



### Introduction

This customer satisfaction survey was conducted by Consumer Direct Care Network Colorado (CDCN) under contractual obligation with the Colorado Department of Health Care Policy & Financing (HCPF). Home and Community Based waiver Medicaid clients receiving Consumer Directed Attendant Support Services (CDASS) in Colorado were surveyed regarding their satisfaction with the services provided by their Financial Management Services Agency (FMSA). This report<sup>1</sup> is specific to Acumen Fiscal Agent, but summarized survey results for all three FMSAs are included on page one for comparison.

### Methodology

CDASS service recipients were asked through mail survey to rate services provided by their FMSA. Survey questions were developed jointly by HCPF and CDCN staff. Questions focused on key components of the FMSA’s responsibilities toward customer service, web-based systems functionality and accessibility, and employer and payroll functions. The back page of the survey allowed for open-ended comments.

Prior to survey mailing each FMSA supplied a mailing list of their current CDASS clients to CDCN in an Excel spreadsheet. Using those lists, CDCN mailed surveys to 3,537 CDASS clients on April 28, 2020. Survey recipients were asked to return completed surveys by June 3, 2020 in an included postage-paid envelope. Data entry and analysis of returned surveys was conducted by Quality Improvement department staff at the CDCN headquarters in Missoula, Montana. Comments were data entered as close to the hand written text as possible, and include the respondent’s spelling, punctuation and use of abbreviations and symbols. Client name and contact information was removed or redacted from comments.

A numeric five point Likert rating scale was used on each survey satisfaction question, with 5 being best or most satisfied, and 1 being worst or least satisfied. A N/A or “Not Applicable” choice was provided for each question, allowing the respondent to opt out if that question did not apply to them. 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.

### Results Summary All FMSAs

<b>Sample Size</b>	<b>Acumen</b>	<b>Palco</b>	<b>PPL</b>	<b>All</b>
Number of surveys mailed	266	220	3051	3537
Number of surveys returned	65	47	561	673
Return rate	24.4%	21.4%	18.4%	19.0%
<b>% of Answers with highest rating value of 5</b>	55.1%	63.8%	58.5%	58.5%
<b>My overall satisfaction with my FMS can be described as (average rating, question 5)</b>	<b>4.03</b>	<b>4.34</b>	<b>4.25</b>	<b>4.24</b>
<b>Overall weighted average (all questions)</b>	<b>4.14</b>	<b>4.37</b>	<b>4.27</b>	<b>4.26</b>

<sup>1</sup>This report is intended for review by HCPF only, and is not for public distribution unless authorized by HCPF. All returned surveys are being submitted to HCPF. The electronic data entry spreadsheet file is available to HCPF upon request.



Page 1 of a Blank Survey (for reference)



Acumen Fiscal Agent  
Annual Client Satisfaction Survey

As a managing employer in the CDASS program, please rate the services provided to you by the Financial Management Services (FMS) Provider you are affiliated with. 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 NA 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 **June 3, 2020**.

For best results, please use **BLACK** ink. Fill circles in like this: ● Not like this: ⊙ ⊗ ⊛

1. Please rate trainings and/or resources provided by Acumen Fiscal Agent at enrollment.

	Always 5	4	Sometimes 3	2	Never 1	N/A
Printed enrollment materials are easy to read/understand. _____	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Training I received from Acumen Fiscal Agent about how to fill out and submit timesheets was helpful. _____	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I know how to contact Acumen Fiscal Agent if I have questions. _____	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

2. Please rate the assistance provided by your FMS with questions you have about online resources.

	Excellent 5	4	Average 3	2	Very Poor 1	N/A
Using my FMS' website. _____	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Online timesheet submission. _____	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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

	Always 5	4	Sometimes 3	2	Never 1	N/A
Are respectful? _____	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Answer the phone? _____	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Return your call or email within one (1) business day? _____	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Clearly answer your question or concern? _____	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

4. Please rate these services provided by your FMS.

	Excellent 5	4	Average 3	2	Very Poor 1	N/A
Assistance completing FMS enrollment paperwork. _____	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Timeliness in processing FMS enrollment paperwork. _____	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Paying your Attendants - on time. _____	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Paying your Attendants - accurately. _____	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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

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

If you have comments or suggestions, please submit them in the comment section provided on the back of this survey. Please note that your comments will not be read immediately by your FMS provider. If you need immediate assistance please contact your FMS provider directly.

This survey is administered by Consumer Direct Colorado. If you have questions about this survey, please call us at 1-844-381-4433 for assistance.

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Please flip the page.





Page 2 of a Blank Survey (for reference)



Please use this space for any additional feedback about services received from your FMS provider.

[Large empty rectangular box for providing additional feedback]

Client's Name (Optional\*) - please print:

\*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 **June 3, 2020**

Rev 2/12/2020





# Acumen Fiscal Agent 2020 Client Satisfaction Survey Report

## Acumen Fiscal Agent Survey Results

1. Please rate trainings and/or resources provided by Acumen Fiscal Agent at enrollment.	Number (#) and Percent (%) of Answers by Rating Value										Avg	
	1 Never		2		3 Sometimes		4		5 Always			N*
	#	%	#	%	#	%	#	%	#	%		
Printed enrollment materials are easy to read/understand.	1	1.7%	6	10.0%	6	10.0%	20	33.3%	27	45.0%	60	4.10
Training I received from Acumen Fiscal Agent about how to fill out and submit timesheets was helpful.	3	4.9%	5	8.2%	7	11.5%	18	29.5%	28	45.9%	61	4.03
I know how to contact Acumen Fiscal Agent if I have questions.	3	4.8%	0	0.0%	11	17.7%	6	9.7%	42	67.7%	62	4.35
2. Please rate the assistance provided by your FMS with questions you have about online resources.	Number (#) and Percent (%) of Answers by Rating Value										Avg	
	1 Very Poor		2		3 Average		4		5 Excellent			N
	#	%	#	%	#	%	#	%	#	%		
Using my FMS' website.	8	15.7%	5	9.8%	11	21.6%	8	15.7%	19	37.3%	51	3.49
Online timesheet submission.	0	0.0%	8	17.0%	9	19.1%	7	14.9%	23	48.9%	47	3.96
3. When contacting your FMS with a question or concern, staff members...	Number (#) and Percent (%) of Answers by Rating Value										Avg	
	1 Never		2		3 Sometimes		4		5 Always			N
	#	%	#	%	#	%	#	%	#	%		
Are respectful?	2	3.1%	3	4.7%	6	9.4%	8	12.5%	45	70.3%	64	4.42
Answer the phone?	2	3.2%	3	4.8%	9	14.5%	18	29.0%	30	48.4%	62	4.15
Return your call or email within one (1) business day?	4	6.3%	1	1.6%	7	11.1%	17	27.0%	34	54.0%	63	4.21
Clearly answer your question or concern?	5	8.1%	3	4.8%	7	11.3%	13	21.0%	34	54.8%	62	4.10
4. Please rate these services provided by your FMS.	Number (#) and Percent (%) of Answers by Rating Value										Avg	
	1 Very Poor		2		3 Average		4		5 Excellent			N
	#	%	#	%	#	%	#	%	#	%		
Assistance completing FMS enrollment paperwork.	2	3.2%	4	6.3%	10	15.9%	16	25.4%	31	49.2%	63	4.11
Timeliness in processing FMS enrollment paperwork.	3	4.8%	6	9.7%	4	6.5%	16	25.8%	33	53.2%	62	4.13
Paying your Attendants – on time.	3	4.6%	4	6.2%	5	7.7%	7	10.8%	46	70.8%	65	4.37
Paying your Attendants – accurately.	3	4.7%	3	4.7%	6	9.4%	8	12.5%	44	68.8%	64	4.36
5. My overall satisfaction with my FMS can be described as:	Number (#) and Percent (%) of Answers by Rating Value										Avg	
	1 Very Dissatisfied		2		3 Neither Satisfied nor Dissatisfied		4		5 Very Satisfied			N
	#	%	#	%	#	%	#	%	#	%		
	4	6.2%	5	7.7%	9	13.8%	14	21.5%	33	50.8%	65	4.03

<b>Totals</b>	43	5.1%	56	6.6%	107	12.6%	176	20.7%	469	55.1%	851	4.14
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\* N = total number of responses for the question



### Written Comments

<p>took several phone calls to learn the computer format, 4 different agents told me 4 different things. It was frustrating. I'm now doing well. One agent was incredible – cant remember her name. 😊 Thanks!</p>
<p>This FMS provider ignores that I am the client. The funds they disperse are not theirs. The time reporting systems “DCI” is not user friendly. It is too complicated for my caregiver.</p>
<p>I was ready to switch my business from Acumen to another company until [REDACTED] took over my file and really turned things around! [REDACTED] has made a trumendous effect and really does a great, and professional job while helping me 😊</p>
<p>Personal is very understanding on point on everything.</p>
<p>When employee’s email questions to Acumen they rarely answer the question directly. I have read the emails and they often have a ‘tone’ to them which is not helpful, especially when they don’t even answer the question. It frequently takes <u>3 emails</u> to get an answer to a question, rather than unprofessional reply. Acumen also pays much later than other agencies. Training personel are great, but not support help. I would also add that no employee has been allowed to speak with a supervisor or manager when requested. They simply ignore the request!</p>
<p>Very dissatisfied overall with Acumen. They can never answer a question accuretly + tend to pass the blame off to my county worker. I can never get balance information from them.</p>
<p>You guys have been great. I am very happy with the service.</p>
<p>[REDACTED] have been phenomenal Very quick to respond + very well trained in aspects. If all businesses &amp; our government were this efficient we’d be in a very organized, kind, well run world. Thank you!!</p>
<p>Mo. reports are easy to understand.</p>
<p>Initially there were problems due to the garnishment of an attendant’s pay. However, things have improved and the FMS is doing a good job.</p>
<p>I have had several questions and [REDACTED] has always been very helpful with all of my questions. She has always called back in a timely manner and has been prompt and courtious in her dealings with me.</p>
<p>We do not get budget info portal is a mess – we cannot see what is paid, can’t download pay stubs, etc. Nowhere near EVV ready. Staff in CO are great Other staff “customer service” not as good</p>



### Written Comments

<p>- Very disorganized presentation of online application. Thankfully relocated following my request</p> <p>- FMS claims that online application is fillable online while this is not accurate</p> <p>- Process required to submit aide hours in confusing, disorganized, and FMS-centric vs client centric. No way to see which hrs have been submitted under which category (homemaker, personal care, etc.) on website or in the app. Only aides &amp; Acumen see this detail – highly untenable position. Also Acumen terminology is “Greek” to clients.</p> <p>+ Quick to turn/approve applications and to communicate about errors</p> <p>+ Employees very kind, patient and responsive</p> <p>+ Aides always paid on-time, even if submissions of hours takes place a day late</p> <p>+ [REDACTED] reported my concerns to Acumens’ Quality Control Team &amp; changes have begun to take place. I appreciate that my concerns have been escalated.</p>
<p>They have been very great during COVID-19</p>
<p>Inquiries regarding a tax matter were answered rudely + the matter not corrected.</p> <p>Missing payments for submitted time sheets were eventually paid upon request – without explanation or apology.</p>
<p>Responds to E Mails very quickly. We are glad to have the paper time sheets and the faxing option.</p>
<p>Website is horrible</p> <p>CO staff are great</p>
<p>I do not understand the delay between timesheet submission &amp; payment. It should not take that long to process.</p> <p>There is limited training on the on-line timesheet process and where is the budget located?</p> <p>Why is a correspondence sent with no explanation on the used budget or what is it exactly that it says?</p> <p>The employees are very nice, yet cannot always answer questions.</p> <p>Why or what gives them permission to change my withholding from year-to-year when there is not a change. Never have had to complete a withholding form yearly for other jobs.</p>
<p>I am thankful for the services you render.</p> <p>I am very satisfied with your excellent professional assistance.</p> <p>Thank you very much!</p>
<p>Acumen is unethical, unprofessional, and extremely irresponsible. I wholeheartedly believe they are corrupt and have no intentions (at least at the Denver office) of utilizing better business practices! I am D.O.N.E!!! with Acumen. They have burned me for the last time! Switching to PPL in June.</p>
<p>My fiscal agent is always very polite and eager to assist me with all my request. She is definately a great asset.</p>
<p>Online time sheets &amp; reports should have same increments of time, i.e: Payroll 1-15 16-30 (or 31). But reports for overtime is every 7 days.</p> <p>Confusing. But overall, good system.</p>



**Written Comments**

**The survey response rate was 24.4% with 65 surveys returned out of a total of 266 mailed.**

Topic Category	Negative	Positive	Neutral	Sum
Client Training	1	0	0	1
Communication	6	3	0	9
Enrollment	1	0	0	1
EVV	1	0	0	1
FMS Services	3	7	1	11
FMS Staff	1	10	0	11
Paying CGs	4	0	0	4
Time Entry	2	1	1	4
Web Portal	2	0	0	2
Website	1	0	0	1
<b>Sum</b>	<b>22</b>	<b>21</b>	<b>2</b>	<b>45</b>

**Comment Type by Category**

