Family Respite Voucher Program
Provider Frequently Asked Questions (FAQ)

1. How can I become an Approved Provider?
   Applicants must submit a cover letter signed by the 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. Apply today!

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

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 and connect them with Colorado Respite Coalition (CRC) staff.

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 and schedule services to occur prior to the expiration date.

5. A family I had been serving did not use any/the entire voucher. What do I do?
   If a family is unable to use their entire voucher, please contact the CRC immediately at the contact information listed below. Funds will be redistributed by the CRC staff.

6. What is the reimbursement process?
   Providers must submit monthly invoices and will be reimbursed directly through Easterseals Colorado. The maximum reimbursement rate is $20.00 per hour. Read more about invoice submission.

7. How do I submit invoices?
   Please submit a monthly invoice for EACH family served that shows service dates, hours and dollars used for that month. Families must sign the invoice to show receipt of service for the CRC to reimburse. Invoices must be submitted by the second Wednesday of the following month. Invoices must be submitted on the provided Easterseals Colorado invoice template.

8. What is the provider’s role in the voucher program?
   Providers are expected to support families in scheduling, care coordination and providing quality respite services. Providers should respond to voucher recipient inquiries within one week. The CRC expects providers to confirm any voucher recipients that they will serve, via phone or email. Providers must adhere to deadlines and due dates, along with maintaining eligibility for the program by continuing to meet requirements.

9. What are the CRC commitments in the voucher program?
   The CRC will provide navigation and support to family caregivers that receive a respite voucher. The CRC will provide notice for invoice due dates, along with monthly notices of voucher balances, funds used, and expiration dates. The CRC will contact providers when we are notified that they have been selected as a family’s provider. The CRC will listen and respond to concerns and feedback provided by Approved Providers.

**CRC Contact Information**
Meghan Kluth, VP of Respite Initiatives
303.233.1666 x257
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**Mailing Address**
Easterseals Colorado
393 S. Harlan St. Suite 108
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Contact the CRC directly for additional information on becoming an Approved Provider.