

In-Home Support Services: An Overview for Health First Colorado Members

Definitions

In-Home Support Services (IHSS): An option for eligible Health First Colorado members to direct their in-home health care services with the support of an agency that completes the employer responsibilities. **Member:** The person who receives services and directs their in-home health care services. **Authorized Representative (AR):** An individual who manages IHSS on the member's behalf if the member cannot. **Attendant:** The person paid to provide services for the member. **IHSS Agency:** A licensed home care business providing attendant services and supports to IHSS members. IHSS agencies are the employer of attendants. **Consumer Direct for Colorado (CDCO):** The contractor that provides IHSS orientation, coaching, and resources to support members, case managers, and other stakeholders in understanding IHSS. It is also called Consumer Direct or Consumer Direct Care Network Colorado.

The Basics

What is Self-Direction? Self-direction helps people of all ages and disabilities maintain their independence when they receive long-term care supports and services at home. When people self-direct, they decide how and when they receive services and who will provide them. Every state in the country has a self-direction program. Colorado is ranked 5th best in the nation for program qualityⁱ and 1st for quality of life for people living with disabilitiesⁱⁱ.

What is IHSS? In-Home Support Services, IHSS for short, is an option for some Health First Colorado members who want the freedom and power to make decisions about their care, with the added support of an agency. It is often called a self-directed service delivery option. In IHSS, members receive services in the categories of homemaking, personal care, and/or health maintenance (skilled care). The IHSS agency is the legal employer of attendants. They are responsible for training, approving timesheets, providing backup care, and more.

Scan the QR code to watch a short video about [IHSS](#).



How is IHSS different from CDASS? IHSS is like Consumer-Directed Attendant Support Services (CDASS), except it allows a member to direct their care with the added support of an IHSS agency. The member or AR is the legal employer in CDASS, but in IHSS, that is the agency's responsibility. It is responsible for hiring attendants, paying attendants, and providing backup care.

How does IHSS benefit a member? People in the IHSS program benefit by receiving the care they want, staying in their homes or communities, and paying their loved ones for the care they may already provide.

What is an Authorized Representative? If a member cannot direct their care, they will appoint an authorized representative, often called an "AR." An AR must meet specific criteria, such as being at least 18 years old and knowing the member for at least two years. They will complete employer responsibilities like approving time sheets and managing attendants.

What is an Attendant? An attendant is the member's caregiver, and they provide services the way the member desires. The member/AR may select specific attendants, or the IHSS agency will provide them. The IHSS agency hires, trains, files taxes, and processes attendant timesheets.

Enrollment Process and Key Players

There are several key players in IHSS: The member, authorized representative, attendant, case manager, Consumer Direct for Colorado, IHSS agency, and the Department of Health Care Policy and Financing. Each has a specific role and responsibilities. Together, they ensure that the member receives the highest quality and most reliable services.

There are eight steps for a member to enroll in IHSS:

1. Enroll in Health First Colorado
2. Meet with the case manager
3. With case manager help, the IHSS Care Plan Calculator and Physician's Attestation form are completed
4. Pick an IHSS agency
5. Enroll with an approved IHSS agency
6. Case manager approves care plan and enters Prior Authorization Request
7. IHSS agency begins staffing and orientation
8. Services begin

One-on-one guidance is available through Information and Assistance Services. Information and Assistance (I&A) services give members extra help. An I&A coordinator provides services that match the member's needs and preferences on a schedule determined by the member. I&A supports the case manager's work.

More on Roles Within IHSS

Member

The IHSS member's role is to select attendants, set their schedules, and supervise their services with the support of the IHSS agency. When they need other services or their condition changes, they work with their case manager to identify appropriate service changes.

Authorized Representative (AR)

An AR is someone who helps direct a member's care. They assist in IHSS enrollment, participate in selecting attendants, communicate with the IHSS agency, and provide ongoing support. ARs are not paid for completing these tasks and cannot be an attendant for the member at the same time. Contact an AR to collaborate with the IHSS agency and case manager when there are concerns about an attendant's performance.

IHSS Agency

The IHSS agency provides intake and orientation services, assistance with selecting attendants, verification of attendant skills, attendant training and oversight, supervision by a licensed health care professional, and backup care. Contact the IHSS agency for any attendant payroll questions and if an attendant does not show up for their shift.

Case Manager

The case manager is responsible for providing the member/AR a list of available IHSS agencies, overseeing IHSS enrollment, service approval and updates, and switching programs if needed. Contact the case manager for questions about a member's approved service hours.

Consumer Direct of Colorado

As the training contractor, it answers general questions regarding IHSS, receives Information and Assistance (I&A) referrals, conducts I&A, and offers all the key players in IHSS additional support or guidance. Consumer Direct is the best entity to contact to learn about IHSS or other self-directed programs.

Colorado Department of Healthcare Policy and Financing (HCPF)

HCPF oversees the IHSS program, creates its policies, manages Consumer Direct, and coordinates with case management and IHSS agencies. Contact HCPF for questions about IHSS policies, report fraud and abuse concerns, and escalate unresolved case management complaints.

How to Get Started

Health First Colorado Members who choose IHSS complete orientation with Consumer Direct. **There are several ways to attend orientation:**

- ☐ Virtual Group ☐ Virtual One-On-One ☐ In-Person One-On-One
- ☐ Self-Paced Learning Using a Training Guide ☐ Self-Paced Learning Online

Are you a person interested in IHSS? Use this section to keep track of the right people who will help you get started. First, call the Department of Health Care Policy and Financing to enroll in Health First Colorado or to connect with your Case Management Agency.

Department of Health Care Policy and Financing Contact Center: 303-866-2993

My Case Management Agency: _____

My Case Manager: _____

Phone: _____ **Email:** _____

My IHSS Agency: _____

Phone: _____ **Email:** _____

Resources to Learn More

Online Resources

- The Department of Health Care Policy and Financing website: hcpf.colorado.gov
- IHSS webpage: hcpf.colorado.gov/in-home-support-services
- Consumer Direct for Colorado videos: consumerdirectco.com/video

Agencies to Call/Email

- Consumer Direct for Colorado: infocdco@consumerdirectcare.com, 1-844-381-4433
- Participant-Directed Programs Unitⁱⁱⁱ: hcpf_pdp@state.co.us, 303-866-5638

ⁱ [Innovation and Opportunity: A State Scorecard on Long-Term Services and Supports](#)

ⁱⁱ [AAA, The Best and Worst U.S. States for People With Disabilities](#)

ⁱⁱⁱ Participant-Directed Programs is a unit within HCPF. It creates CDASS policies and oversees Consumer Direct and the FMS contractors.