

# case study:

## Agency with Choice Services for a Medicaid Waiver Program in Colorado



### THE PPL APPROACH

#### Technology Solutions

- PPL's Web Portal is a unique tool that allows clients to simply manage their budgets and submit timesheets online and allows case managers to monitor how well clients are managing their monthly and certification period allocations.
- PPL's call center allows clients to conduct many self-service functions through individual voice response (IVR) technology as well as avoid waiting on hold during peak call times by using a "Hold My Place" feature, where a customer service representative will call the client back when he or she is next in the queue.

#### Training Excellence

- PPL has successfully developed a robust training curriculum that is used to train new clients or their authorized representatives on the CDASS program.
- PPL has successfully established a network of peer trainers who are CDASS clients themselves. The peer trainers conduct training and provide support for new CDASS clients.

#### Collaboration & Continuous Improvement

- PPL has provided the state of Colorado with programmatic analyses which it has used to draft new state CDASS program rules. The new rules establish a more structured framework for the CDASS program and will help the program stay within intended spending limits.
- PPL participates on the statewide CDASS Advisory Board.

### THE RESULT

- Rapid and effective transition from the prior vendor;
- Approximately 100% growth in the program since PPL took over;
- More efficient management, integrity, and accountability of public funds and resources;
- Almost 2,000 clients and the program is expected to grow to more than 4,000 clients during the next three years;
- Employment opportunities for our CDASS clients through the peer trainer program;
- Employment opportunities for approximately 4,000 unemployed or under-employed individuals, averaging around \$3 - \$4 million in payroll every month;
- 60% adoption rate of online timesheets by attendants and clients; and
- Establishment of new processes and procedures to accommodate substantial, anticipated program growth.

### THE CLIENT

Colorado Department of Health Care Policy and Finance (HCPF)

### THE PROJECT

PCG Public Partnerships, LLC (PPL) acts as the Financial Management Services (FMS) organization for consumer-directed Medicaid service delivery options throughout the state of Colorado. PPL engages in both fiscal and personnel services. As a personnel service, PPL is responsible for providing skills training to new and current CDASS clients to ensure that they understand the philosophy of consumer direction, are able to recognize and monitor the quality of services they receive, and are able to maintain their support services within their monthly allocation.

PPL serves as an "Agency with Choice" through its subsidiary, PPL – Colorado, Inc. (PPC). The client and/or an authorized representative is designated as the managing employer and PPC serves as the common law employer of record, allowing clients to have increased flexibility and control when they assume shared responsibility for the hiring and management of employees who provide consumer-directed services to them. PPL ensures that all expenditures are in compliance with program rules and budget allocations. PPL provides extensive online capabilities via its Web portal, including the creation of monthly allocations by case managers, the submission of timesheets, and mechanisms to track expenditures. PPL opened an office in Westminster, a Denver suburb, to provide more local and direct supports to clients in the CDASS program.

### THE OPPORTUNITY

Neither the state of Colorado nor its disabled community was pleased with the financial management and support services that a former vendor was providing. A national Request for Proposal was issued and PPL, LLC (PPL) was selected to provide financial management services for consumer-directed Medicaid service delivery options throughout the state.