



## 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). 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 ACES\$ Financial Management Services, 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 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 3,425 CDASS clients on September 19, 2018. The name of the client’s FMSA was identified on the survey title line. Survey recipients were asked to return completed surveys by October 29, 2018 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. 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>ACES\$</b>	<b>Morning Sun</b>	<b>PPL</b>	<b>All</b>
Number of surveys mailed	573	271	2581	3425
Number of surveys returned	127	72	597	796
Return rate	22.2%	26.6%	23.1%	23.2%
<b>% of Answers with highest rating value of 5</b>	73.0%	79.3%	64.5%	67.2%
<b>Overall Weighted Average (all questions)</b>	<b>4.56</b>	<b>4.69</b>	<b>4.42</b>	<b>4.47</b>
<b>My overall satisfaction with my FMS can be described as (average rating, question 5)</b>	<b>4.58</b>	<b>4.71</b>	<b>4.43</b>	<b>4.48</b>



## Page 1 of a Blank 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 **October 29, 2018**.

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

**1. Please rate trainings and/or resources provided by ACES\$ at enrollment.**

	<b>Always</b> <b>5</b>	<b>4</b>	<b>Sometimes</b> <b>3</b>	<b>2</b>	<b>Never</b> <b>1</b>	<b>N/A</b>
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 ACES\$ 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 ACES\$ 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.**

	<b>Excellent</b> <b>5</b>	<b>4</b>	<b>Average</b> <b>3</b>	<b>2</b>	<b>Very Poor</b> <b>1</b>	<b>N/A</b>
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...**

	<b>Always</b> <b>5</b>	<b>4</b>	<b>Sometimes</b> <b>3</b>	<b>2</b>	<b>Never</b> <b>1</b>	<b>N/A</b>
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.**

	<b>Excellent</b> <b>5</b>	<b>4</b>	<b>Average</b> <b>3</b>	<b>2</b>	<b>Very Poor</b> <b>1</b>	<b>N/A</b>
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:**

	<b>Very Satisfied</b> <b>5</b>	<b>4</b>	<b>Neither Satisfied Nor Dissatisfied</b> <b>3</b>	<b>2</b>	<b>Very Dissatisfied</b> <b>1</b>	<b>N/A</b>
	<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.

Please flip the page.

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Page 2 of a Blank Survey (for reference)



Annual Client Satisfaction Survey

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

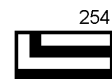
Client's Name (Optional\*) - please print:

\*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 **October 29, 2018**

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# ACES\$ Financial Management Services 2018 Client Satisfaction Survey Report

## ACES\$ Financial Management Services Survey Results

	Number (#) and Percent (%) of Answers by Rating Value								Avg			
	1		2		3		4			5		N*
	#	%	#	%	#	%	#	%		#	%	
<b>1. Please rate trainings and/or resources provided by ACES\$ at enrollment.</b>  Printed enrollment materials are easy to read/understand. Training I received from ACES\$ about how to fill out and submit timesheets was helpful. I know how to contact ACES\$ if I have questions.	1		2		3		4		5			
	Never				Sometimes				Always			
	#	%	#	%	#	%	#	%	#	%	N*	
	1	0.8%	2	1.7%	13	11.0%	22	18.6%	80	67.8%	118	4.51
	1	0.9%	5	4.3%	10	8.5%	19	16.2%	82	70.1%	117	4.50
	1	0.8%	0	0.0%	10	8.0%	13	10.4%	101	80.8%	125	4.70
<b>2. Please rate the assistance provided by your FMS with questions you have about online resources.</b>  Using my FMS' Website. Online timesheet submission.	Number (#) and Percent (%) of Answers by Rating Value								Avg			
	1		2		3		4			5		N
	#	%	#	%	#	%	#	%		#	%	
	3	3.1%	2	2.1%	11	11.3%	22	22.7%	59	60.8%	97	4.36
	3	3.0%	4	4.0%	9	9.1%	17	17.2%	66	66.7%	99	4.40
<b>3. When contacting your FMS with a question or concern, staff members...</b>  Are respectful? Answer the phone? Return your call or email within one (1) business day? Clearly answer your question or concern?	Number (#) and Percent (%) of Answers by Rating Value								Avg			
	1		2		3		4			5		N
	#	%	#	%	#	%	#	%		#	%	
	2	1.6%	1	0.8%	8	6.3%	14	11.0%	102	80.3%	127	4.68
	2	1.6%	1	0.8%	12	9.4%	23	18.1%	89	70.1%	127	4.54
	2	1.7%	3	2.5%	12	9.9%	16	13.2%	88	72.7%	121	4.53
	2	1.6%	5	4.0%	10	8.1%	19	15.3%	88	71.0%	124	4.50
<b>4. Please rate these services provided by your FMS.</b>  Assistance completing FMS enrollment paperwork. Timeliness in processing FMS enrollment paperwork. Paying your Attendants - on time. Paying your Attendants – accurately.	Number (#) and Percent (%) of Answers by Rating Value								Avg			
	1		2		3		4			5		N
	#	%	#	%	#	%	#	%		#	%	
	3	2.5%	0	0.0%	11	9.0%	17	13.9%	91	74.6%	122	4.58
	2	1.6%	2	1.6%	8	6.5%	19	15.4%	92	74.8%	123	4.60
	4	3.2%	1	0.8%	5	4.0%	20	15.9%	96	76.2%	126	4.61
	4	3.2%	0	0.0%	2	1.6%	21	16.7%	99	78.6%	126	4.67
<b>5. My overall satisfaction with my FMS can be described as:</b>	Number (#) and Percent (%) of Answers by Rating Value								Avg			
	1		2		3		4			5		N
	#	%	#	%	#	%	#	%		#	%	
	3	2.4%	1	0.8%	7	5.5%	24	18.9%	92	72.4%	127	4.58
<b>Totals</b>	33	2.0%	27	1.6%	128	7.6%	266	15.8%	1225	73.0%	1679	4.56

\* N = total number of responses



### Open-Ended Survey Comments

<p>Maureen is the most Kind, patient, helpfull person, Ive encounted for many yrs. She doesn't become fustrated, when I dont understand.</p> <p>I've always recieved help from Ace\$\$ the same day. At least respond back to me.</p> <p>In the beginning I felt helpless and foolish Maureen took all these neg. feeling away.</p> <p>Im great full. All the staff are Excellent.</p>
<p>I would change my FMS, but I learned the others were worse. I feel the FMS providers assume too much control over use of our resources.</p>
<p>It would be nice to be contacted when the person handling my account leaves or changes.</p>
<p>I am very satisfied with aces\$, all my questions are always answered completely + timely. They are always respectful and helpful to any questions that I may have. (very professional)</p>
<p>website can be slow, bog down when too many people trying to submit timesheets at same time.</p>
<p>Everyone I have talked with has always been very helpful in every situation.</p>
<p>Jason Smith was my contact person and he was very knowledgeable and very helpful. Since, he left Access, I been having problems and when I call in it seems like no one can help me with my timesheets.</p>
<p>Sometimes website takes longer time to submit the time sheets or do not work at all.</p>
<p>Totally satisfied with service. They go above &amp; beyond to help with everything. Thank you</p>
<p>everything is going good</p>
<p>I call Pennsylvania and they are always helpful</p>
<p>I am thankful for the help &amp; guidance from the staff @ ACCESS FMS. Diane has been very informative &amp; supportive.</p>
<p>Web page is very slow.</p>
<p>CDASS is A good problem [sic] I love it thank You</p>
<p>I could not be more satisfied with ACCE\$\$\$. They are respectful, thorough and efficient! So, so, so much better than PPL!</p>
<p>I do encourage them to focus on ensuring a better user experience w/ the timesheet function on the website, sometimes it is electronically clunky. I would like it to be possible to use it on my phone via an app</p>
<p>Their online system is horrible - sometimes you can submit a time sheet &amp; other times you cannot. Their system seems to be down a lot. And then, you can become "inactive" &amp; the client's name disappears. The last time this happened, the attendant was told it would be months before the client was added back in to the system... Really??</p>
<p>They seem to have a lot of (1) system glitches &amp; then (2) run over in staff who give different answers.</p>
<p>For months, they had an incorrect budget amount, no matter how many times they were contact to fix it. I don't trust that they have accurate data for clients.</p>
<p>ACCESS has been very helpful with everything that we need. Thank you for being helpful</p>
<p>THANK YOU for the GREAT SERVICE ☺</p>
<p>My attendant was NOT paid on a pay date. She was told that just because she faxed in her time sheet, and had a "proof of fax", does <u>not</u> mean they received it. It took another week to get her paid.</p> <p>That was embarrassing for me.</p>
<p>Please call [REDACTED] And I'LL explain my horrible experience's</p>



**Open-Ended Survey Comments**

I am very opposed to EVV. I have <u>always</u> been under budget and my needs have always been met. the Telephony System used by PASCO is one of the reasons I switched to CDASS
Always very happy with everything and appreciate all that is given to me.
Access is Awesome!
Thank you for help you did me in my life great, get batter. When you give service made feel hope.
Online time app. is horrible. Half the time it doesn't work. It is a super slow app! Very frustrating that it takes 30 minutes to approve time.
Excellent system. Works efficiently and well. Are <u>very</u> happy. Thank you.
Thank you for Everything
Recently they got a new receptionest, and she is rude and unhelpful. Also my husband is my caregiver and on month's we skip a check money is allway's tight I don't understand why they can't rearrange it so when we skip we recive more the pay period before and months we don't or are short like Febuary we get less, or switch from twice a month payment's to every 2 weeks. Other than that thay are great!
Thank you For ALL of your help!
Erika & Bonnie Caputo have been available for me when I call.
I Dont have a # for ACES\$.
Rude, passed problems to others and blamed me. Don't answer calls, or return timely. Slow computer system
We have been very satisfied with our choice of using ACCESS. And appreciate everyones patience, care and considerate compassion. Thank you.
Originally it was suggested I use my business FEIN. A few months into running my CDASS it was deactivated and I was informed I had to find someone else to be the EIN holder. It took two months to sort this out. Two months of stress and frustration. Thankfully my caregivers stayed with me and Aces paid their back pay.
Is there a way to delete old employees off of the timesheet page? I feel this is a wonderful company and keeps our family together.
Have no issues with this company at all, And <u>love ACCESS</u> , Very good Business!
Aces\$ is awesome
Can you please send employment Packet.
Very happy with everything! Thank you so much!
Very easy to work with! Training great! payments timely! *one suggestion We were always worried about getting payroll in! An email or text reminder monthly would be very helpful!
My Case Manager is wonderful but I feel that the County makes things hard because they're so far behind on their work. My benefits were cancelled & later reinstated because they were backlogged. I'm on chemotherapy and had to go without it for 10 days. Very scary with the aggressive type of cancer I have. I'm terminally ill & having that kind of stress makes things really rough. When I started back on my chemotherapy I had to experience all of the terrible side effects of starting brand new. ☹️
Thank you for being helpful in a time with so much uncertainty and confusion in taking care of only elderly father. Your help is greatly appreciated.