkward as well as time consuming for one person as some mattresses are bigger than the person is.
Give CPR to the online PPL Newsletter, perhaps quarterly, with reminders about forms e.g. Live-In Caregiver, timely submission, quarterly updates, or just review of changes made to APP. Kudos to the Technology team for their online notifications and trying to fix glitches. Must be a challenging job.
There needs to be a database other than a background, or someway of checking before you hire an attendant thru the CDASS program that it will show if you fire an attendant for abusive behavior or language of disabled client that this fired attendant can not be hired by someone else on the CDASS program
Stop sending via mail, all the monthly paperwork. I have tried to opt out but can't. Everything I need is on the website, total waste of money.
Faster accounting total updates. now are 2 to 3 months behind. I just add up myself, but shouldn't have to. I also have a problem with the excessive paperwork mailed monthly. I don't want it and have been told there is no opt out. Everything I need is on line. This practice is a terrible waste of money.
Quicker response times. More options for missed login/outs
Resources and tools are very adequate.
Can't think of anything