



COLORADO

Department of Health Care  
Policy & Financing

## CDASS Financial Management Service Vendor Transition Workflow Process

CDASS Financial Management Service (FMS) vendors will be changing effective 7/1/2019. The approved vendors are:

- Acumen Fiscal Agent
  - Phone: (833) 277-1615
  - Email: [CDASS@acumen2.net](mailto:CDASS@acumen2.net)
  - Website: [www.acumenfiscalagent.com/colorado/](http://www.acumenfiscalagent.com/colorado/)
  
- Palco
  - Phone: 1.866.710.0456 and select the option for Colorado
  - Email:
    - Enrollment: [enrollment@palcofirst.com](mailto:enrollment@palcofirst.com);
    - General inquiries: [CO-CDASS@palcofirst.com](mailto:CO-CDASS@palcofirst.com)
  - Website: [www.palcofirst.com/programs/colorado/cdass](http://www.palcofirst.com/programs/colorado/cdass)
  
- Public Partnerships (PPL)
  - Phone: (888) 752-8250
  - Email: [ppcdass@pcgus.com](mailto:ppcdass@pcgus.com)
  - Website: [www.publicpartnerships.com/cofacts/](http://www.publicpartnerships.com/cofacts/)

**All members using ACES\$ Financial Management Services or Morning Sun must transition to a new vendor by June 15<sup>th</sup>!**

Members using Public Partnerships (PPL) do not need to change providers if they are happy with their services. They do still have the option to change at open enrollment if they choose to do so.

### What are case managers required to do?

Review the Department provided FMS Selection Spreadsheet of members who are currently utilizing ACES\$ Financial Management Services and Morning Sun.

- Contact each member and/or their Authorized Representative (AR) **who are using ACES\$ and Morning Sun as their FMS vendor** to discuss the upcoming transition
  - The member and the AR were mailed a notice of the new FMS vendors and the requirements to pick a vendor on April 12, 2019. A copy of this letter is attached.

Our mission is to improve health care access and outcomes for the people we serve while demonstrating sound stewardship of financial resources.  
[www.colorado.gov/hcpf](http://www.colorado.gov/hcpf)



- Discuss with the member/AR, who are using ACES\$ and Morning Sun as their current FMS vendor, that these vendors will no longer be continuing operations in Colorado. The member and/or AR must select a new FMS vendor and complete their paperwork transition by May 31, 2019.
  - To limit a disruption of services, members who use Aces\$ and Morning Sun who do not select a new FMS vendor by May 31, 2019 will be assigned to an FMS vendor by the Department on June 4, 2019. The Department will notify the case manager of the FMS assignment. The member/AR will be notified of their FMS vendor through their case manager. The member will be able to make a change to a new FMS vendor at the next available FMS open enrollment date, September 16, 2019.
  - Reminder- Case Managers may not choose or suggest an FMS provider for the client. It is a conflict of interest to influence the decision in any way. Clients should make an independent informed decision by reviewing marketing materials, reviewing FMS provider websites and calling to interview providers.
- Upon selection of the new FMS
  - Notify both the current vendor and the new vendor of the FMS selection by sending a referral form to the vendors. The form is located at <https://consumerdirectco.com/wp-content/uploads/2018/06/CDASS-TRAINING-FMS-CLIENT-REFERRAL-FORM-7.1.2018.pdf>
    - The new FMS vendor will provide instruction on additional information or action they will need from the case manager.
    - A PAR revision may be needed to adjust the T2040 FMS per member per month fee (PMPM) depending on the FMS selected.
      - Acumen and Palco PMPM: \$85.00
      - PPL PMPM: \$103.21
  - Send a service discontinuation notice to the former vendor. The former vendor will assist in transitioning the member and attendant's paperwork to the new FMS.
- Case Manager reporting requirements
  - Submit FMS Selection Spreadsheet to the Department by 12:00pm on June 3, 2019. Any members without an FMS selection will then be assigned to an FMS by the Department.
  - Submit the fully completed FMS Selection Spreadsheet to the Department on June 14, 2019.

Please follow the instructions above and contact Consumer Direct Colorado (CDCO) or the members FMS vendor for any questions or assistance needed.

### Consumer Direct Care Network Colorado

Our mission is to improve health care access and outcomes for the people we serve while demonstrating sound stewardship of financial resources.  
[www.colorado.gov/hcpf](http://www.colorado.gov/hcpf)



7951 E. Maplewood Ave #125

Greenwood Village CO 80111

Phone: 844-381-4433 Fax: 866-924-9072

Email: [infocdco@consumerdirectcare.com](mailto:infocdco@consumerdirectcare.com)

[www.consumerdirectco.com](http://www.consumerdirectco.com)

Enclosures:

Member/Authorized Representative Notification

FMS Selection Spreadsheet

