July 15, 2015

<CDASS Client/AR>

<Address>

<City, State ZIP>

RE: Notice of CDASS Over-utilization

Dear <client>,

I am writing to summarize the conversation we had about your continued over-utilization of your CDASS Average Monthly Allocation on <DATE>. I will also outline the agreement you made in that conversation to address this issue.

I have reviewed your CDASS monthly account statement for <MONTH/YEAR>, which shows that you have spent <$X,XXX>, which is ten percent (10%) or more than your approved Average Monthly Allocation. Your approved Average Monthly Allocation is <$X,XXX> for certification period ending <MM/DD/YYYY>.

Your continued over-utilization indicates a consistent pattern, as described in the CDASS rule, 10 CCR 2505-10 8.510.13.A. The agreement which you made on <DATE> is as follows: You will budget within a reduced Average Monthly Allocation of <$X,XXX> for the month(s) of <MONTH> and <MONTH> YYYY, to resolve this over-utilization occurrence.

You also must designate an authorized representative or a new authorized representative if one is already assigned. Enclosed are the authorized representative forms for you to fill out and return. Please return the authorized representative forms to me by <DATE> which is 10 calendar days from today’s date. These completed forms must be received and training scheduled for the authorized representative within 15 calendar days of today’s date. The authorized representative must complete training with Consumer Direct Colorado within 60 calendar days of today’s date.

If you fail to comply with these terms and/or continue to over-utilize CDASS services you will be terminated from CDASS in accordance with 10 CCR 2505-10 8.510.13.A.

Keep in mind that CDASS is not necessarily the best option for all clients who meet eligibility and I am happy to work with you to select another option for care.

If you have any questions, my office hours are <Monday through Friday, 9 a.m. to 6 p.m.>. If you call and I am not available, please leave a voicemail message and I will return your call as soon as I can.

Sincerely,

Care Manager

Case management agency

(303) XXX-XXXX