



## 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 **self-referral process** for Consumer-Directed Attendant Support Services (CDASS) or In-Home Support Services (IHSS) **members and authorized representatives** to ensure all needs are met.

**Step 1:** Contact Consumer Direct for Colorado (CDCO) by phone, email, or fill out a referral form on the [CDCO website](#).

**Step 2:** Provide the following information:

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

Explain where you need help, such as:

- Hiring and managing attendants
- Understanding Medicaid
- Budgeting and managing funds
- Any other specific concerns or goals you have

**Step 3:** CDCO will contact you within one business day one your form is received.

**Step 4:** You will be assigned an I&A coordinator who will work with you, one-on-one, to gain confidence and skill while you're in the CDASS/IHSS program.

\* If you require any accommodations or your I&A services provided in a language other than English, CDCO will work hard to provide what you need.

## Contact CDCO with questions or for support

We encourage feedback to improve our services.

Phone: **844.381.4433**

Email: [InfoCDCO@consumerdirectcare.com](mailto:InfoCDCO@consumerdirectcare.com)

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