



**OK, so basically it's a way for people to have more control over their lives. That's pretty great. I've been asked to be an Authorized Representative. What does that mean?**



It means that someone has asked you to take on the responsibilities of employing and managing attendants on their behalf. It's a very special role.

You're helping someone maintain their independence, freedom, and social connections. There's no financial benefit to being an "AR." You will not be reimbursed for being an AR or paid as their attendant while an AR.

Some people take on this role because they believe it is the right thing to do, others want to give back. Whatever their reasons, it can be a life-changer and deeply rewarding. We are very thankful for those who choose to become an AR.

### How do I know I'll be a good "AR?"

That's a good question! If you want to be an AR, but have self-doubt, take relief knowing that you'll be thoroughly trained by Consumer Direct Colorado, "CDCO." Your peers within the CDASS community will often be eager to lend a hand, too. And you can always contact their case manager or CDCO, among others, for help. (*\*Note that CDASS does not allow a client who requires an AR to become an AR for another client.*)

### What's it like being an "AR?"

A lot can happen in the first few weeks of being an AR. To start, you'll receive training on how to be an employer and direct CDASS services. If you are becoming an AR for someone new to CDASS, you'll also be engaged early on with attendant recruiting, training, making a support plan, hiring, etc. AR duties include: Attending training and developing an Attendant Support Management Plan - this is what guides services.



Recruiting, hiring and managing attendants to meet the participants care needs. You'll set attendant wages, schedule and train attendants.

Managing the clients monthly budget for attendant care

Review and approve attendant timesheets ensuring accuracy

### What if something goes wrong?

Your AR training will be a big help in knowing how to act on any needs, concerns, or emergencies, if they come up. CDCO will teach you who to contact, how to prepare, and what to expect. (*\*see the removable contact resource*).

### OK. If I'm the employer, do I have to pay attendants?

As an AR you're responsible for setting attendant pay and work schedules, however payroll and taxes is done through an FMS provider, or Financial Management Service. During training you'll pick one of three FMS providers to work with. The FMS does a bunch of other stuff, too, like issuing W-2s and paychecks, taking care of unemployment insurance and worker's comp. They're also really good at answering overall questions about CDASS.

### Who determines what attendants do?

As the employer you'll work with the client to set up schedules and day to day duties, but the case manager decides what tasks are eligible.

### If my attendants have pay questions, who do I contact?

The FMS provider. They process timesheets and issues attendant paychecks. You can always contact them for questions on attendant pay.

### What kinds of tasks are covered under CDASS?

CDASS offers a variety of tasks in the categories of *Homemaking*, *Personal Care*, and *Health Maintenance* (skilled care). The case manager determines which tasks clients are eligible for and completes a task worksheet to capture their needs. Tasks include things like meal preparation, light housekeeping, assistance with activities of daily living, medication assistance, skin care and more.



### Are there tasks that are not covered?

The sole purpose of CDASS is to meet the needs of the client, and attendants can only be compensated for tasks approved on the worksheet. Client allocated funds cannot be used for others, including family members and housemates. Pet care, lawn care, snow removal and gas money are a few items that are not covered under CDASS and time cannot be billed for.

### What if I have questions about CDASS or need more training?

Consumer Direct (CDCO) is the Training and Operations Vendor for CDASS in Colorado. They can help with retraining or with general questions. You can request a referral for retraining through the client's case manager or by calling CDCO at 844-381-4433.

### What if the client needs more hours or has a change in condition?

Good communication with the client's case manager is very important. Because the client's case manager determines their services and allocation, you should communicate with them to determine if an increase is justified.

### If the Client is hospitalized or in a facility can I still pay attendants?

No. If your client is admitted to the hospital, a nursing facility, or any kind of institution CDASS **services cannot be provided**. This kind of billing is against the rules of CDASS and is considered **fraudulent**.

### Are there resources to find more attendants if I need help?

Absolutely! Here are some ideas!

- Post job ads at local schools, colleges and universities.
  - Ask friends and family for recommendations.
  - Local publications and community boards are a great resource.
  - Online resources dedicated to finding caregivers like: [www.care.com](http://www.care.com).
  - Use CDCO's free online attendant directory at: [www.directory.consumerdirectco.com](http://www.directory.consumerdirectco.com).
  - Your FMS provider may also have attendant lists or resources.
- Remember: Always be safe when recruiting, interviewing and sharing personal information with people you may not know!*

Tear and save this segment. Check the reverse for FAQs!

## My Client's **Case Manager** is

Name -----

Phone -----

## and the **FMS** is

- ACES\$ ..... 844-776-7595
- Morning Sun ..... 844-450-5444
- Public Partnerships (PPL) ..... 888-752-8250

## Case Manager

- Questions on your client's allocation.
- Requests for approval of the use of reserve funds for the month.
- Changes in condition or need for additional services.
- Hospitalizations

## FMS

- Payroll and timesheet issues and questions.
- Questions and requests for training on the FMS online portal.
- Questions on employees, hiring, firing.

## Consumer Direct Colorado

844 381 4433

- Resources and general CDASS questions.
- Requests for additional training and support.

More information can be found online at the following resources:



<https://www.colorado.gov/hcpf>



<https://www.colorado.gov/pacific/hcpf/consumer-directed-attendant-support-services>



[www.consumerdirectcareCO.com](http://www.consumerdirectcareCO.com)  
(844) 381-4433

# On Being an **Authorized Representative** in CDASS



**I've never heard of CDASS. What is it?**



Well, CDASS is a Medicaid service option in Colorado and stands for "Consumer Directed Attendant Support Services." In CDASS, clients are given a yearly budget which they use to hire attendants (caregivers) for approved services.

This helps them stay in their own homes and communities, and live a life of their choosing. CDASS is overseen by the Colorado Department of Health Care Policy and Financing. It's been going since 2002.