

May 2020

Dear Common Law Employer,

Please review this letter to learn about mandatory changes to the Palco services provided to the Pennsylvania Self-Directed program starting on **August 16, 2020**.

## Electronic Visit Verification (EVV)

As a part of a Federal mandate, on **August 16, 2020**, Palco will implement EVV with all Pennsylvania program participants and Support Service Professionals (SSP). EVV will be the new required way your SSPs will clock in and out, all paper timesheets will be eliminated. It is very important that everyone understand this Federal mandate and ensure they are complying starting 8/16/2020. If SSPs are not complying, payment cannot be guaranteed.

As the CLE, you and your SSPs will have two options for how you choose to use EVV. The first way is by using the Authenticare application on a smart phone or device (like a tablet). The second way will be using Interactive Voice Response (IVR), also called Telephony. This option will allow SSPs to clock in and out with a designated code using the participant's **landline** home phone system. **Regardless of which option you choose, a unique email address and access to the internet are required for every CLE and all SSPs.**

In order to get the transition started, we are asking you and your SSPs to fill out the EVV Registration Form that we have included with this letter. This form will register you and your careworkers for EVV and allow you to choose the form of EVV you will be using. We ask that you return these forms no later than **July 10<sup>th</sup>** to allow Palco time to process. You must return one form for every worker you have enrolled with Palco for your self-directed services. Please return the form via Fax or Email for the fastest and most efficient processing. **Once processed you will receive further instructions and information from Palco with how to use EVV.**

## Mobile Application- Device ID's

If you chose the option for Mobile Application, you careworkers will need to download the application and get their unique "Device ID." Here are instructions for obtaining your device ID.

1. Using the SSPs smart device, go to the app or play store and search for the "Authenticare" application.
2. Download the application and once finished open the app.
3. Tap "allow" for the app to access the devices location and to make and manage phone calls.
4. Enter the set-up code for PA which is, "**PALCOPAPRD**"
5. On the login screen, click on "Settings" at the bottom right of screen
6. Click on "See Device Identifier" from the menu options
7. Record your device ID exactly as it is shown on the screen on your EVV Registration Form

You can access a Palco EVV Mobile Application User Guide on our website for more detailed instructions and pictures. If you choose the Telephony/IVR option, you do not need to provide a device ID. Careworkers will not be able to login to the app until 8/16/2020. Login credentials will be provided.

## **EVV Training**

As this will be a new way of collecting time for a lot of you, we will be offering several opportunities to train you and your SSPs before the August 16<sup>th</sup> implementation. This training will cover both uses of EVV and be an opportunity for you to ask questions to ensure an easy transition for all. We hope you will all join us to learn more! Please reference the flyer included in this mailing for more details!

If you cannot join us for one of the scheduled trainings, you can find detailed training guides on our website or by calling us and requesting a hard copy. We will also be recording the training and holding future opportunities for training.

As always if you have questions, please don't hesitate to contact us! We enjoy serving as your Financial Management Service provider and we hope to make this transition to EVV as smooth as possible!

### **PS- Are your SSPs signed up for direct deposit?**

Direct deposit is the fastest and safest way for workers to get their money! If they are receiving a paper check, contact us today to get signed up. Palco offers direct deposit to any bank account as well as the option to sign up for a free check card! You can find a Direct Deposit Authorization form on our website or request one by calling customer service.

Thank you,



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