



COLORADO

**Department of Health Care
Policy & Financing**

Department of Health Care Policy & Financing
1570 Grant Street
Denver, CO 80203

October 15, 2018

Dear Stakeholder:

The Department contracted with TriWest Group, LLC during 2017-18 to complete a comprehensive review of the Department's consumer directed service delivery options: Consumer Directed Attendant Support Services and In-Home Support Service. The review included an analysis of service costs and satisfaction for both delivery options and a comparison to traditional agency-based care services.

TriWest Group, LLC completed the review and submitted the following deliverables to the Department.

- Comparative Service Satisfaction and Cost Analysis Report
- Survey Instrument and Survey Methodology
- Survey Responses
- Service Cost Analysis Report
- Cost Analysis Change Report
- Completed Analysis of Colorado Consumer Directed Care
- Consumer Direction Comparison

The completed analysis identifies some increased areas of member satisfaction when using a consumer directed service delivery model. Cost analysis of the service delivery options provided varying information and were unable to provide a conclusive determination of the consumer directed service delivery option costs in comparison with traditional agency-based care. As the completed analysis was unable to provide a definitive conclusion, service satisfaction and costs will continue to be reviewed by the Department.

Further, please note the reports are a product of TriWest created using data and claims reporting provided by the Department. The Department has not completed an internal data analysis to verify the reports provided by TriWest LLC are accurate as this would require a recreation of the work completed by TriWest.

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Our mission is to improve health care access and outcomes for the people we serve while demonstrating sound stewardship of financial resources.
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