

## **Frequently Asked Questions**

Palco serves individuals who participate in the Pennsylvania Office of Developmental Programs self-directed model by providing various financial, customer support, and informational services. Below are frequently asked questions to help you understand our processes, your requirements, and how to receive assistance.

### **What if I need assistance in completing forms?**

Online enrollment is the easiest method for completing forms. Palco customer support agents can assist you in gaining credentials to enroll online. Or, if you would prefer, our staff can provide over the phone or in-person assistance with completing forms.

### **When can the Support Service Professional (SSP) begin providing services?**

Palco will notify the Common Law Employer (CLE) once all requirements for enrollment have been met. The date of this notification is the date work can begin. Any work performed prior to that date will not be paid by the program.

### **What happens if a SSP stops providing services?**

Anytime a SSP stops providing services, Palco must be notified via an Employment Separation Notice, which can be found on our website. Even after termination, SSPs should keep Palco aware of any changes in contact information throughout the year, so that we can send correspondence, such as W-2s, to the correct address.

### **How does a participant change an CLE of record?**

A new Participant Referral & Intake form must be completed. Be sure to fill out the information at the bottom of page 2 of the form, indicating that the form is for a change in Common Law Employer.

### **How does an CLE of record change impact existing SSPs?**

SSPs must re-complete some new hire forms, such as the I-9. Palco will notify you of the requirements. Be sure to complete any required forms so that your pay is not impacted.

### **Can someone correspond with Palco on my behalf?**

Federal and state privacy laws prevent Palco from disclosing personal information to unauthorized individuals. Palco will only correspond with SSPs about that SSP's particular account. Common Law Employers may receive all information about the SSP's accounts and information about the participant necessary to carry out employer roles.

### **How are timesheets submitted?**

Timesheets can be submitted online via our portal, by fax, by mail or email. When using the online portal, submit all time properly. Both the CLE and the SSP must approve all time before it can be processed for payment by Palco. Additional instructions can be found in our website. When submitting a paper timesheet, follow all instructions to reduce submission errors. A properly submitted timesheet must be received before the deadline to ensure a SSP's pay is not delayed.

**When does a SSP submit timesheets?**

The CLE is provided with a payroll schedule that shows the deadlines for submitting timesheets and scheduled paydays. The payroll schedule for specific programs can also be found at [palcofirst.com](http://palcofirst.com).

**How will I know a timesheet was received and approved?**

The online portal will display approval messages in real time. For other methods of submission, contact Palco Customer Support 48 hours after submission to allow time for processing.

**What if a SSP doesn't receive the funds on the scheduled payday?**

For direct deposited payments, please allow sufficient time for the pay to deposit into your account. We recommend allowing 24 hours after payday for the deposit.

**Will the SSP receive a W-2 at year-end?**

W-2s are available January 31. If receiving the W-2 by mail, please allow one week for delivery. All workers receive a W-2. SSPs who earn less than the annual domestic service threshold, per IRS Pub. 15 (Circular E), will also receive a refund of over-collected FICA. The employer should encourage their SSPs to make sure that the correct address and direct deposit information is current with Palco prior to this date, even if the SSP is no longer working.

**How do I change my information with Palco?**

The fastest and easiest method is to log into your account and change your information. Otherwise, you must complete the appropriate form and mail or fax it to Palco (see address and fax number at the top of the page). All forms are found at [palcofirst.com](http://palcofirst.com). For name and contact information changes, complete a Change of Information form and attach documentation to show proof of name change which can be driver's license, divorce decree or marriage license. For withholding changes, complete an IRS W-4, AR4EC or Payroll Information Worksheet. To change payment information, complete a Direct Deposit Authorization. For any other changes, contact Palco customer support.