

## Family Respite Voucher Program Provider Frequently Asked Questions (FAQ)

### **CRC Contact Information**

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### **Mailing Address**

Easterseals Colorado  
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#### **1. How can I become an Approved Provider?**

Applicants must submit a cover letter signed by its Executive Director expressing interest in participating in the voucher program in addition to a completed application and supporting documents. See Provider Application for eligibility details and required documents.

#### **2. What are the benefits of becoming an Approved Provider?**

Expand the impact of your respite services by supporting more family caregivers, and relieving the financial burden. You can gain new clients through the voucher program, and better support current clients that are private paying. Participating in our respite network keeps you connected to local efforts and statewide advocacy plans.

#### **3. How can I refer families to the voucher program?**

If a family expresses interest in the voucher program or concerns about the financial feasibility of respite, please refer to the voucher program. Families may be directed to our Family Respite Voucher FAQ Sheet, website, or contact the CRC directly.

#### **4. A family contacted me about using their awarded voucher. What is next?**

Confirm that the family has received a voucher by reviewing their Award Letter. Then, Complete a Family Caregiver Agreement to determine dates for respite services.

#### **5. A family I had been serving did not use any/the entire voucher. What do I do?**

Families are expected to use the entire voucher. However, emergencies and challenges can arise that prohibit that. If a family is unable to use their entire voucher, please contact the CRC immediately at the contact information listed below.

#### **6. Are families allowed to use multiple providers?**

Yes, families may use any provider(s) from the Approved Provider List, including multiple at once.

#### **7. What is the reimbursement process?**

Providers must submit monthly invoices and providers will be reimbursed directly through Easter Seals Colorado. Providers must submit a monthly invoice and will be reimbursed accordingly. The maximum reimbursement rate is \$20.00 per hour.

#### **8. How do I submit invoices?**

Please submit ONE monthly invoice that itemizes each family served, hours used, and dollars used for that month. Each service date must be list individually. Invoices must be submitted by the second Friday of the following month. Invoices must be submitted on Easterseals Colorado template which will be provided.

#### **9. What forms must I submit at the conclusion of each voucher cycle?**

One of the following must be completed for each family: Family Caregiver Agreement, Data Collection Form, and an online Exit Survey (completed by family, provider to facilitate).

*Contact the CRC directly for additional information on becoming an Approved Provider.*