



PCG Public Partnerships (PPL) 2016 Client Satisfaction Survey Report

Introduction

This customer satisfaction survey was conducted by Consumer Direct for Colorado under contractual obligation with the Colorado Department of Health Care Policy & Financing (HCPF). More than 3,300 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 report¹ is specific to PCG Public Partnerships (PPL), but summarized survey results for all three FMSAs are included on page one for comparative purposes.

Methodology

CDASS service recipients were asked through mail survey to rate services provided by their FMSA. Survey questions were developed jointly by HCPF and Consumer Direct 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 Consumer Direct in an Excel spreadsheet. Using those lists, Consumer Direct mailed surveys to 3,325 CDASS clients on September 14, 2016. The name of the client’s FMSA was identified on the survey title line. Survey recipients were asked to return completed surveys by November 21, 2016 in an included postage-paid envelope. Returned surveys were data entered and results compiled by Consumer Direct Management Solutions staff 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.

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

Sample Size	ACCESS	Morning Sun	PPL	All
Number of surveys mailed	343	200	2782	3325
Number of surveys returned	119	53	695	867
Return rate	34.69%	26.50%	24.98%	26.08%
% of Answers with highest rating value of 5	80.12%	68.36%	58.94%	62.42%
Weighted Average Rating (all questions)	4.72	4.50	4.25	4.33
My overall satisfaction with my FMS can be described as (average rating, question 5)	4.78	4.63	4.28	4.37

¹This 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.



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PCG Public Partnership (PPL) Survey Results

1. Please rate trainings and/or resources provided by your FMS.	Number (#) and Percent (%) of Answers by Rating Value								Avg			
	1		2		3		4			5		N*
	#	%	#	%	#	%	#	%		#	%	
Printed enrollment materials are easy to read/understand.	13	2.0%	36	5.4%	93	14.0%	200	30.1%	322	48.5%	664	4.18
I know how to contact my FMS if I have questions.	19	2.9%	18	2.7%	37	5.6%	115	17.4%	471	71.4%	660	4.52
Training to fill out and submit Attendant timesheets.	33	5.6%	27	4.6%	49	8.3%	143	24.4%	335	57.1%	587	4.23
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		2		3		4			5		N
	#	%	#	%	#	%	#	%		#	%	
Using my FMS' Website.	23	4.3%	23	4.3%	103	19.4%	126	23.7%	256	48.2%	531	4.07
Online timesheet submission.	18	3.4%	32	6.0%	69	12.9%	104	19.4%	312	58.3%	535	4.23
3. When contacting your FMS with a question or concern, staff members...	Number (#) and Percent (%) of Answers by Rating Value								Avg			
	1		2		3		4			5		N
	#	%	#	%	#	%	#	%		#	%	
Are respectful?	5	0.7%	12	1.8%	38	5.6%	114	16.9%	506	75.0%	675	4.64
Answer the phone?	49	7.4%	43	6.5%	108	16.3%	119	17.9%	344	51.9%	663	4.00
Return your call or email within one (1) business day?	27	4.1%	39	6.0%	91	13.9%	134	20.5%	363	55.5%	654	4.17
Clearly answer your question or concern?	19	2.9%	56	8.4%	87	13.1%	148	22.2%	356	53.5%	666	4.15
4. Please rate these services provided by your FMS.	Number (#) and Percent (%) of Answers by Rating Value								Avg			
	1		2		3		4			5		N
	#	%	#	%	#	%	#	%		#	%	
Assistance completing FMS enrollment paperwork.	44	6.8%	36	5.6%	91	14.1%	133	20.6%	343	53.0%	647	4.08
Timeliness in processing FMS enrollment paperwork.	60	9.2%	43	6.6%	99	15.2%	129	19.8%	321	49.2%	652	3.93
Paying your Attendants - on time.	20	3.0%	21	3.1%	69	10.3%	114	17.0%	448	66.7%	672	4.42
Paying your Attendants – accurately.	14	2.1%	15	2.2%	50	7.5%	99	14.8%	491	73.4%	669	4.55
5. My overall satisfaction with my FMS can be described as:	Number (#) and Percent (%) of Answers by Rating Value								Avg			
	1		2		3		4			5		N
	#	%	#	%	#	%	#	%		#	%	
	30	4.4%	32	4.7%	65	9.4%	146	21.2%	415	60.3%	688	4.28
Totals	374	4.2%	433	4.8%	1049	11.7%	1824	20.35%	5283	58.9%	8963	4.25

* N = total number of responses for the question



PCG Public Partnerships (PPL) 2016 Client Satisfaction Survey Report

Open-Ended Survey Comments

Direct Deposit for employees sometimes takes a week or more.
More people are needed to answer phones
They are fantastic. Thank you so much!
There is no communication between customer service staff resulting in confusion, wrong answers, and unnecessary time and paperwork. Overruling the decision of a managing employer issuing a waiver to a prospective employee with minor infractions, such as traffic violations is a lack of trust for my independence and I feel that there should be more leeway in the decision making process before it is denied by PPL
Takes to long to process changes
1. Directions are different by different people in filling out paperwork. Paperwork needed is different by different people. 2. Phone calls not answered sometimes, and not always returned.
Great!!
If I had to get ahold of FMS I don't know how I would do that. I do receive papers in the mail every month but I never have filled out any papers. I don't have a computer so I don't view or send anything by computer. I don't fill out any time cards or pay any attendants. I haven't signed any papers so if you have received any my care-taker must have filled them out.
Just good job very satisfy. Thank you for everything you guy's do.
During an enrollment for "a new provider" I made 4-5 complaints got the # and the supervisor never called me back. Last 2 months we lost two new providers because they did poor job. After a month of [REDACTED] - she had to seek employment else where. [REDACTED] also found other opportunities. Last time I called on a new provider they still had open tickets on a supervisor call back. This last employee they did a good job and it went smoothly.
My messages and requests for help with [REDACTED] are still unanswered a YEAR later. She will not work because PPL will not pay. 6 phone calls to PPL concerning this and I still have no call back and no answers.
Generally the program operation seems to have improved and the program glitch that occurred every year in the past does not seem to be happening this year, and we have not been converted into the overspending category mid year. Staff seems better trained and more helpful. It would be nice to get through more easily on the telephone w/out the call back which can take some time. Overall CDASS has improved and it is certainly a very helpful and beneficial program. Thanks.
I put N/A for one answer - processing enrollment paperwork because it has been 7 years since I've done it. I am a peer trainer for Consumer Direct, I know the training process from start to finish takes longer now because they have two steps rather than one due to the 3 choices of FMS providers. It was faster when peer trainers could train both the ASMP's and the employee application at the same time.



PCG Public Partnerships (PPL) 2016 Client Satisfaction Survey Report

Open-Ended Survey Comments

Trying to get paperwork set up was a nightmare!! A few small errors on our part on I-9 we waited weeks + never new that errors on I-9 was pending our case from moving forward. Overall took 6 months because Dept. Human Services SEP office dropped the ball as well in the beginning. Our case worker had a last name change + was not receiving details about our case which led to months us waiting for her to receive information from PPL. Clients and providers need to receive better communication from your cust service. If there was another option we would have not used PPL to set up our payroll information, it was a joke and very expensive faxing things back + forth for minor corrections. Shame on PPL customer service for keeping sick people waiting on a signature in the wrong place, or a box not checked correctly. Figure out a better way to get it done quickly.

I am very pleased with the professional service provided by PPL. Thank you

While I did get responses from PPL that was because I went to managers via email - never used customer service. Sharita is great. Linda S. has been problem.

I have had the CDASS program for a while now and have had some ups and downs in the beginning, but the time sheet training was invaluable. This program has been a God send for me and my family.

Last year, fall of 2015, the electronic timesheet roll out was a disaster!

Transitioning to fiscal employer model was extremely poorly supported.

Getting new budget in (PAR) was handled very poorly.

PPL system cannot handle scanned and e-mailed identification documents (like a passport) and neither can they be faxed in. What???

I will say that the employees of PPL are always very nice. But PPL systems are not very good.

Many times I've submitted paperwork over the years but have been misplaced or lost it takes forever to get new employees signed on. Also checks have taken more than ten days several times which is not acceptable.

I really appreciate the additional phone support that has dramatically reduced time on hold. Many thanks.

Great job! I have never had a problem.

So grateful for the help + assistance I have needed through the rough time of my life. Thank you very much.

The paychecks are late 90% of the time, when I complain I am told I can go to direct deposit. That is my choice I prefer mail. Then I am told it is the mail system's fault. That is a lie. The paychecks are not mailed out in a timely manner so they can be received by the 10th and 25th.

People don't talk loud on the phone they don't realize there are people with hearing problems.



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Open-Ended Survey Comments

I'm so tired of PPL calling re: a client who has a problem or issue, but PPL doesn't identify who they are calling about. I'm AR for 2 clients as well as an employee - so I deal with numerous clients. Very frustrating.

Received an automated call that there was a problem with paperwork. No problem though, just that an employee would eventually get direct deposit. Really? Also, the same call over + over, for days on end + sometimes several times a day.

Also, many times call customer service + they can't answer my questions. "Have to look into it"

Also, call to ask about the new FEA withholding + the girl said to use the same withholding as AWC.

Again, no training or understanding of how the program works.

Also, call customer service to notify that the account summaries were wrong, showing too much \$ in the overage column that wasn't actually there - no understanding of that either, very frustrating at never getting a correct answer or the same answer from customer service reps.

Thanks for everything.

Had mailed documents timely via certified mail but was required to re-submit again.

New Attendant - sent her first check to address not found anywhere in submitted paperwork. Took till 3rd payday to receive the 1st check.

When call PPL, they just put in a request to someone (who knows/dept. not mentioned) lucky if you get tracking #

Then when return the call, if you miss call, all you get is a message they called so you call back & just get operator, who takes a message..

POOR CUSTOMER SERVICE

This program has been wonderful for our family. I am so thankful all of you stand behind us. Thank you.

If I knew an easy way to switch - I would do it Public Partnerships is horrible.

I don't know why you always have problems with time sheets that are faxed in. Almost every time you get it wrong or you don't receive them on time. On my end it says you got it.

Sometimes hard to get a person or get a timely call back.

Overall I am satisfied completely. Is hard to get ahold of a person + don't get a call back very soon.

FMS staff are always helpful and very pleasant to talk to.

My only complaint is their new enrollment process that done over the phone. It seems to take longer getting a new employee enrolled by having them call the enrollment team, wait for application be sent to me, meet with potential employee to sign application, then send the paperwork back to you and wait for approval. Doing the enrollment this way takes longer and puts me at risk of losing potential employees because they don't like to wait so long and find other employment. I liked it when I had the person fill out packet after interviewing with me. Especially if interview was after business hours & PPC was closed.

Great Job!

If it weren't for this program, I could be homeless. I am so grateful.

The enrollment process was lengthy but worth it. The reps at customer service are wonderful! Don't change a thing!!

The only issue I encountered is printing paperwork from the site that had the old employee hiring packet on the new website.



PCG Public Partnerships (PPL) 2016 Client Satisfaction Survey Report

Open-Ended Survey Comments

<p>Your services and financial help has saved our lives. We cannot thank you enough for all your care and concerns.</p>
<p>My wife, attendant, has had NOTHING but trouble with the exempt issue. One time exempt, one time not, then back again. And because she was told incorrect information from PPL she is exempt but did not want to be as if I pass away she will not get unemployment now. She was told it was NOT OPTIONAL, then yes optional in CO, but now told optional but because she signed it (told had to by PPL) she is locked in to be exempt. She was told to even lie and say she's not married! No problems with timesheets except this on hold time too long for phone calls. Otherwise PPL is ok! (Others I talk to have had some problems with live-in-with-client issues on exempt. Told PPL trained people with different info so it depended on who helped with paperwork as to what was told. Not good!) This has upset her future plans - no unemployment. Yes, it's a law but optional is CO. Told it was Not!!</p>
<p>Poorly designed online timesheets - its unable to calculate hours per calendar week/work week. Budget reports online also very poorly designed - hard to understand - takes weeks to update.</p>
<p>Dealing with PPL is like dealing with a huge beuracracy. The buck is passed frequently. *Phone wait time is often long *First "line" employees are poorly trained and are unable to answer questions accurately. *The transition to the new employer mgmt system was very rough. Lost paperwork, and incorrect information input into the PPL system was common. *PPL does not keep up with changes. *They obviously (PPL) do the minimum to save money to keep costs low & maximize their own profits at the expense of service to CDASS clients & employees.</p>
<p>*Loss of funds by PPL *Delay in paperwork *Employee not able to start as soon as should have *Did not process payroll correctly *Can never get ahold of case worker</p>
<p>Paperwork submitted via snail mail and was lost. Submitted via email over 3 times before all was accepted. Phone calls when returned or started from their end will NEVER leave a voice mail explaining what the call is about. This is very UNHELPFUL as a simple voice mail would let me know if call is URGENT. 9 out of 10 times it is not, but still would be nice to say ex: problem with payrole or all was submitted correct.</p>
<p>I find communicating by fax works best. You don't need a computer, or training, or internet access.</p>
<p>CDASS has been wonderful, and there help was been needed and a God send, never could of come this far without all the help they have given + care I need to have made it this far. Thank you so very much for all the wonderful good care.</p>
<p>Services I have called in about seem very erratic; from accurate + timely information to totally wrong information. It is hard to trust who may answer the phone. Only about 50% of the time does the PPL respondent say "I'm not sure" or "I don't know". It makes me wonder about the training they receive.</p>



Open-Ended Survey Comments

<p>Leaving messages you have a hard time figuring out what they say (Recording starts already into the message)</p> <p>Too many people returning calls that don't know what you are calling about - causing many other return calls - usually with the same outcome. They need 1 person to follow up per case - not an army.</p> <p>Letters sent out often have wrong information or phone numbers. Definitely not checking for accuracy. They are fine unless you need to talk to a "real" person, then you are usually waiting for days to get an answer. They also leave multiple calls not telling you what the issue is - annoying. You constantly play "phone tag".</p> <p>I also received paperwork on an "employee" that wasn't even ours causing months of frustration trying to get it worked out.</p>
<p>Wait times are long.</p> <p>Return phone calls are a hassle. Caller ID does not show FMS name. If you miss the call back, then you have to use the general number and leave another message. A dedicated return phone call line would be preferred.</p> <p>If they leave a message it is too general to know the reason why they called.</p> <p>Some FMS members have trouble locating paperwork in their system when you know they have it, from other calls.</p>
<p>Denver PPL is smarter, more respectful. I usually call Tracy (head of Denver official)</p> <p>#3 Phoenix folks are inept. Always. Denver are polite, smart & respectful.</p> <p>#5 Denver is excellent, Phoenix is not ever.</p> <p>My current caregiver is [REDACTED] - no one could be better. Previous caregivers were paid to hurt me and they did - physically!</p>
<p>Was not happy at all with PPLC.</p> <p>They were awful, things were never done right from the start.</p>
<p>It appears they do not have enough phone support staff. Always have to wait for a call back. No assistance on the week-ends. Sometimes causes issues as time sheets may be due. When the website is down, there is no support after 4 pm or on weekends which can be frustrating.</p>
<p>Thank you for your help.</p>
<p>On 8/11/16 client succumbed to her long time illnesses and passed away.</p> <p>I am her husband/caregiver/PPL (former) employee.</p> <p>Our overall experience with CDASS and Public Partnerships LLC has been very positive, and would certainly recommend PPL to anyone qualifying for such service as provided by this program</p> <p>I feel since CDASS program enabled [REDACTED] to be cared for by loved ones at home, her condition did not deteriorate as quickly and she was certainly more comfortable in all aspects.</p> <p>In short, this program was truly a blessing for us and we are thankful it was made available!</p>
<p>You guys act like your too big for you britches.</p> <p>Not thrilled with you and the only reason I haven't changed is it's been such a hassle to get things done.</p>
<p>I have had complaints from employees about the organization of PPL & mis-information an example is telling employees they will receive direct deposit & then sending paper checks. I have filled out paperwork & still received phone calls telling me to complete paperwork I already have. These types of miscommunication can be very irritating and frustrating!</p>
<p>Would be helpful if forms when changing payment model were easier to fill out/more user friendly.</p>



Open-Ended Survey Comments

<p>I love being in control of my care. When I was with a service I had different people all the time and they were never on time and would even miss appointments!</p>
<p>My mother passed away 2-16-16; I contacted her case worker + she has notified you. While she was on CDASS she and our family were very satisfied with the program.</p>
<p>Thank you!</p>
<p>The phone system sends you to voicemail after 15 minutes of being on hold. I have left messages on the voicemail that have never been returned. I would rather wait on hold until someone answers. Also, I have faxed paperwork multiple times and it can take weeks to get it processed. Also, paystubs are not easily accessible. It would be much more convenient if they were available on the website.</p>
<p>Sometimes the FMS computers has not been updated to reflect what has happened so far. In other words the right hand doesn't know what the left had has done in a timely manner. An example was when my attendant did not get payed as expected + the computer never even showed (your computer) that it had already been sent.? So talking with another FMS technician showed an updated version one had and the other person on you same staff did not.</p>
<p>The have change the cost to you rate several times between 2 rates on my wife time sheet, causing us to go over the budget amount because we never know which cost it will be!</p>
<p>Thank you for all your help. The staff is all so helpful.</p>
<p>Thank you so much for your professionalism, care, concern and financial support to our special needs and family. We appreciate your continued efforts. Thank you.</p>
<p>Whenever we call they are good at returning our calls. Whenever we have problems they are good at solving them. However the only problem we have is that they don't adjust the allotment when they raise the minimum wage. I would think they would adjust this rather than reduce our hrs. for attendants. A small problem that needs to be addressed. thanks for all you do for us!!</p>
<p>I received no training on timesheet - my employees and I figured it out together - this entire process has been a nightmare - it took 8 months to get on CDASS - then we couldn't find caregivers - my case manager is apparently very busy - the caregiver "Registry" and Care.com have not caregivers - PPL has done what they needed to do - Very slowly we are operational now - It took a lot of work on my part to get here - one inch at a time.</p>
<p>I think everyone is kind and considerate.</p>
<p>Sharita tries to be helpful. Linda S. is rude.</p>
<p>The FEA transition paperwork was constantly being lost, misplaced, not correctly recorded or simply destroyed. After 5 months of sending email attachments of the paperwork, FAXs and certified mail of all the application paperwork, it was continuously lost! I became frustrated when I always received recordings from the Customer Service Call Center saying I had not done the paperwork and was not in compliance. The Call Center employees could not answer the questions I had or locate the documents that were already sent. The calls I made to the supervisors were not returned. The documents were sent over and over with the same unsatisfactory results. I would like to know where these documents ended up, because they contain sensitive information (SSN numbers, addresses and dates of birth) for my employees. This FEA transition was the worst debacle I have ever had to endure, and I've dealt with a lot of government bureaucracy. I nearly left CDASS to go to a different program. A horrible experience.</p>



Open-Ended Survey Comments

I appreciate the call back system
Have had times when time sheets would not go because of site
Having to leave a phone number for call back is annoying. Seems to be getting better.
They are always easy to talk to, friendly & well informed when my wife or I need to call. We didn't change when given the opportunity because we have always been happy all these years. The only time we have had problems was when we had all this new system this past year & the phone were always busy. However, when we got through, they helped us with all that paperwork & concerns. Thanks much. God bless!
We are very appreciative of this program. We enjoy getting to hire our own attendants and creating schedules that work with our particular needs. I like our support people. The only snags we've really had was getting our EIN number & all that done correctly. That wasn't really your fault, it was just frustrating. Thank you!
You guys are doing a excellent job for [REDACTED] and we are very thankfull for that. Keep up doing what you are doing. Thanks so much
Rude, very hard to get ahold of. Faxing is a big problem they lose everything you fax. Customer service is terrible!!!
Paperwork for new hires takes up to 2 months and payroll is inept at getting employee paid, creating undue stress and significant hardship for employees and cause for the employees to quit...causing a larger hardship for client as well as to the authorized representative. It has gotten worse and worse over the last six months. Have had employees threaten legal action regarding non-payment. This is not ok!
Good work! Keep up the good job.
Hi, The client and attendant web-sites are not user friendly. They seem to be fairly old and need updating badly. They are also prone to errors. One attendant frequently has trouble logging in and using the predefined templates. Others have been locked out at times. I also worry that the site could become unmaintainable as web-browsers change + grow. There's only so long that an application can be backwards compatible. My suggestions for a new site would be to - have a running total of hours at the bottom of the timesheet (subtotals of service hours and grand total of hours) (both attendant site + client site) - update the column for "unused hours" immediately. It is always 2-4 weeks behind (client budget page) - be able to properly sort timesheet report columns (client) - add seperators in attendant timesheet entry isolate weekends from weekdays. This could be done easily with a more modern site. I am a programmer by training and would be happy to review and/or test beta site.
Contacting PPL is a rediculous nightmare of trading voicemail. If PPL calls me back, its an automated message requesting that I call them again!! No business I deal with does that. When I have an issue with CHRONIC incorrect pay calculations, no matter how I communicate via email, website or phone I am only granted an automated message that they received my inquiry + are looking onto it. Never a follow-up or resolution to this chronic problem!



Open-Ended Survey Comments

<p>I don't have issues with much, but my FMS provider (Public Partnerships) took way too long to process my paperwork and I had to send it three times because I kept getting calls that they didn't have it, despite being told by them that they did have it.</p> <p>I typically also have to call twice about something because the first person I talk to doesn't give me the correct information or doesn't input my call when I call back to find out why my request was not complied with (such as e-mailing me new employee paperwork, for example) I find there is no record of me having called the first time. Quite frustrating.</p> <p>I have no issue with timesheet processing, and payment is always accurate + on time. I just hate anytime I need to actually call them about something - I get the feeling sometimes, that there the "right hand doesn't know what the left hand is doing". Perhaps it's a training issue.</p>
<p>Public Partnerships has greatly improved the customer service they provide. Staff are much kinder and willing to help when needed.</p>
<p>Older clients do not appreciate the overuse of abbreviations!</p>
<p>Never answer phone. If they do you wait on hold for over an hour and then can't answer any questions and say they will find out and call back which NEVER happens!</p> <p>So now I switched companies. I would suggest more training for employee's to help clients. Please also remove me from call list - that call at least 10 times a week saying I don't have paperwork turned in which was very annoying.</p>
<p>Hiring a new person took a whole month + it was an emergency! I had one caregiver go on leave til Jan for an emergency with no notice, + I had one who died unexpectedly right before that! Left me uncovered during + right after double hernia surgery.</p>
<p>When I fax things they are either not received or lost in paper work. I always have a print out from my fax stating they received it (all). But they state they did not. Why?</p>
<p>Suggestion: Terminology should be consistent between website, documentation, & all personnel when discussions are held over the phone.</p>
<p>Huge delay in getting our most recent employee thru the application process.</p> <p>Our AR had a terrible time getting correct info from PPL about what they needed in order to complete. He still does not have any instructions for how to sign up for electronic timesheets.</p>
<p>Please do not make more weird and unnecessary changes.</p>
<p>I'm satisfied. Please do not make more changes</p>
<p>Portal problems with online timesheet submission</p>
<p>I have never reached a person always have to leave a message, most times end up playing phone tag. During the initial training to switch to the FMS model my counslor told me to put PR as client which was wrong so we had to refill out and file the paperwork a second time.</p>
<p>We are very grateful and would like to thank this organization. Its very good knowing we can call and any question can be handled promptly.</p>
<p>I have appreciated April Boehen's stellar leadership over the years. Since she left, I have worked w/Sherita? Jennifer M + Linda S [illegible] and they have been very helpful most of the time. They all always willing to address concerns + help when needed. There were some bumps before April B and after she left but feel very fortunate to have the level of knowledge and sympathy from Jennifer, Shaila + Linda. Customer service helpful when I can reach them most of the time but the long wait times out Robo calls cue not helpful for me and cause confusion + delay</p>



Open-Ended Survey Comments

<p>Julie Lawson is the supervisor who has been wonderful and has helped me tremendously! She is a gift (PPL). Sincerely, [REDACTED]</p> <p>P.S. Mary K Sharpe, Christina is case worker, is the best and an amazing help and treasure</p>
<p>*The time it takes to get on program is very lengthy. We did however qualify. *It's sometimes hard to understand the representatives when I call FMS. *We think the program is good but needs some quirks. *The online timesheets were difficult at 1st but we have them down now. Thank you so much.</p>
<p>Thank you I am very pleased.</p>
<p>I believe that I have not had even 1 call in answered by any on duty sv. rep. I have spent hrs on hold. Called in dozens of times in the past 3 yrs... If there is so much contact by clients that no one can ans. the phone - <u>hire more reps</u> - it is supposed to be a "customer service" line. Also if they return calls - they rarely leave a msg.</p>
<p>Very good job! Thank you!</p>
<p>This program is wonderful!</p>
<p>I lost the best caregiver I ever had, because she wasn't going to put up with PPL not paying her. She started working in June 2016. PPL lost her timesheets 3 times. I requested to talk with a supervisor 3 times. I never received a call. Then, her July hours (after quitting) were lost 3 times! I requested a call from a supervisor, but received no call again. She was finally paid in September for her last hours in July. How can we obtain/keep good attendants when PPL doesn't pay them? When I first started with PPL, the customer service was fantastic! Now, I almost always get a voicemail, then get an automated return call, then leave another voicemail, before a live person calls. Better staffing would be a better use of \$, instead of fancy automated msgs that take days to obtain service.</p>
<p>They take too long to approve new applications. If there is an issue they do not notify you which slows the process (PPL)</p>
<p>Your fax in time sheet processing is very unreliable - also the delay in que from fax to confirmation being several days is extremely frustrating</p>
<p>Customer service is extremely poor. That is why I am changing providers as soon as my paperwork is completed. My case manager stated that she also has problems with PPL. *I faxed my updated paperwork 3 times and PPL customer service states it was never received. *Customer service rarely calls back after a message is left for them. *Last time I called a representative told me she couldn't talk to me just then because she making a notation that I was being difficult.</p>



Open-Ended Survey Comments

Please answer me, [REDACTED] Why there is such a long time gap in submitting hours on 1st & 15th & then being paid "whenever" - sometimes as late as 11 days! It used to be that you submitted the hours on time, every time & the payroll was direct deposited into the aides banking account with in 1 or 2 days! This is outrageous, ridiculous & very unacceptable - It also makes it extremely challenging to keep good help!
As of July 2016 this spin-the-wheel, who knows when your people are going to be paid - Is extremely challenging for the aide to make their payments in a timely manner. It's just flat out unfair!
Also, when requesting a supervisor to return a call - they will call 2 or 3 days later, follow up on 1/2 the problem & not finish All The Work You Were Promised! Beyond the worst as far as public relations is concerned!
Yes I would like a return call in regards to these matters! Thank you in Advance.
[REDACTED]

Sometimes the answer by phone reps are different for the same question.
Returning calls just leaves a message, so I have to call back. A little annoying...
Jennifer Martinez helped me with FEA paperwork - very efficient and thorough - she was a lot of help with questions. Thanks.

I have never had anyone be rude or disrespectful when I had a question I needed answered or a problem I've had.
Always been very helpful and satisfying when finished with our conversation.

This survey was completed by [REDACTED] As [REDACTED] is unable to read + understand long written documents.

Overall, very happy with PPL. Enrollment is still somewhat challenging but improving.

FMS people need to be more compassionate + stop reading from scripts. When you make a mistake - DON'T fault the employee.

Should have more staff to answer phones on my schedule not call backs on your schedule.
If paperwork I submitted is incorrect please not how it should be corrected + email back - don't ignore problem + cause me to see if paperwork has been approved.
Don't request forms be filled out a 2nd time if they were filled out incorrectly the 1st time. Please explain [illegible]

Need to teach you better to understand everything. It's very confusing sometimes, at first. Bank shouldn't need to hold your pay a couple days, some banks.

When issues arise, try to contact CDASS, either on hold forever or if push 1 to get call back, don't get called back. Or if request a supervisor to call, no one ever does. Very unhappy w/ lies from CDASS. Always passing the buck or blaming someone else for issues. Have lost employees due to CDASS not paying them.

Overall we have been very happy with CDASS. They have done a great job getting [REDACTED] the necessary support that he needs. The one area of frustration is that when we call his case manager, we don't hear back for weeks at a time. We understand how busy the case managers are so we want to be sensitive, but not getting a response for weeks is unacceptable. [REDACTED] has had an issue with the billing because the cab companies say he isn't approved to bill with his Medicaid number. All we need is for the case manager to figure out what the issue is with it is. While we wait to hear back [REDACTED] is limited in his freedom and ability to get places because he doesn't have much transportation available to him. When not getting a timely response affects his life negatively something needs to be done.



Open-Ended Survey Comments

Disgusted with the whole program. I went back to Pascoes.
Never get the same person on the phone. Receive constant phone calls and no message and no one on the phone. Some people who finally answer can not hardly speak or understand English. Very poor communication skills.
I have been so satisfied with everyone. My calls are always answered promptly and everyone is always so helpful and polite. I am very thankful for the help that I get.
The phone system is bad. Only automated systems call instead of a live person for example
Everything is fine!
Pleased with the services.
The online site for submitting timesheets is horrible. Constantly giving error messages. Have to fight it constantly just to take care of time sheets + payroll.
This company never calls back. Horrible communication. Didn't pay employee for 10 days and no one ever speaks clear english! Horrible company horrible policy and horrible customer service.
The trainers need to spend more time with the paperwork + explaining everything. They zipped through it so fast only getting signatures, not explaining anything. My husband + I had no idea how to start over 1st time sheets + submit them. I had to call to get help. I think w/the "so called" "Training" they should have gone over that. Other than that the experience w/forms has been great.
Difficult to go through phone awaiting all prompts instead of being able to get to a consumer specialist. VERY, very slow in getting a new employee approved especially when a employee is providing a service to another client. No help in procuring a new employee; this service is offered and no outcome. No communication if there is a problem except a message to return a call & again it's not easy to get through.
PPL has been the provider used and my client has been owed back pay for the month of August 2015. September 2015. Tanya O'Grady was the rep. used to "try" and receive back pay for [REDACTED] but Tanya became unavailable and would not return messages. As of this time client still has not been paid. PPL is also 12 days out to get client's pay to them. Client also requested direct deposit and that was never done.
Phone voice mail is poor & response is usually automated. Always takes multiple calls. Never get responses from email.
The only problem I find when doing time sheets if I can't get help on the weekend because I can't submit my T/S on Friday. Because no one works on the weekends.
Still waiting for a call from a client/employer rep. Think they could be very informative having the experience of going through process and long time use of PPL. Unfortunately something happened to [REDACTED] and no call has been received. Suggestion would be that there is more than one competent client/employer who could field questions that a client could best answer.



Open-Ended Survey Comments

I am having problems getting PPL to complete the following requests
- My employee [REDACTED] has been trying to get his direct deposit changed to a new bank account. The customer service said it is done. However, my employee does not have proof of this change.
- I have submitted wage change reports for two of my employees. Two separate times and they still haven't been processed.
I am going to submit them both this month and start over fresh and I hope they will be processed.

Problems receiving my faxes and what's worse is not being able to even get information regarding whether fax was received for several days - like new application for employee. If I don't know whether its received or not, I don't know if it needs to be refaxed. Then process gets delayed.
On positive note: even though I've received conflicting answers to my questions which is confusing and frustrating, and various other issues...All phone personnel are friendly, kind helpful and compassionate. Thank you for this program, I am truly grateful.

I don't even bother attempting to reach via telephone anymore.
Provider enrollment team (phone) is a joke. First attempt [attendant?] was mailed an FEA form when had already been on the program for at least 6 months - 8 months. Second time attempted nothing received (even after explaining what had occurred 1st time)...waited 6 months again & then just gave up hiring anyone. They still have a partial employee ID # somewhere (No need to bother completing this task at this point...)
I just have ?'s I am realizing I will not get answered if involves a service...& have talked to my C MGR & she can't assist on these.

I have been calling since July 2016 about a problem I have had. It is now Oct 2016 and the same problem is still occurring. I called again, stay on the phone for 1/2 hr to 1 hr each time I call and I get no where. I ask to talk to a supervisor the supervisor has to call back in 24 hrs. They say they will when they call back not to worry they will take care of the problem and here I am with the same problem since July. Poor service. The supervisors say its not there job they also transfer you to a different person, then that person talks to me then they transfer to another person after being on the phone for an hour the phone gets disconnected and nothing got done. As a representative, I have requested and up to date book for at least one year. I have not received one. We have spoken with Amy Sharkness, Rosa Clara, Adrian, Gene, Derrick, Cindy, Lori Ringo, Amanda England, Tracy Whitehead, Kionce, Cynthia, Thomas, Desiree Sandoval who does the approve retral pay? It should of been changed since 7-1-16. From \$1190 to \$1901. I keep getting letter stating I'm over my budget. I'm not over my budget. CDASS just hasn't done there part of the change on the paperwork. On 9-1-16 we even sent another rate change form because we thought we were wrong. But it turns out to be that CDASS never changed the retral pay from \$1190 to 1901 and rate to 15.25. Thank you for you concern. I hope this will help to serve your customers better!?! One person say it the other persons job and nothing gets done.

I haven't had any serious problem with the FMS provider itself. I have had a problem personally as I've been advised no one is to help with filling out everyones hours as I have a recent situation with my Ulnear Neruve causing my fingers to curl making it difficult to type.
I am also disturbed when I receive phone calls that is a "recorded message". Only to spend hours trying to call back to reply.

All of the service I have received has been top notch. Everyone has been friendly, helpful and knowledgeable. Thank you.

She's always been very helpful and we appreciate her.

Frustrated at paperwork. Has been submitted several times [unknown symbol] response



Open-Ended Survey Comments

Don't receive paperwork not informed of changes never able to speak to supervisor on duty
Things are going well!!
I always like how kind and caring they are when I call with a concern. I would like to say thank you very much for all your help and concerns about how we are cared for. Thanks again.
<p>PPL uses "Robo-calls" to let me know there is an issue with paperwork, then wants me to call customer service. If they had a real person make the call, everything could be communicated immediately. Robo-call is about worthless! I hate them and may block those calls soon. When I do have to call the wait for customer service is often very long and they have a method of calling me back in the same order that I called, this is good, but again puts me at thier convenience not mine. So, I may not have pen/paper/paperwork at hand when they call back. Customer Service reps mostly sound like they are in India (or from there), and can be difficult to understand. I have complained about customer service's insistance on "verify my identity" by using SSN's and Birthdays. This is a violation of my policy to not give this information to people that are calling me. They call me on my cell phone, I answer and identify myself. They don't need any verification beyond that. They aren't revealing any information that is that personal. They don't have it! I want a "Case Worker" that I can call directly to work on problems.</p> <ul style="list-style-type: none">- no robo-calls- no off-shore customer service- email complete information on problems- more responsive customer service- case worker
<p>Time sheet portal seems to have issues from time to time. At times I get error messages when trying to submit time. Customer service rep did not show or see error messages. After many attempts I was finally able to submit time. Would suggest "tech" support when needed.</p>
PPL is wonderful. They only get better over time.
We are very displeased with PPL of Colorado. We have turned in paper work for them multiple times and they loose it, file it in some one elses folder. I even gave paper work to Tracy (head person) and it still "got lost". They (PPL) are very unprofessional. This has happened not only to us but to many others as well.
Always helpful, kind, considerate. Thank you.
Savannah has been wonderful! If I need her, I just call her. If she doesn't have an answer, she finds the answer + always call me back. Very happy with her!
Staff are always courteous and very helpful.
Pay checks in the past have been processed more quickly. It would be helpful if employees received their checks more timely.
<p>It took 4 months from the time a new attendant applied to work for [REDACTED] until she was hired. This is unacceptable. Public Partnership needs to have ONE representative working with us each time we call. I mean the SAME representative, not a different one each time we call or they call us about hiring an attendant.</p> <p>It is because of this that [REDACTED] is changing financial management companies. Our new company does have the same representative working with us each time we call.</p>



Open-Ended Survey Comments

<p>Very hard to get inrolled. Takes to long and really no help.</p>
<p>The phone service is not acceptable. In past times, these mgmt services always answered the phone lines + the automated service gave you the time you would be on hold. There has been significant errors in my budget showing I had made the errors when in fact I had not. The supervisors are very good + knowledgeable + helpful. I appreciate rep Julie Lawsen? and Rosa</p>
<p>PPL is a little slow, unresponsive and error prone. They are a better FMS than any of the others -- but still could be better. Online portal is buggy and often has downtime which necessitates faxing.</p>
<p>I have used PPL since it first acquired the contract from HCPF as the sole FMS. It has become increasingly problematic to the point that I intend to change to another FMS as soon as enrollment opens. PPL is undependable, has very poor to non-existent customer service and does not even have a simple fax machine (required) in their Colorado office. All of their "services" are handled by a 3rd party operation based in Arizona; all of their services are handled by a poorly configured and maintained electronic system, without human contact. Further, they have consistently made errors on my budget for the past 3 yrs. I have also had major problems with payment of wages to employees and they use the most costly Workers Comp Insurance (fees applied against my allocation), that offers the least in assistance and benefits to employees. They have very poor knowledge of FSLA, DOL regulations and I doubt they could pass an audit legally.</p>
<p>I love the program it is amazing and the people who answer the phone are very helpful and they might not know the answer to the question they always put in a ticket for me and within 2-3 days someone calls me back. I've had a little problem with my employees getting paid on time and they really couldn't tell me why, but they always resolved the problem. I also really love the staff in the office they always call me back to try to help me resolve the problem. Overall I wouldn't change from this program for anything. I really love you guys. Thank you for all you have done.</p>
<p>I appreciate what this organization offers - been very helpful for me staying in my home. I hope more people will be available to help people in there homes. I cannot thank you enough, again my many many thanks.</p>
<p>There are only 2 issues I really have a problem with.</p> <ol style="list-style-type: none">1. They hardly ever answer the phone when called. I leave a message several times and still don't get called back + when they need something from my Dr, they don't have the time to wait on the phone for long periods of time. There could be alot more professional way of handling calls then the way its been. Alot of times we've left 3 or 4 messages before I'm called back. If you look at the notes, you'll see where I've inquired about returned calls numerous times.2. There have been a few times my employees were not paid on time even tho I sent PPL copies of my confirmation but payroll would not budge. One time I had a supervisor trying to help me + she got no where with payroll either. All my employees are single moms + they depend on getting paid on time + its no fault of ours as time sheets are always sent in on time. It also makes it tuff when due dates are on weekends. There also should be a way the reps can pull up timesheets immediately - not 24-48 hrs later because then if there's a problem, my employees don't get paid till off cycle week. I always call every pay period to make sure they got the faxed time sheets + to verify hrs per [REDACTED] as your reader was sometimes reading the hrs wrong. Sometimes they show up on the automated system but the reps can't pull up anything for a day or two. It's been a real problem for a long time!!



Open-Ended Survey Comments

<p>When problems arise and I need answers, customer service is not able to assist. Therefore, I go to Customer Service Manager and it gets resolved.</p>
<p>Not one complaint! Such a blessing!!</p>
<p>I'm waiting on the letter that talks about direct deposit. That the only thing that I'm waiting. Thank you [REDACTED]</p>
<p>The process has been extremely frustrating & time consuming. Shouldn't this be something a case manager should do?!</p> <p>Every issue that came up was another 1-2 wks to be resolved and sometimes on my part because I was too sick/swollen/in pain/poor vision AND access to a printer, copier, & fax are very limited.</p> <p>All the acronyms & different contacts are confusing.</p> <p>Even the employees (I hope I still have) couldn't believe how much paperwork on my end is involved & also found it very confusing.</p> <p>I would never be able to get someone from out of town (Meeker is small closest town 40 miles) with all the sign up, low # of hrs, and not paying mileage.</p> <p>PLEASE - address the issue of your company calling every 1-2 days when an issue was present but then there was no one there or no message on voice mail. When trying to contact the Criminal Background Check dept they either gave me a 2 hr window in which they said they would call but didn't and the time I missed due to emergency it took 2 more days to go through the process again. One time the rep from [illegible] talked so fast even after asking several times if she could slow down, still couldn't understand her because she refused to spell out letters/state the full name for acronyms.</p>
<p>I have been very pleased with all the staffing who have helped me to understand and solve the things I did not understand. It is a very well run organization.</p>
<p>Over the past year and a half I have been continually disappointed in the service that PPL is "trying" to provide.</p> <p>It seems to me all paper work is done "methodically" without common sense factor when handling paperwork and phone calls. You need to add in some common sense. These are real people, with real lives that need help to their real problems. PPL treats all calls/clients like we have all day to wait for them call us back. Sometimes they do...sometimes they don't. Overall the company gets an F. Feel free to call do discuss [REDACTED]</p>
<p>The initial process of signing up/switching to the FMS model was very stressful & confusing due to the fault that PPL had a lot of miscommunication between admin staff & customer service. Due to communication issues & wrong info on transfer packets I spent way too much money & time ensuring that the packets were sent to the appropriate address.</p>
<p>The reason for the 3's & 4's is that your quality control is lacking. Several times I have had to contact you on behalf of an employee because you "skip" over details or paperwork. I have had to call several times to check that you are processing things correctly. Perhaps you should train your reps or quality control people a little better.</p>



Open-Ended Survey Comments

So complicated! So much bureaucracy!

Hiring new attendants & getting them through the applic process is still daunting & a huge hassle. Then it takes forever for CDASS to approve them & usually they don't contact me one way or another. So I'm constantly calling to follow up on applications & they usually tell me "they're not in the system", "there's no record of that person", etc. until magically I hit someone who is actually able to tell me "there's a problem w/ one page" or "Oh, yeah, they're approved." Were you planning on letting me know???

Once the system is up & running it's fine. But it's an arduous journey getting there & strangely, it hasn't gotten easier w/time & experience. I keep asking myself if it's work it (especially in terms of stress) but what are the alternatives??

It's a lot like working for the government, but at least I got paid for that.

PPL seems to have a problem in locating files sent to them either by fax or e-mail; our 3 employee FEA packets & the FEA Employer of Record package sent in on 8/31/16 & recently 2 employee (new) packets sent on separate days could not be located. This has been a problem many times before. PPL has a new policy of the client waiting for 24 to 72 hrs to speak to a Supervisor. Unacceptable as most supervisor needs are emergency.

Note: One of the employees above could not wait & chose to take another job - this has happened before as well.

I like how you can talk to a real person regarding your time sheets in a timely manner. They tell you if you have an issue also. This makes you more comfortable doing time sheets on line.

Pleased with service

Very happy with this program. It has made a real positive impact on my life.

Thank you for helping me help myself.

Switching to the FEA model was very frustrating. PPL trained everyone, how to fill out paperwork, etc. We did as they requested, but it had been sent to corporate office in AZ. The administration in AZ called at least 3 different times to tell us to fill it out differently. We started the process in Feb 2016 and finally switched over in Oct 2016 after a Colorado representative came to our house to sign papers we had already submitted and signed.

Colorado PPL has been great and very efficient for us for 8+ years. AZ PPL appears to be very disorganized and wants to micromanage other states.

This was very confusing in the beginning trying to figure out how much time for each thing and for me the actual amount to be paid. I still do not understand what it means to be tax exempt. Will my employees have to file taxes and will he have to pay taxes out of pocket. If I want to give him a raise I'm not sure how to do that or to give him a bonus check. I still do not understand the whole transition thing or why we have to do it. What am I transitioning in to and from what?



Open-Ended Survey Comments

The right hand never knows what the left hand is doing - if I talk to 7 people I get 7 different answers to the same question. The phone people have clearly been trained to go thru a script, which is not helpful. In fact it is down right annoying. When I am asked four days in a row if I have moved, chg'd my phone #, etc. The organization used to seem cohesive in years past, but it appears everything has been so compartmentalized and distributed among so many different offices/divisions that it is almost impossible to find out what it is that I have to do. Putting on a new employee has become a month-long nightmare*, and switching of my EIN turned into a 3-month siege and I did exactly as instructed as soon as I was advised to do so. Back to "scripted" nature of calls, much time and irritation could be avoided if your employees were instructed to answer generic questions without going thru 15 minutes of preamble...it has become so annoying that I have actually hung up on people in frustration & I have never been rude to people on the phone before. On the good side - your internet operation is excellent most of the time.

*my paperwork was lost three times B4 I could get my new employee online & was sent to correct tele # with correct and complete information.

The staff turnover is so frequent that when you have a question that is tough, they can NEVER answer it! My attendant stopped getting her check stubs + when we asked why, they just said it happened + they don't know why. Seems like an issue that may need to be looked into.
The timesheet website + resource website should be one + the same. Not good resources online.
Web access is slow, spotty + often locks up. I waste lots of time trying to get on the site.
Strange things show up like for some reason my attendant's time sheet got split in two on the time sheet page where I can look at it after I had approved it for pay.
Hiring process is too slow + I lost attendants because of it!

The transition to the FEA model was confusing for your staff. The information was not trained well. I called multiple times and was spoken to in a condensing manner when my information was correct. My attendants taxes were withheld incorrectly and then a re-payment was assessed without notice. Overall I am very unsatisfied with your companies customer service. We are not given the option to speak with the dept. The only people we are allowed to speak with don't have the knowledge to answer our questions.

I really like PPL and enjoy working with my FMS. They are very beneficial and help answer any questions we had.