



2023 Member Satisfaction Survey Report

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 report¹ is specific to the FMS provider Palco, 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 17, 2023. They were given the option of completing the survey by either mail or email. Members had until March 24, 2023, 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 6, 2023. 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 5, 2023.

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. In addition, this year’s survey included questions about the Electronic Visit Verification system that caregivers use to report their shifts. 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	684	2760	3444
Number of mailed surveys returned²	83	304	387
Number of electronic surveys sent	111	195	306
Number of electronic surveys returned²	63	113	176
Mail Return Rate	12.1%	11%	11.2%
Electronic Return Rate	56.8%	57.9%	57.5%
% of Answers with highest rating value of 5	64%	58.6%	60.2%
Please rate your satisfaction with FMS EVV technologies and services (average rating, question 7)	4.07	4.19	4.16
Overall weighted average (questions 2-6)	4.40	4.32	4.35

¹This 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.

²Surveys received after May 5, 2023 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.



2023 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 2022.

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 5, 2023**.

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
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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
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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
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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
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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.





2023 Annual Member Satisfaction Survey

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

	Very Satisfied	Neither Satisfied Nor Dissatisfied			Very Dissatisfied	
	5	4	3	2	1	N/A
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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	Neither Agree Nor Disagree			Strongly Disagree	
	5	4	3	2	1	N/A

I was adequately prepared to use my FMS' EVV technologies. _____

All of my FMS' EVV technologies are accessible to my attendants. _____

All of my FMS' EVV technologies are easy to use. _____

The EVV Mobile App my FMS uses has been reliable. _____

EVV Support Services provided by my FMS has been helpful. _____

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 Authorized Representative

*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 5, 2023**



Palco 2023 Member Satisfaction Survey Report

Satisfaction Ratings

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

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

	1		2		3		4		5		Avg	
	Very Poor				Average				Excellent			
	#	%	#	%	#	%	#	%	#	%		N
Enrollment materials are easy to read/understand.	4	2.9%	7	5.0%	15	10.8%	41	29.5%	72	51.8%	139	4.22
Training I received about how my attendant/s track and submit their work hours was helpful.	4	2.8%	7	4.9%	15	10.6%	37	26.1%	79	55.6%	142	4.27
I know how to contact my FMS if I have questions	2	1.4%	2	1.4%	13	9.0%	18	12.5%	109	75.7%	144	4.60
Enrollment process for myself and my attendant/s was easy to complete.	6	4.2%	13	9.0%	24	16.7%	36	25.0%	65	45.1%	144	3.98

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		2		3		4		5		Avg	
	Very Poor				Average				Excellent			
	#	%	#	%	#	%	#	%	#	%		N
Using my FMS' website	10	7.3%	3	2.2%	18	13.1%	40	29.2%	66	48.2%	137	4.09
Online or mobile app timesheet submission	8	6.1%	5	3.8%	17	12.9%	29	22.0%	73	55.3%	132	4.17

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

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

	1		2		3		4		5		Avg	
	Never				Sometimes				Always			
	#	%	#	%	#	%	#	%	#	%		N
Are respectful?	0	0.0%	3	2.1%	7	4.8%	20	13.8%	115	79.3%	145	4.70
Answer the phone?	0	0.0%	1	0.7%	8	5.6%	26	18.3%	107	75.4%	142	4.68
Return your call or email within one (1) business day?	3	2.2%	2	1.5%	16	11.7%	31	22.6%	85	62.0%	137	4.41
Clearly answer your question or concern?	4	2.7%	6	4.1%	19	13.0%	29	19.9%	88	60.3%	146	4.31

5. Please rate these services provided by your FMS.

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

	1		2		3		4		5		Avg	
	Very Poor				Average				Excellent			
	#	%	#	%	#	%	#	%	#	%		N
Assistance completing FMS enrollment paperwork.	4	2.8%	2	1.4%	20	14.1%	35	24.6%	81	57.0%	142	4.32
Timeliness in processing FMS enrollment paperwork.	5	3.5%	4	2.8%	17	12.0%	32	22.5%	84	59.2%	142	4.31
Paying your Attendants - on time.	1	0.7%	1	0.7%	9	6.2%	19	13.0%	116	79.5%	146	4.70
Paying your Attendants - accurately.	2	1.4%	3	2.1%	3	2.1%	21	14.5%	116	80.0%	145	4.70
Providing accurate and timely tax documentation	4	2.9%	4	2.9%	7	5.1%	18	13.2%	103	75.7%	136	4.56



Palco

2023 Member Satisfaction Survey Report

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

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

1		2		3		4		5		N	4.34
Very Dissatisfied				Neither Sat Nor Dissat				Very Satisfied			
#	%	#	%	#	%	#	%	#	%		
2	1.4%	7	4.8%	19	13.1%	28	19.3%	89	61.4%	145	

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		2		3		4		5		N	3.98
Very Poor				Average				Excellent			
#	%	#	%	#	%	#	%	#	%		
9	7.4%	3	2.5%	24	19.7%	54	44.3%	54	44.3%	122	
7	5.5%	7	5.5%	11	8.6%	75	58.6%	75	58.6%	128	4.23
10	8.0%	9	7.2%	16	12.8%	60	48.0%	60	48.0%	125	3.97
10	8.3%	7	5.8%	17	14.2%	65	54.2%	65	54.2%	120	4.03
9	7.2%	3	2.4%	15	12.0%	67	53.6%	67	53.6%	125	4.15

I was adequately prepared to use my FMS' EVV technologies.

All of my FMS' EVV technologies are accessible to my attendants.

All of my FMS' EVV technologies are easy to use.

The EVV Mobile App my FMS uses has been reliable.

EVV Support Services provided by my FMS has been helpful

Totals	104	3.6%	92	3.2%	310	10.7%	781	27.1%	1769	61.3%	2884	4.32
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* N = total number of responses for the question.



Who Completed the Survey

	Number	%
Member	72	39.8%
Authorized Representative	31	17.1%
Question not answered	78	43.1%

Comment Analysis

Ninety-seven (97) surveys contained unique written comments. Topics within comments were classified into common themes or categories. Some comments fell into multiple categories resulting in one-hundred and eight (108) total mentions. A summary of applied Thematic Coding follows¹.

Category/Theme	Number of Mentions	% of Total Categories
Accessibility/ADA	1	0.9%
Attendant recruitment/retention	3	2.8%
Budget management	4	3.7%
Case Management	1	0.9%
Customer Service	16	14.8%
Dissatisfied-Programs	2	1.9%
Enrollment-Program	4	3.7%
EVV technology	6	5.6%
FMS portal	5	4.6%
Hiring	1	0.9%
Live-In Exemption	1	0.9%
Other	4	3.7%
Paperwork-Forms	1	0.9%
Paperwork-Processing	1	0.9%
Payroll	7	6.5%
Policy	1	0.9%
Satisfied-Programs	27	25.0%
Support/Resources	10	9.3%
Technology-General	3	2.8%
Timekeeping/Service authorization	2	1.9%
Training/Resources	7	6.5%
Website	1	0.9%
Sum²	108	

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

²Individual comments that covered multiple topics were classified into multiple categories; sum of “Mentions” exceeds total surveys with comments.



2023 Member Satisfaction Survey Report

Palco has been very helpful with any concerns that I have had
I used my old book. I never recieved the book. We used an old one that I had. It took a very long time to set the account up.
Returning phone calls. In the many times I (We) called I only got 1 call back
I hate having to do everything online. I'm not very computer savy and it overwhelms me and take for ever to look things up.
Everything needs to be easier to look up and access
Services are helpful, however the budget should be increased because the hourly rate the company changes causes the budget to be exceeded on hours to be less than needed weekly. Please increase my budget. I need more overnight care.
Budget increases to recieve more overnight care. Services are otherwise very helpful
The natral transfer to Palco was Bad. Things are working currently.
We have so appreciated the support. We are moving to Utah 5/5 and will sadly miss this.
We use paper billing because my employee is not tech savy and does not have an email address we have one house hold email and so cannot use the e system
Easy to use and call if I have questions.
I really have no concerns and always feel free to call Palco for any questions I may have. The only issue the caregiver has had with the app is when she changes phones but she's always been able to fix any problem without too much difficulty.
You duys or Doing Great
Provide the clients a little more financial assistance
Because of the nature of the job the process needs to be quicker. Some attendants are needed to be hired quickly.
I am thankful for the professionalism, patience, and persistance in helping me whenever I need assistance. I am thankful too for how well the professional staff work to better to compete all that is needed.
I have had excellent assistance up until now. I cannot think of anything that you can improve upon. If I think of anything in the future, I will submit it to you
I love CDASS - please keep it going. While the phone interactions w individuals is excellent, the web ingerface does not work in useful ways. The vague element in to spending + rates is confusing w varied rates. There could be a less confusing log in for EVV. People ask me what is my Palco ID constantly. Please work on. THX!!!
A more reliable access to my ASMO. Asked 4x, LCSW will not comply. Excel worksheet for varied pay roll rates- less confusing. EVV log in for my employees are they payrate 1 or 2. What is that? Lolz. Causes issues. THX.
Palco has been awesome! I strongly recommend them!
Very happy with Palco
Very happy with FMS
Caregiver is exempt from EVV because she is live in.
It would be helpful to get TEXT ALERTS if a payroll submission was not approved in a timely manner. It would be helpful to get TEXT ALERTS if we were at risk of going over budget. It would be helpful to get TEXT ALERTS not emai.
From previous experience Palco was a little more less helpful when my services got switched over.



2023 Member Satisfaction Survey Report

An agent to come out when needed for help
They are very good
Maybe an easier way to get a raise in payment to caretakers
Palco customer service is wonderful! The people are so kind!
Let us make more mistakes without fear of being kicked out.
The Palco website isn't the most user-friendly
Case manager approved attendant for Jan 1-23- you didn't-wouldn't pay him till Feb 16-23 - not cool.
Palco was always friendly and helpful when I called. They always were able to answer my questions.
Palco has been great to work with.
I've had problems with the EVV tech when my employees send their time in. It may duplicate and say they've made two entries or their hours may change all funky (not by the employee) This affect pay time periods as well as affects my scheduling them. There have been a few other bugs as well.
A better "how to" or instruction document on how to use for the EVV. I would love to actually be contacted by my CDASS agent or care coordinator? Rather than ignored.
[redacted] has been Awesome to me. I have a lot of problems but she is always there for me and calms me down and I know everything will be Alright.
Resources for help with Home Improvement Ramps for wheelchairs, (Change house to deisability house)
My aides are live-in do timesheets on Portal. Portal is "Primitive" not very good. ALESS\$ was much better
Brind back ALESS\$
Not everyone finds computers and apps easy to use. Not everyone has a computer. I've had caregivers that have to go to the library. Other than that, Palco is 10 x's better than PPL - they were terrible!
The Palco website isn't the most user-friendly
[redacted] in Larimer County is amazing! She takes care of letting me know what's going on & clearly explains my part. Always! Calls back/email same day and usually within minutes. She's the BEST!
Case worker's knowledge & personal touch. I am treated like a person & not a pile.
Keep up the good work. Everyone is very helpful - Thank's
I had suggested that training should be through Zoom or other face to face mediums.
Palco is reliabel, friendly, and effective
It's all good. I wish we would have enrolled in CDASS years ago. Thank God for this program
Very grateful with the help we have recieved from Palco
This program is helpful and informative. I'm not tech savey but I pick my way through it. My attendnts are able to fill in and submit their timesheets. Overall I am very satisfied with program



2023 Member Satisfaction Survey Report

I am aware of 3 separate instances where the employer approved the time card and submitted it to Palco. No notice was sent to the employee, the employer, or to the state of this error. Each time, the time card status reverted to "needs employer approval". The result is that the employee was not paid for several weeks. This put the employer at risk of losing valuable help and going without services. Palco's online sign up system requires that an intake form with both the employee and the employee's signature must be submitted first. Palco then has up to three business days to provide a link with the online application. After the application is submitted, Palco again has up to 3 business days to ask for documentation such as a voided check or direct deposit information, photo of ID, EVV form, and rate of pay form. At this point, Palco has up to 3 days to onboard the employee. In affect, Palco has structured their online application so that one, it is only half online and two, the process can take up to 9 business days or 2 calendar weeks. I believe state requirements are that employees be onboarded within 3 days. I have had other employees accept other positions because Palco took too long in processing their application. Although many errors have been brought to Palco's attention, they have never admitted a mistake thus eroding trust. Palco also conducted 3 days of high attendance "listening sessions". During these sessions, participants were blocked from giving feedback and from commenting. Instead, there senior Vice President of Product took this opportunity to instruct participants to use a loop hole. This loop hole would lose data which Palco is otherwise mandated to report to the state. Subsequently, participation has dropped significantly in all types of CDASS listening sessions state wide. Trust has been broken.

Accountability is essential. Rebuilding the trust in the CDASS program which Palco has eroded. Greater competition provided by a choice of multiple providers. A mandatory renewal process instead of autorenewal. This would update employee addresses, provide an opportunity for updated training, and open the market for new providers to compete for clients.

Phone operators that can actually answer detailed questions on accounting information.

Access to anything the caregivers have to use on- line so I can assist when they have questions.

the option of evaluation if nessesary

The EVV should have few others options. Like take the paciente to the doctor, pick up paciente from the doctor appointments, pick up medication or food.

Clear budget and allocation of funds.

Satisfied with what I use now

Very satisfied with the program

Palco has been very responsive and polite to work with.

So far, I haven't ran into any issues in needing more resources or tools.

The representatives always answer my questions and are very friendly. They treat me more like a part of the team instead of a inconvenience.

I can think of nothing. Everyone helps with any training issues I have at the time I talk to them.

Mobile app doesn't always let you submit time. The times in the mobile app do not always match portal.

Better communication between portal and mobile app. Mobile app letting you enter time without the spinning wheel getting stuck .

PALCO's new method of client intake makes the process more lengthy.



2023 Member Satisfaction Survey Report

The entire intake application for attendees online or printable. The EVV app always working.
Always very helpful and kind!
We use telephone bc online system does not work
Employee was bullied by CEO
The CEO is horrible. Colorado staff are good
I am a retired public accountant. I have done the payroll and tax reports for multiple companies, I taught a payroll and sales tax class at Red Rocks Community College, and I feel qualified to do my own payroll now.
A pool of temporary attendants (similar to the one for nursing homes) that CDASS members could call when our regular aide is unable to.
Reading and looking at video and customer service contacts
I have been very satisfied with the services provided and feel like they have been extremely helpful when I have had questions.
Time sheet entry that would default to the last entry made and return to the place you are in the timesheet.
So far palco has been notorious for not having answers for complicated issues and not willing to escalate it to a supervisor or have a supervisor contact me directly. I usually have to talk with a state of Colorado agent to get major issues resolved.
Train the call employees to actually be able to answer complicated questions and have the resources to look up financial/payroll / pay rate / history information
Always helpful or finds the answers to my concerns
So far so good
Budgeting and Scheduling tool that interfaces with the online Connect app data.
The online portal works well. The EVV app stinks
Be able to do more training with CDASS
Palco Service has been exceptional. Their people, national and regional support staff, customer service staff have all maintained personal, professional integrity when need help and contact them. They all have always been courteous, knowledgeable, engaged, and committed when we need help. We appreciate them!
Not sure at this point, there is so much information, changing laws, care programming... One thing, if possible, simplify.
I wish the FMS vendor had more training with their customer service team to help when I call with a question. They usually don't have the answer and I end up having to find it on my own.
One time by my mistake made approving overtime entry on timesheet, and I told them but didn't get pay to my employee. I was very disported that moment.
time to time they need to send us information, like what to do end of year for tax reports, how to change the time rate instructions.



Palco 2023 Member Satisfaction Survey Report

When asking for Palco workers have been kind and helpful.
The payroll process has been seamless. Employees have zero issues with their paychecks.
Calculate pay rate with time sheets
Very pleased with palco
Maybe more communication
Very satisfied
Very slow
People to actually call back with a reliable answer