



# Information and Assistance (I&A) Services at Consumer Direct Care Network Colorado (CDCO)

At CDCO, we specialize in self-directed care, offering comprehensive guidance on Medicaid navigation, consumer direction education, and access to support resources tailored to the unique needs of members. Our dedicated team of professionals is committed to providing personalized support, ensuring members can navigate their care journey confidently and successfully.

*Please note: If you are interested in I&A services, you can complete an I&A referral form on our website, [ConsumerDirectCO.com](http://ConsumerDirectCO.com). Your case managers or Financial Management Services (FMS) contractor can also complete an I&A referral form on your behalf. Completing a referral form is required to begin I&A services.*

## Available I&A Services

### Medicaid Navigation

We provide full support for Medicaid, including:

- Education about Health First Colorado, long-term services and supports (LTSS), and home and community-based services (HCBS )
- Case maintenance for Health First Colorado
- Assessing your needs for LTSS benefits
- Guidance on working with case managers
- Assistance with applying for other benefits
- Support for re-evaluating your benefits

### Consumer Direction Education

We help you develop skills and knowledge in Consumer Direction by:

- Enhancing your self-advocacy skills
- Assessing your fit for CDASS or IHSS
- Offering resources for CDASS employers
- Addressing CDASS employer complaints

### Support Resource Navigation

We help you find and access support resources by:

- Focusing on health equity
- Identifying local community resources
- Assisting with inquiries
- Providing an overview of available resources

### Member Enrollment

We guide you through the enrollment process, including:

- CDASS and IHSS member services guidance
- Person-centered planning assistance
- Support during member enrollment
- Assistance when recruiting and hiring attendants
- Guidance on training attendants
- Support for transitioning to a new FMS

### And More

Our I&A services also include:

- Emergency and backup planning
- Reporting on service quality
- CDASS individual allocation using coaching and monitoring
- Attendant recruitment, training, and retention
- Mediation support

For more  
information

844.381.4433

