



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 3,450 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 ACES\$ Financial Management Services, 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 3,468 CDASS clients on October 18, 2017. The name of the client’s FMSA was identified on the survey title line. Survey recipients were asked to return completed surveys by November 27, 2017 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	ACES\$	Morning Sun	PPL	All
Number of surveys mailed	520	236	2712	3468
Number of surveys returned	130	62	649	841
Return rate	25.0%	26.3%	23.9%	24.3%
% of Answers with highest rating value of 5	79.1%	76.5%	65.4%	68.4%
Overall Weighted Average (all questions)	4.68	4.65	4.43	4.49
My overall satisfaction with my FMS can be described as (average rating, question 5)	4.74	4.70	4.45	4.51

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.



Page 1 of a Returned Survey (for reference)



ACES\$ 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 November 27, 2017.

For best results, please use BLACK ink. Fill circles in like this: [filled circle] Not like this: [circle with slash] [circle with X] [circle with dot]

1. Please rate trainings and/or resources provided by ACES\$ at enrollment.
Always 5 4 3 2 Never 1 N/A
Printed enrollment materials are easy to read/understand. [filled circle] 5
Training I received from ACES\$ about how to fill out and submit timesheets was helpful. [filled circle] 5
I know how to contact ACES\$ if I have questions. [filled circle] 5

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. [filled circle] 5
Online timesheet submission. [filled circle] 5

3. When contacting your FMS with a question or concern, staff members...
Always 5 4 3 2 Never 1 N/A
Are respectful? [filled circle] 5
Answer the phone? [filled circle] 5
Return your call or email within one (1) business day? [filled circle] 5
Clearly answer your question or concern? [filled circle] 5

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. [filled circle] 5
Timeliness in processing FMS enrollment paperwork. [filled circle] 5
Paying your Attendants - on time. [filled circle] 5
Paying your Attendants - accurately. [filled circle] 5

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
[filled circle] 5

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.

Please flip the page.

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Page 2 of a Returned Survey (for reference)



Annual Client Satisfaction Survey

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

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 **November 27, 2017**

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ACES\$ Financial Management Services 2017 Client Satisfaction Survey Report

ACES\$ Financial Management Services Survey Results

1. Please rate trainings and/or resources provided by ACES\$ 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	0.8%	1	0.8%	11	8.6%	33	25.8%	82	64.1%	128	4.52
Training I received from ACES\$ about how to fill out and submit timesheets was helpful.	0	0.0%	1	0.8%	6	4.8%	10	7.9%	109	86.5%	126	4.80
I know how to contact ACES\$ if I have questions.	2	1.6%	1	0.8%	9	7.2%	20	16.0%	93	74.4%	125	4.61
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.	3	2.9%	3	2.9%	12	11.8%	21	20.6%	63	61.8%	102	4.35
Online timesheet submission.	5	5.1%	4	4.1%	6	6.1%	16	16.3%	67	68.4%	98	4.39
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?	1	0.8%	1	0.8%	2	1.6%	14	11.0%	109	85.8%	127	4.80
Answer the phone?	0	0.0%	3	2.4%	4	3.1%	24	18.9%	96	75.6%	127	4.68
Return your call or email within one (1) business day?	3	2.4%	2	1.6%	5	4.0%	13	10.4%	102	81.6%	125	4.67
Clearly answer your question or concern?	1	0.8%	2	1.6%	2	1.6%	18	14.1%	105	82.0%	128	4.75
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.	0	0.0%	3	2.4%	7	5.6%	23	18.5%	91	73.4%	124	4.63
Timeliness in processing FMS enrollment paperwork.	0	0.0%	3	2.4%	7	5.6%	11	8.8%	104	83.2%	125	4.73
Paying your Attendants - on time.	0	0.0%	1	0.8%	2	1.6%	9	7.0%	116	90.6%	128	4.88
Paying your Attendants – accurately.	0	0.0%	1	0.8%	1	0.8%	8	6.3%	118	92.2%	128	4.90
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	
	#	%	#	%	#	%	#		%	#		%
	1	0.8%	1	0.8%	5	3.9%	17	13.2%	105	81.4%	129	4.74
Totals	17	1.0%	27	1.6%	79	4.6%	237	13.8%	1360	79.1%	1720	4.68

* N = total number of responses



Open-Ended Survey Comments

<p>The only problem I have is they don't call me when there is a problem with a timesheet I've submitted. Please call me the authorized representative (phone number provided)</p>
<p>Access is <u>Great!</u></p>
<p>Bi-weekly payment's would be better than twice a month payment's. It is sometimes difficult to remember witch mont's are different. Every other Friday would be much more simple.</p>
<p>They are do good job me, like the way work to me. Thank you so much.</p>
<p>Thank you for the service and help.</p>
<p>My only complaint regarding withholding of a family member. Access withholds the full 13.8% when they should only withhold a portion of that. When asked about this they said "that is how we do it"</p>
<p>From day one the three individuals I personally talk too (no push 1-9 button) to get someone. <u>Everytime</u> I talk to any one of the three they have and are <u>very</u> kind, patient, helpful, and concern about whatever the situation is. Attestive, they <u>DO NOT</u> over talk me and not listening. They are <u>NOT</u> "know it alls". They investigate (look into) problem and then get back with me with an answer. These 3 workers need more than five <u>gold stars</u>. Now days it is very rare to recive this kind of customer service courtesy. They needs to be rewarded. Not the company but the three individuals, Tiffany, Jason, and Morean (?) Company should recognize the service they give. You (I) can hear the smile or sincerity in their voice. I appreciate these three for the good job they are doing for me.</p>
<p>I know when I have a problem I can call Access and I will reach an actual, live person. I love working with Maureen + Jason. Both are friendly, helpful, concerned + knowledgeable.</p> <p>I am so appreciative + pleased with Access. I can't express how wonderful it is to <u>NOT</u> get automated information but to speak with a person when I call for assistance.</p>
<p>Have some trouble getting the min. to hrs right.</p>
<p>I am so glad to be asked to give feedback about my FMS. First I would like to say that Maureen does an excellent job with the new employee packets. Unfortunately, she does not work in payroll where we have continual problems. Tiffany is always saying she didn't receive the faxes for pay rate changes when my girls have the receipt showing exactly when it was sent.</p> <p>They tell us they have new forms constantly but it is always after the fact. My girls get penalized when they get a raise and don't get paid for a month or more. They are constantly changing the rules so it is a guessing game. Tiffany is rude and contradicts herself. If you were to ask my girls their opinions, they would not be so kind.</p>
<p>When new forms are created I need a copy. Use of old forms caused delays and frustration when rejected.</p>
<p>Outstanding</p>
<p>You CDASS are the people who confuse me. Access is awesome!</p>
<p>I am very happy with the service I get.</p>
<p>I just wish that more people would know about this program, because some people really need help with them, some how this program needs more intro, to the people on dialysis. Thank you for helping me, I hope that I can be on your program for awhile, Thank you.</p>
<p>Kady H takes [illegible] time to explain & [illegible]. I ask for her help - She is a leader & very pleasant & knowledgeable.</p>



Open-Ended Survey Comments

<p>Fabulos FMS - Great company to work with - Great customer service</p> <p>Like night and day from dealing with PPL</p> <p>And I love they are owned by an independant living center and run by people with disabilities</p>
<p>Very happy with [REDACTED]. Thank you. She helps me live happy and safe and get healthy.</p>
<p>I really do not know how they manage with the few staff they have! They do a great job.</p>
<p>Excellent service so far!</p>
<p>The online timesheet system is not reliable, fails to process more than 50% of the time. It has many problems with</p> <ul style="list-style-type: none">- formatting (both online view & printing)- overtime calculations- standard buttons <p>[REDACTED] outlines issues. & given to Acce\$s FMS in January 2017.</p> <p>It is clear to me they use a sub-standard web server & they have contracted with poor programmers who don't understand some very basics of programming.</p>
<p>Acce\$s is how all contractors should be! They respect our community!</p>
<p>Time sheets are frustrating, especially if web site is not working properly. Had trouble 2 different occasions with web site while trying to submit time sheet.</p> <p>We did receive an e-mail saying there had been problems with web site and they are now fixed. Thank you for fixing the problems.</p>
<p>I am extremely pleased with the services I receive from Access & feel it was the best decision I have made since being in this program. They are always polite & professional yet treat me with a personal touch since I speak to the same person every time I call unlike at CDASS where it's so cold + impersonal.</p> <p>At Access I deal exclusively with Jason Smith, the manager of the Colorado office. Jason is always friendly, interested in my needs & takes care of what I called for the same day if possible. Mailing me any materials I requested the same day or gets me the information I need.</p> <p>To be honest, I have not had one single problem or complaint since signing up with Access. I would recommend them to anyone.</p>
<p>I <u>LOVE</u> Aces\$</p> <p>Used to be with PPL - No comparison on every level. The staff at Aces\$ is wonderful:</p> <ul style="list-style-type: none">*very approachable*Very prompt response*Knowledgeable
<p>The 3 weeks between pay days is a bit much for employees.</p>
<p>CDASS has been exceptional in their service. I appreciate their professionalism.</p>



Open-Ended Survey Comments

Maureen is thee best customer service person that I have EVER had the privelege of working with!!!

Tiffany, on the other hand....is NOT!

Her voicemail says she will return your call w/in 24 hrs. In REALITY it has been 2 days, 3 days and even one WEEK! (This has not been during any of her "days off"). Also - she is short, interrupts + is just plain rude! I thought maybe it was me, + the age difference, so I had my 20 yr. old daughter call + talk with her + she experienced the same thing!

She has never clearly answered any of my questions or concerns.

I am DONE dealing w/her....so now I call Pennsylvania + get all of my questions answered by polite, friendly, respectful people!! (Like Maureen)

They are very good when I need equipment serviced but a little slow for new stuff.

Many times representatives are rude and want to get me off the phone ASAP even if I still have questions or I'm unclear as to the questions I already asked. I hate that! They speak very fast, so its hard for me to understand, they also act like I should know what they know. Believe me if I did then I wouldn't have to call and ask. Poor customer service!

It would be helpful to have a "delete" option for when there is a website glitch and a timesheet is forever stuck as "pending". It would be nice to be able to remove the timesheet that's receiving the "error" message.

The only restrictive aspect of Aces\$ payroll system is the limitation of pay rates. E.g. If one employee serves in two capacities, such as homemaker and health care services, it is nice to have the option of having a standard and a weekend and a holiday rate for each of the position types. To be listing people as making a training rate or a holiday rate just to allow them to be paid based on the skill required for that position is both limiting and confusing. On a positive note, the time in which new employee packets are processed is phenominal! No waiting days for criminal background checks or picking apart errors in the paperwork one at a time.