



HOW TO

Submit an Information & Assistance referral

The Centers for Medicare & Medicaid Services (CMS) require states to provide support systems for self-directed services, known in Colorado as Information and Assistance (I&A).

I&A services:

- Helps participants navigate self-directed Medicaid programs
- Improves participants' service management skills
- Is completely voluntary
- Can be used to get one time help or ongoing support

This document outlines the process for **FMS providers, IHSS agencies, and case managers** to refer Consumer-Directed Attendant Support Services (CDASS) and In-Home Support Services (IHSS) to the I&A services program to ensure their needs are met.

Step 1: Obtain consent from eligible member, and submit a referral form to Consumer Direct for Colorado (CDCO) on the [CDCO website](#).

Share the following information:

- Name
- Agency
- Email
- Phone number

Members can also contact CDCO directly to self-refer.

Step 3: Submit completed referral.

- * CDCO will verify accuracy within one business day of receiving online referral and I&A coordinator will set up initial meeting with the member
- * After submitting the referral the referring entity can offer educational materials to support members and encourage them to provide feedback on their I&A services.

Step 2: Collect the following information from the member for the I&A referral form:

- Member name
- Medicaid ID
- Authorized Representative information
- Complete address
- Phone number
- Alternate phone number
- Email
- Preferred language
- Preferred method of contact
- Needed Accommodations

Contact CDCO with questions or for support

We encourage feedback to improve our services.

Phone: **844.381.4433**

Email: InfoCDCO@consumerdirectcare.com

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