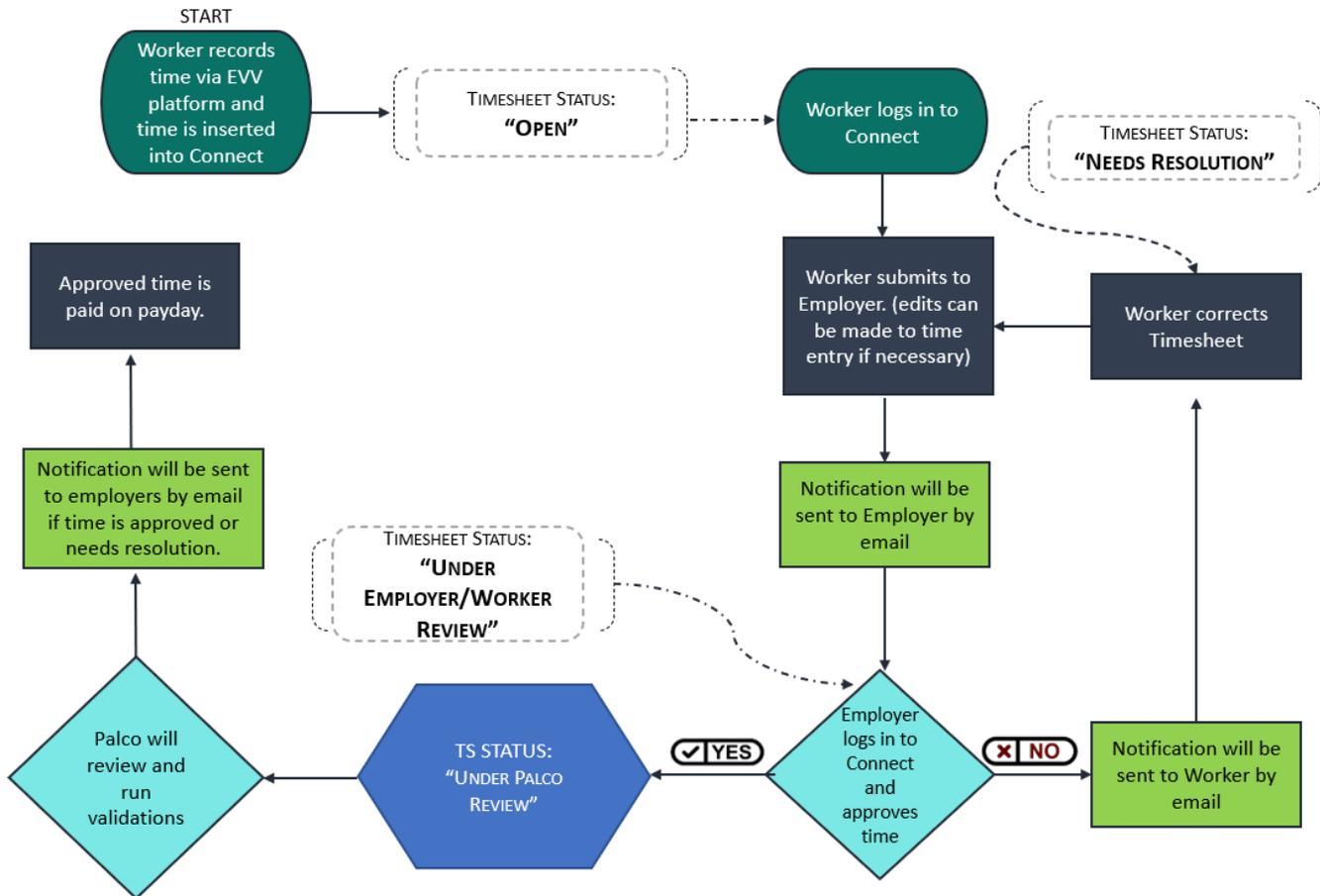


CONNECT USER GUIDE FOR ELECTRONIC VISIT VERIFICATION (EVV)-PA



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:



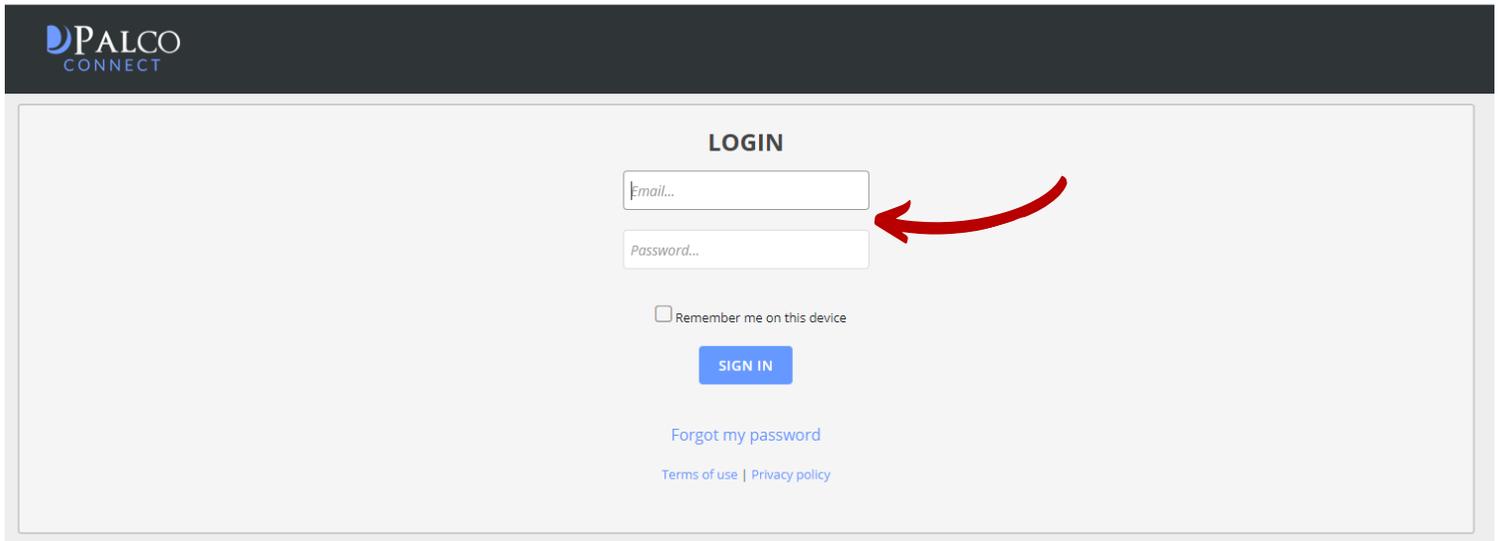
EVV time entries will be inserting into the Connect application as an "Open" status for the worker to review. The worker should access the portal per the instructions on the following pages and review and submit the time to the employer. The employer will then access Connect, make the final approval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

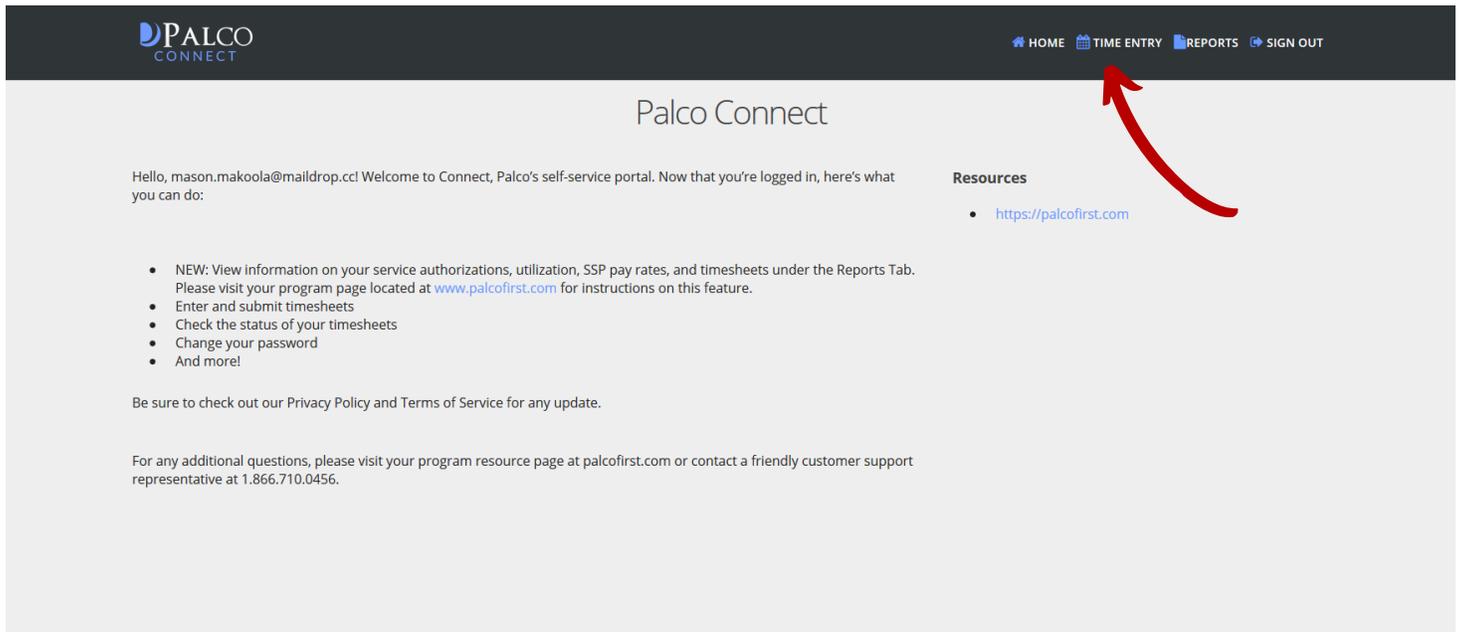
Remember me on this device

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:

- 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!

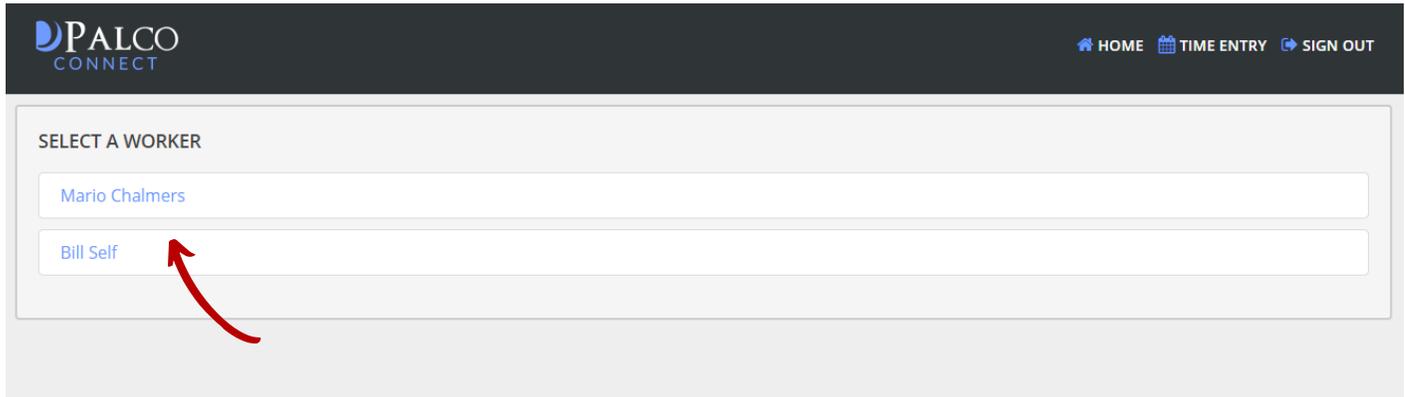
Be sure to check out our [Privacy Policy](#) and [Terms of Service](#) for any update.

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.

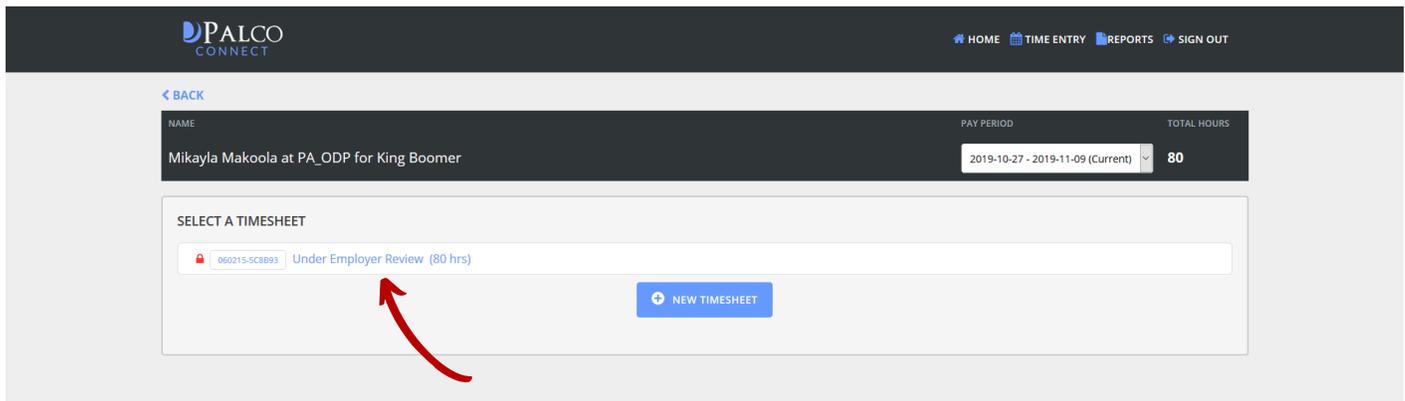
Resources

- <https://palcofirst.com>

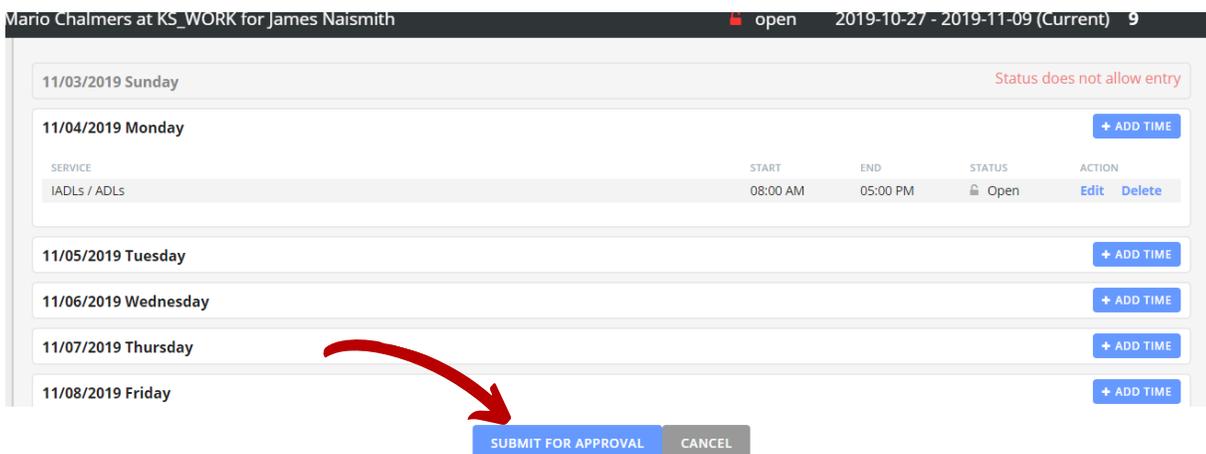
3. Select the Employer/Worker for which you are submitting time. You may see multiple options here if you are associated with more than one person.



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.

Special Circumstances- PA

Overnight Shifts & 24-Hour Respite Care

Shift Crossing Midnight/Spanning Two Days: If the employee's shift spans two days (starting on one day and crossing over midnight to another day), the EVV system will split the time in to two shifts broken at midnight. If you are manually entering a shift, it will be necessary to complete one line for work completed before midnight and another line for work completed after midnight. As a reminder, manual entry should only be a last resort.

For example, if the SSP Joe worked overnight Sunday night from 5:00 PM to Monday 5:00 AM, Joe will need to enter the Time In as 5:00 PM and Time Out as 11:59* PM for Sunday. For Monday, Joe will need to enter the Time IN as 12:00 AM and Time Out as 5:00 AM. (See example below):

Shift Crossing Midnight/Spanning Two Days:

PALCO CONNECT < BACK

PA ODP "JOE EXAMPLE"
(Overnight Shift - Shift starts on Sunday thru Monday)

Total hours for pay period: **11.98**
Total hours for work week: **11.98**

TIME ENTRY FOR: SUNDAY 2018-SEP-02

W7068

Is overtime

START TIME

AM PM 5 : 00

END TIME

AM PM 11 : 59

PROGRESS NOTES

PALCO CONNECT < BACK

PA ODP "JOE EXAMPLE"
(Overnight Shift - Shift starts on Sunday thru Monday)

Total hours for pay period: **11.98**
Total hours for work week: **11.98**

TIME ENTRY FOR: MONDAY 2018-SEP-03

W7068

Is overtime

START TIME

AM PM 12 : 00

END TIME

AM PM 5 : 00

PROGRESS NOTES

Special Circumstances- PA continued

Shift Crossing Midnight/Spanning Two Days Continued

The screenshot displays the PALCO CONNECT interface for a user named "JOE EXAMPLE". The overview shows a status of "open", a pay period from 2018-09-02 to 2018-09-15, and a total of 11.98 hours. The timesheet is broken down by week, with Week 1 showing 11.98 hours and 0 hours of overtime. The days listed are 2018-09-02 (Sunday), 2018-09-03 (Monday), 2018-09-04 (Tuesday), and 2018-09-05 (Wednesday). Each day has a table of services with columns for SERVICE, START, END, STATUS, and ACTION. The service listed is "IHCS 2:1 W7068". The start and end times for Sunday are 05:00 PM and 11:59 PM, and for Monday are 12:00 AM and 05:00 AM. The status for both days is "Open". There are buttons for "+ ADD TIME", "EDIT", and "DELETE" for each service entry. At the bottom, there are buttons for "SUBMIT FOR APPROVAL" and "CANCEL".

NAME	STATUS	PAY PERIOD	TOTAL HOURS
PA ODP "JOE EXAMPLE" OVERVIEW (Night shift: the shift starts on Sunday until Monday)	open	2018-09-02 - 2018-09-15 (Current)	11.98

WEEK 1 - 11.98 hrs ; overtime - 0 hrs

DATE	SERVICE	START	END	STATUS	ACTION
2018-09-02 Sunday	IHCS 2:1 W7068	05:00 PM	11:59 PM	Open	Edit Delete
2018-09-03 Monday	IHCS 2:1 W7068	12:00 AM	05:00 AM	Open	Edit Delete

Buttons: SUBMIT FOR APPROVAL, CANCEL

Overnight Shift that Crosses Pay Periods

If a 24-Hour Day Respite service (W9798, W9800, W9799, and W9801) shift starts on the last Saturday of any pay period and ends on the beginning Sunday of the next pay period it should be submitted on its own timesheet to avoid payment delays of other shifts. **This means the SSPs should log in to Connect to submit and approve the open timesheet before the Saturday shift ends.** Shift length must be from 16.25 to 24 hours. Shifts will always be processed and paid out with the corresponding pay period of the check out date as indicated on the published payroll schedule. If it is submitted with all other time worked for that previous period, the entire timesheet will be held for payment until the next pay day.

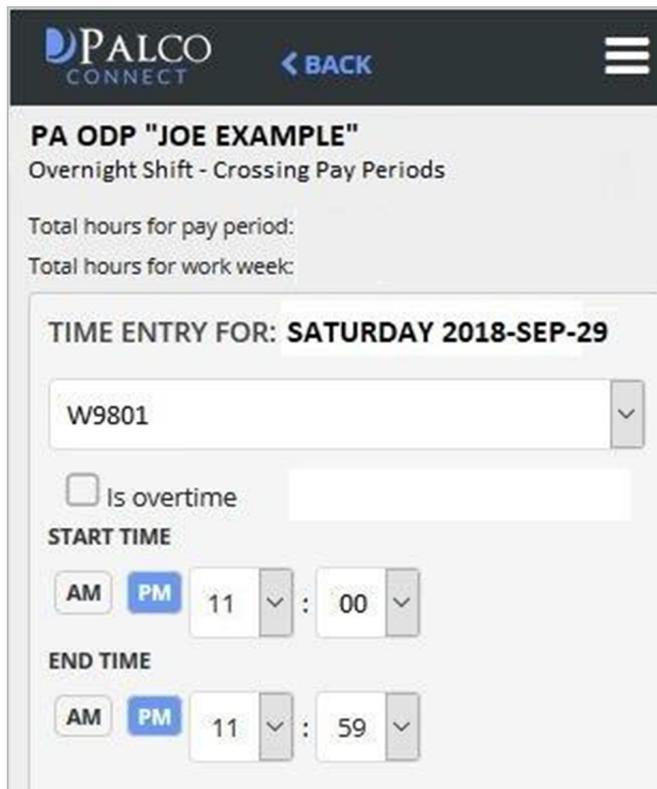
For example, if the SSP Joe is scheduled on the last Saturday of the pay period at 11:00 PM until 6:00 PM the next day, Joe should log in to Connect and approve his timesheet with any other dates of service from that period before his Saturday shift ends.

Special Circumstances- PA continued

Overnight Shift that Crosses Pay Periods Continued

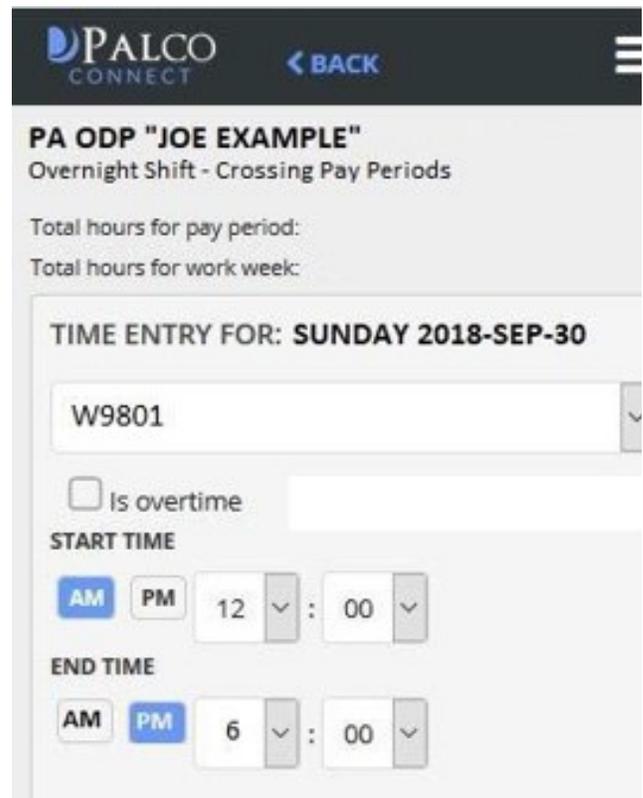
If a 24 hour respite shift that crosses pay periods is being manually entered in to Connect, that shift should be entered and submitted on its own timesheet for processing. Time will need to be entered in Connect as 11:00 PM and out as 11:59 PM Saturday followed by another entry for Sunday from 12:00 AM to 6:00 PM. Please note that the total shift time is 19 hours, meeting the requirement that the shift length must be from 16.25 to 24 hours.

Last Saturday of the Current Pay Period



The screenshot shows the PALCO CONNECT interface for a time entry on Saturday, 2018-SEP-29. The header includes the PALCO CONNECT logo, a 'BACK' button, and a menu icon. The main title is 'PA ODP "JOE EXAMPLE"' with the subtitle 'Overnight Shift - Crossing Pay Periods'. Below this, there are fields for 'Total hours for pay period:' and 'Total hours for work week:'. The 'TIME ENTRY FOR:' field is set to 'SATURDAY 2018-SEP-29'. A dropdown menu shows 'W9801'. There is an unchecked checkbox for 'Is overtime'. The 'START TIME' is set to 11:00 PM, and the 'END TIME' is set to 11:59 PM.

First Sunday of the Next Pay Period



The screenshot shows the PALCO CONNECT interface for a time entry on Sunday, 2018-SEP-30. The header includes the PALCO CONNECT logo, a 'BACK' button, and a menu icon. The main title is 'PA ODP "JOE EXAMPLE"' with the subtitle 'Overnight Shift - Crossing Pay Periods'. Below this, there are fields for 'Total hours for pay period:' and 'Total hours for work week:'. The 'TIME ENTRY FOR:' field is set to 'SUNDAY 2018-SEP-30'. A dropdown menu shows 'W9801'. There is an unchecked checkbox for 'Is overtime'. The 'START TIME' is set to 12:00 AM, and the 'END TIME' is set to 6:00 PM.

Special Circumstances- PA continued

2:1 Services

When reviewing EVV time in Connect, CLEs must ensure that both SSP's time in and time out matches exactly for each shift and that both SSPs are using matching procedure codes. If not, both timesheets will be rejected and must be resubmitted.

For example, if Joe and Mary work a 2:1 shift with a participant they must both use the same 2:1 procedure code. If Joe submits a timesheet for In-Home and Community Supports W7060 (1:1 procedure code) and Mary submits a timesheet for In-Home and Community Supports W7068 (2:1 procedure code), Mary's timesheet will not be processed because there is no matching 2:1 shift. In order for this to be fixed, Joe's timesheet will need to be denied and a new timesheet with In-Home and Community Supports W7068 (2:1 procedure code) must be submitted.

Timesheets submitted correctly when Both SSP's Time in and Time out matches exactly for each shift and that both SSPs are using matching procedure codes.

The screenshot shows the PALCO CONNECT interface for a user named Joe. The header includes the PALCO CONNECT logo, a 'BACK' button, and a menu icon. The main title is 'PA ODP "JOE EXAMPLE"' with '(2:1 PROCEDURE CODE)' below it. It indicates 'Total hours for pay period: 6' and 'Total hours for work week: 6'. The section is titled 'TIME ENTRY FOR: SUNDAY 2018-SEP-02'. A dropdown menu shows 'W7068'. There is an unchecked checkbox for 'Is overtime'. The 'START TIME' is set to 12:00 PM, and the 'END TIME' is set to 6:00 PM. At the bottom, there is a 'PROGRESS NOTES' section with a text input area.

The screenshot shows the PALCO CONNECT interface for a user named Mary. The header includes the PALCO CONNECT logo, a 'BACK' button, and a menu icon. The main title is 'PA ODP "MARY EXAMPLE"' with '(2:1 PROCEDURE CODE)' below it. It indicates 'Total hours for pay period: 6' and 'Total hours for work week: 6'. The section is titled 'TIME ENTRY FOR: SUNDAY 2018-SEP-02'. A dropdown menu shows 'W7068'. There is an unchecked checkbox for 'Is overtime'. The 'START TIME' is set to 12:00 PM, and the 'END TIME' is set to 6:00 PM. At the bottom, there is a 'PROGRESS NOTES' section with a text input area.

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 going through the final step of billing before it can be paid.
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!

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