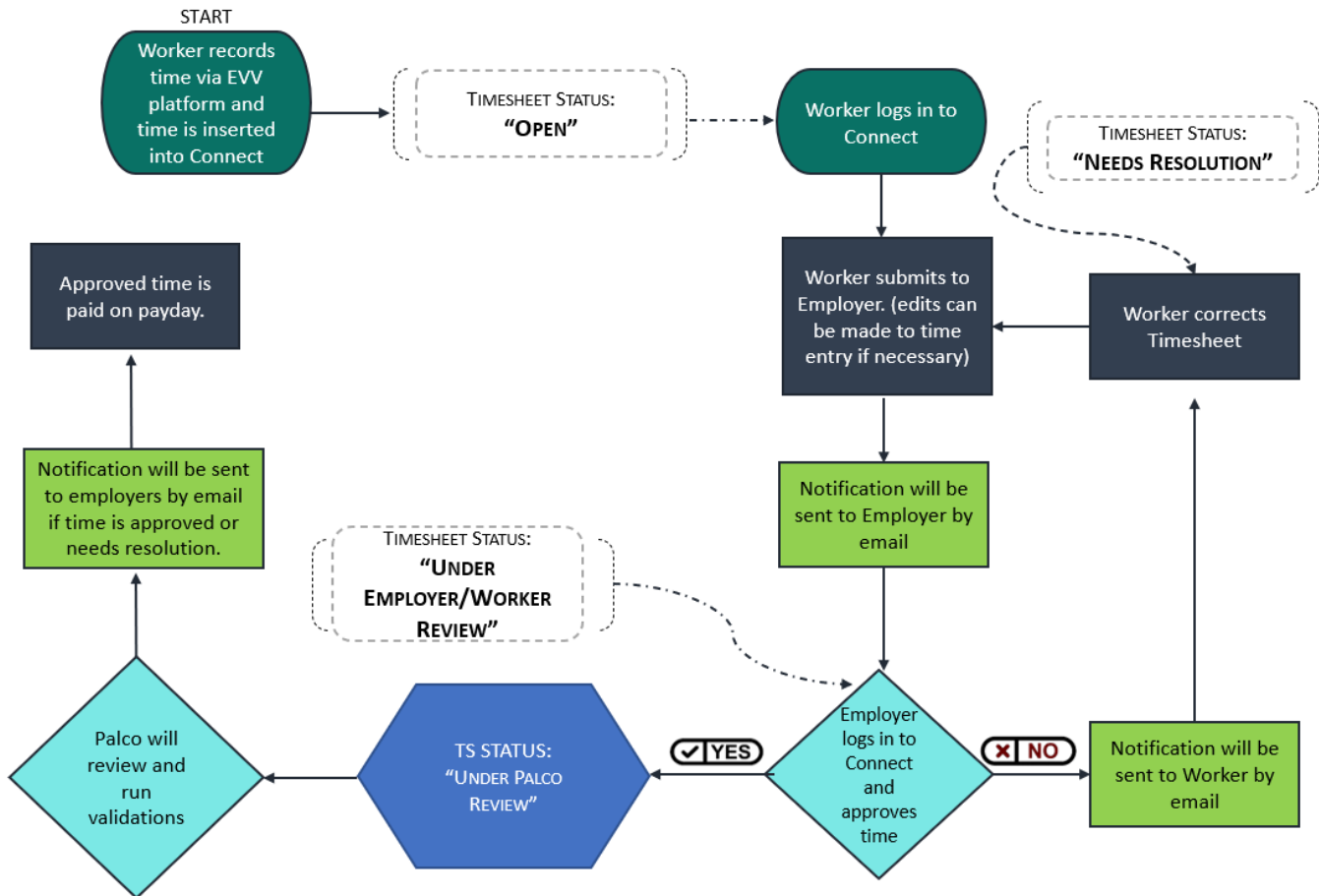


CONNECT USER GUIDE FOR ELECTRONIC VISIT VERIFICATION (EVV)



AuthentiCare® by **First Data** is Palco's first choice for meeting the federal mandate for EVV. EVV is a system which electronically verifies that home or community-based service visits occur by capturing and documenting six points of data: type of service, individual receiving services, individual providing service, location of the service and the time the service begins and ends. Once that time is recorded via EVV the shift is uploaded to Palco's online time portal called Connect. All program participants and their workers must be registered in Connect to review and submit their time for payment. This user guide will walk you through the time approval and review process.

Here is how the process works:



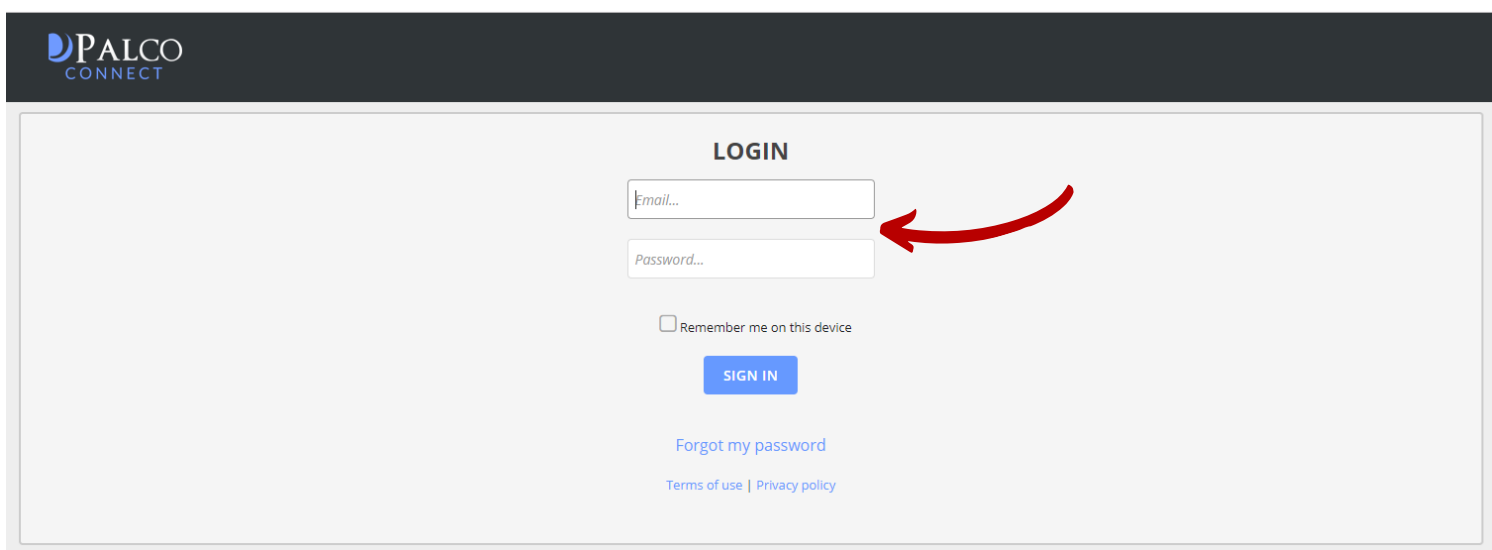
EVV time entries will be inserting into the Connect application as an "Open" status for the worker to review. The worker should access the portal per the instructions on the following pages and review and submit the time to the employer. The employer will then access Connect, make the final approval and submit to Palco for processing.

Reviewing and Approving The Time

All employers and employees must be registered in Palco's online time portal called, **Connect**. During Enrollment, you will be issued credentials that you will use to log in. At the end of every pay period, the worker must login to review the recorded EVV time and submit it to the employer. The employer will then submit the final approval of the time in order for workers to be paid. Please review the payroll calendar located on our website for full details on the deadline to submit.

Part One- Worker Review

1. EVV entries will be inserted into the workers Connect account for initial review. Workers will access the Connect website <https://connect.palcofirst.com/> and login using their credentials.



PALCO CONNECT

LOGIN

Email...

Password...

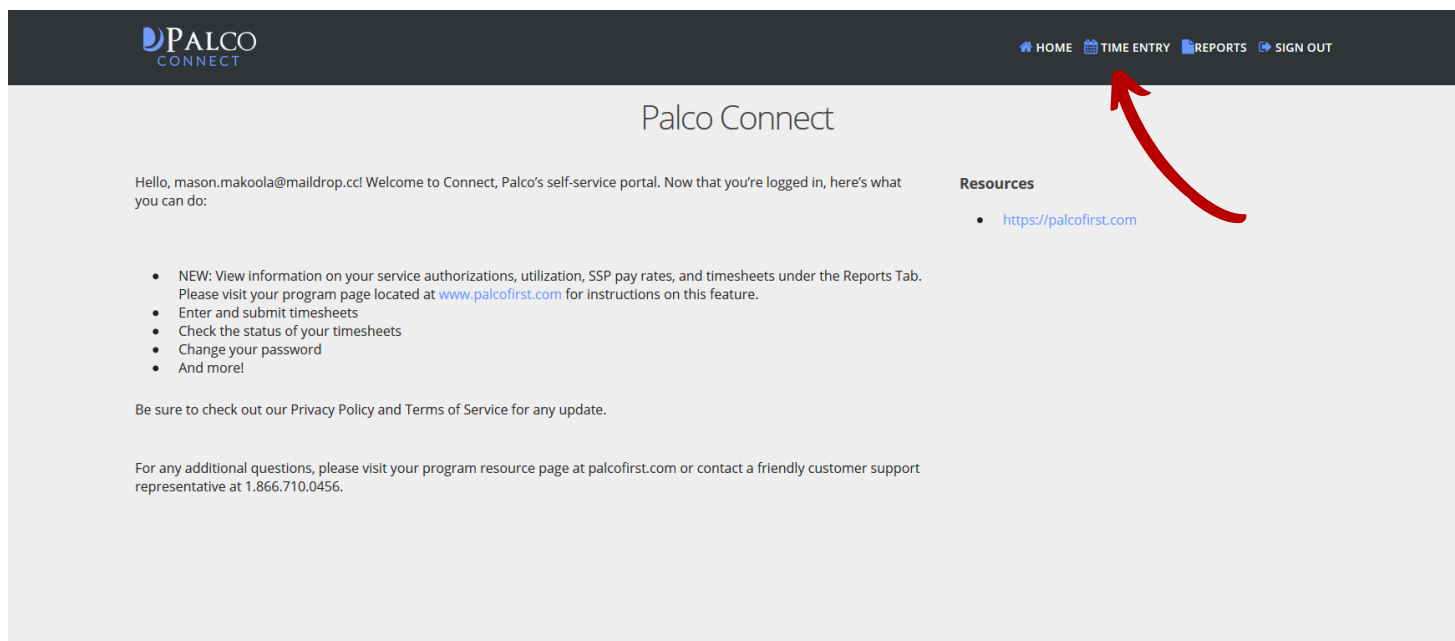
☐ Remember me on this device

SIGN IN

[Forgot my password](#)

[Terms of use](#) | [Privacy policy](#)

2. Click "Time Entry" located at the top right of your screen.



PALCO CONNECT

HOME TIME ENTRY REPORTS SIGN OUT

Palco Connect

Hello, mason.makoola@maildrop.cc! Welcome to Connect, Palco's self-service portal. Now that you're logged in, here's what you can do:

Resources

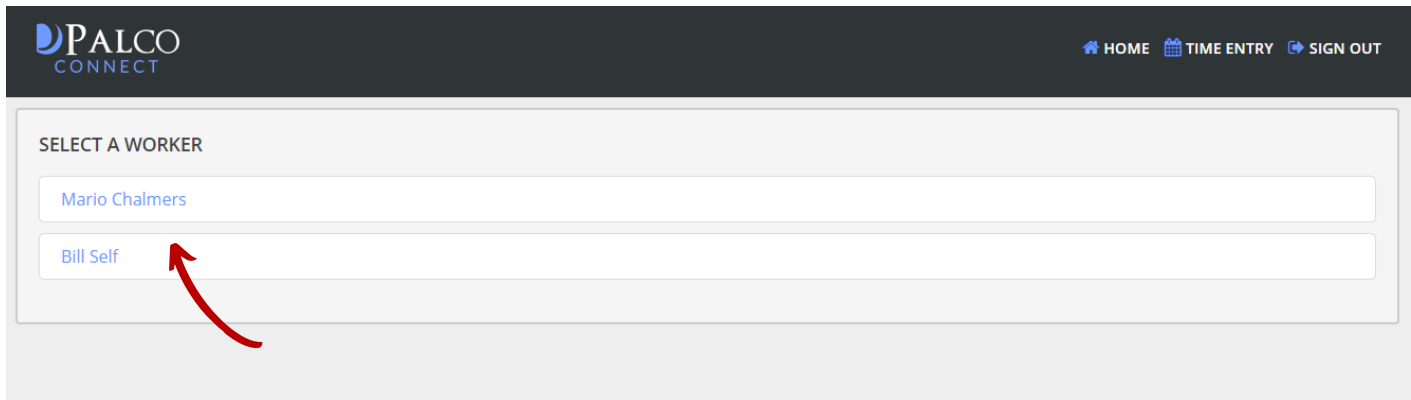
- <https://palcofirst.com>

- NEW: View information on your service authorizations, utilization, SSP pay rates, and timesheets under the Reports Tab. Please visit your program page located at www.palcofirst.com for instructions on this feature.
- Enter and submit timesheets
- Check the status of your timesheets
- Change your password
- And more!

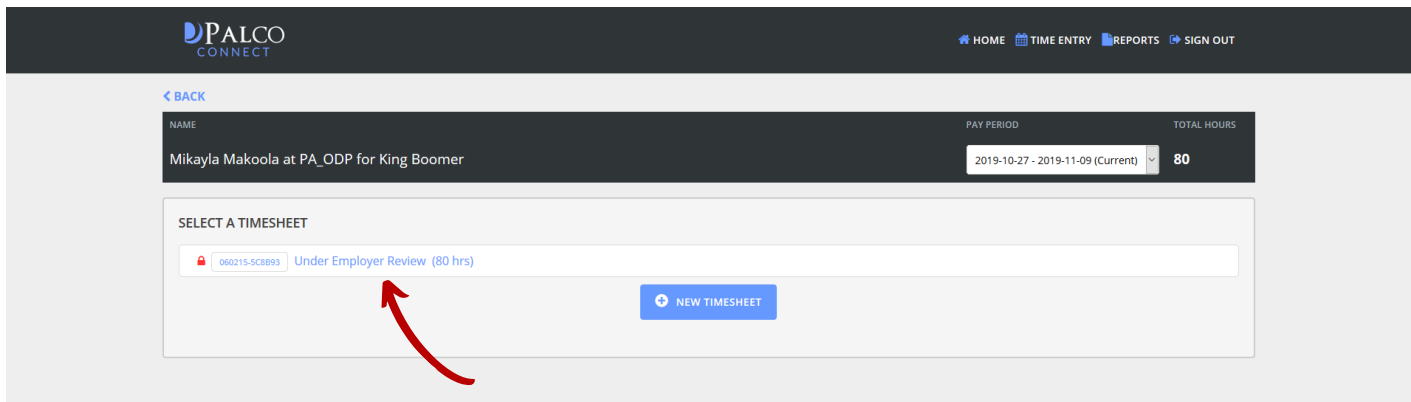
Be sure to check out our [Privacy Policy](#) and [Terms of Service](#) for any update.

For any additional questions, please visit your program resource page at palcofirst.com or contact a friendly customer support representative at 1.866.710.0456.

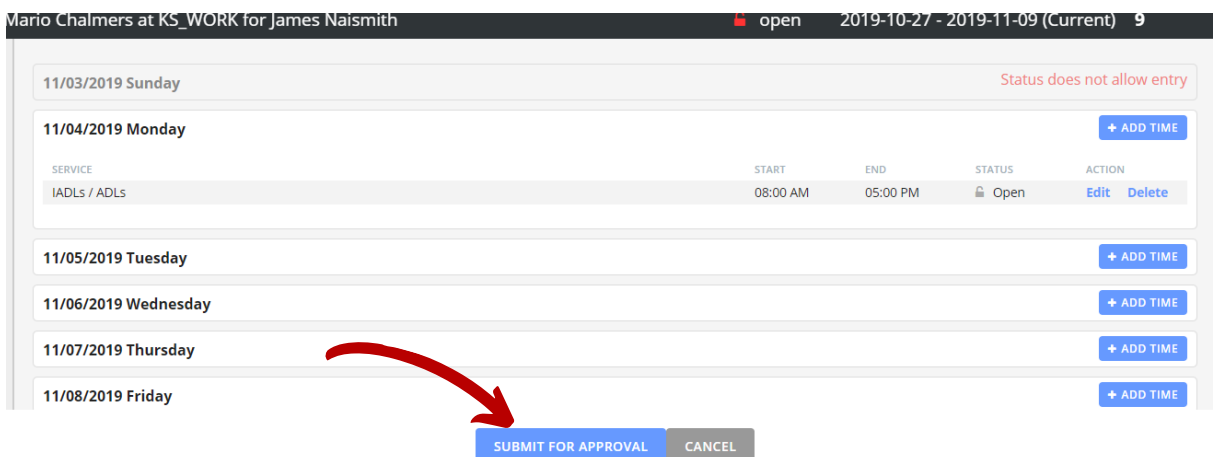
3. Select the Employer/Worker for which you are submitting time. You may see multiple options here if you are associated with more than one person.



4. Select the open time sheet for the correct pay period.



5. Review all of the shifts for accuracy and make any edits if necessary. Once you have ensured everything on the screen is correct, click "Submit for Approval."



Instructions for edits are on Page 5. Note: Edits should only be made if absolutely necessary. Edits will cause you to be out of compliance with EVV mandate and could have consequences.

Part Two- Employer Review

Once the worker has submitted their time, the next and final step is for the employer to review and submit. The employer will follow the same 1 - 4 steps outlined above to access their Connect account and review the time entry. Once on the time entry screen there are a few options.

PALCO CONNECT

HOME TIME ENTRY REPORTS SIGN OUT

< BACK

NAME	STATUS	PAY PERIOD	TOTAL HOURS
Mikayla Makoola at PA_ODP for King Boomer	under employer review	2019-10-27 - 2019-11-09 (Current)	80

WEEK 1 - 40 hrs ; overtime - 0 hrs

10/27/2019 Sunday Timesheet is not open

10/28/2019 Monday Timesheet is not open

SERVICE	START	END	STATUS	ACTION
Companion Services	08:00 AM	12:00 PM	Under Employer Review	
Companion Services	01:00 PM	05:00 PM	Under Employer Review	

10/29/2019 Tuesday Timesheet is not open

SERVICE	START	END	STATUS	ACTION
Companion Services	08:00 AM	12:00 PM	Under Employer Review	
Companion Services	01:00 PM	05:00 PM	Under Employer Review	

10/30/2019 Wednesday Timesheet is not open

APPROVE REJECT CANCEL

Approve:

Selecting "Approve" is your attestation as an employer that all of the shifts are correct and true. Once you approve the timesheet will be submitted to Palco for processing and payment. Palco will complete the necessary checks and validations to ensure payment is approved.

Reject:

Selecting "Reject" will deny the timesheet and send it back to the worker for corrections. You should only reject a timesheet if it is incorrect and requires an edit. Edits should only be made if absolutely necessary. Edits will cause you to be out of compliance with EVV mandate and could have consequences.

Workers- Editing A Timesheet

1. Once you have accessed the timesheet (steps 1-4 above) select the shift you would like to edit.

2018-10-29 Monday					+ ADD TIME
SERVICE	START	END	STATUS	ACTION	
Activities of Daily Living (ADLs)	08:00 AM	12:00 PM	Open	Edit	Delete
Instrumental Activities of Daily Living	01:00 PM	05:00 PM	Open	Edit	Delete

2. Review the service type drop down and time entry. Use the drop downs and time selections to enter the correct start and end time for the shift. Ensure you gave selected the correct AM and PM selections

TIME ENTRY FOR: SUNDAY 2018-JUL-08

Select authorization

Select authorization

SUPEM Supported Empl / Individual Empl Support Services

DAILY Instrumental / Activities of Daily Living

TIME ENTRY FOR: SUNDAY 2018-OCT-28

ADLs Activities of Daily Living (ADLs)

☐ Is overtime Applicable for hours worked over 40

START TIME

AM PM 10 : 30

END TIME

AM PM 12 : 30

3. Select the reason for the edit from the drop down list available.
4. Once all edits are complete, review the entire timesheet one last time for accuracy and submit the timesheet. It will go back to the Employer for approval.

SUBMIT FOR APPROVAL?

Once you submit this timesheet you will no longer be able to add/edit entries to it
This timesheet will now be submitted for approval

YES CANCEL



Important Note: Edits to timesheets should not occur very often! Compliance with EVV is a federal mandate and making edits to shifts will cause a lack of compliance and issues.

Timesheet Status

Statuses are available for your convenience to quickly see what stage it is in the payment process. You can view the status of your timesheet on the Connect application, Timesheet overview screen. Consult the chart below for status definitions.

Status	Description
Open	Data has been received from EVV system and is ready for worker review. Changes can be made to the time at this stage.
Under Employer Review	Time has been submitted to the Employer for approval.
Needs Resolution	The Employer has rejected the time and sent it back to the worker for correction. Changes can be made to the time at this stage.
Under Palco Review	Time has been submitted by the Employer to Palco. Palco is doing validations on the time ensuring it is payable and there are no issues.
Approved for Payment	Time has passed all Palco checks and validations. It is ready for payment but has not been paid yet.
Paid	The timesheet is closed and paid.
Rejected	Palco rejected the timesheet for the reason listed in the portal. No changes can be made. To correct, a new timesheet must be started via Connect and will be recorded as a edited timesheet facing the same warnings as listed above.



Other Questions? Contact Palco!

Phone: 1-866-710-0456

Fax: 501-821-0045

Email: info@palcofirst.com

Mail: Palco, Inc.
P.O. Box 242930
Little Rock, AR 72223