

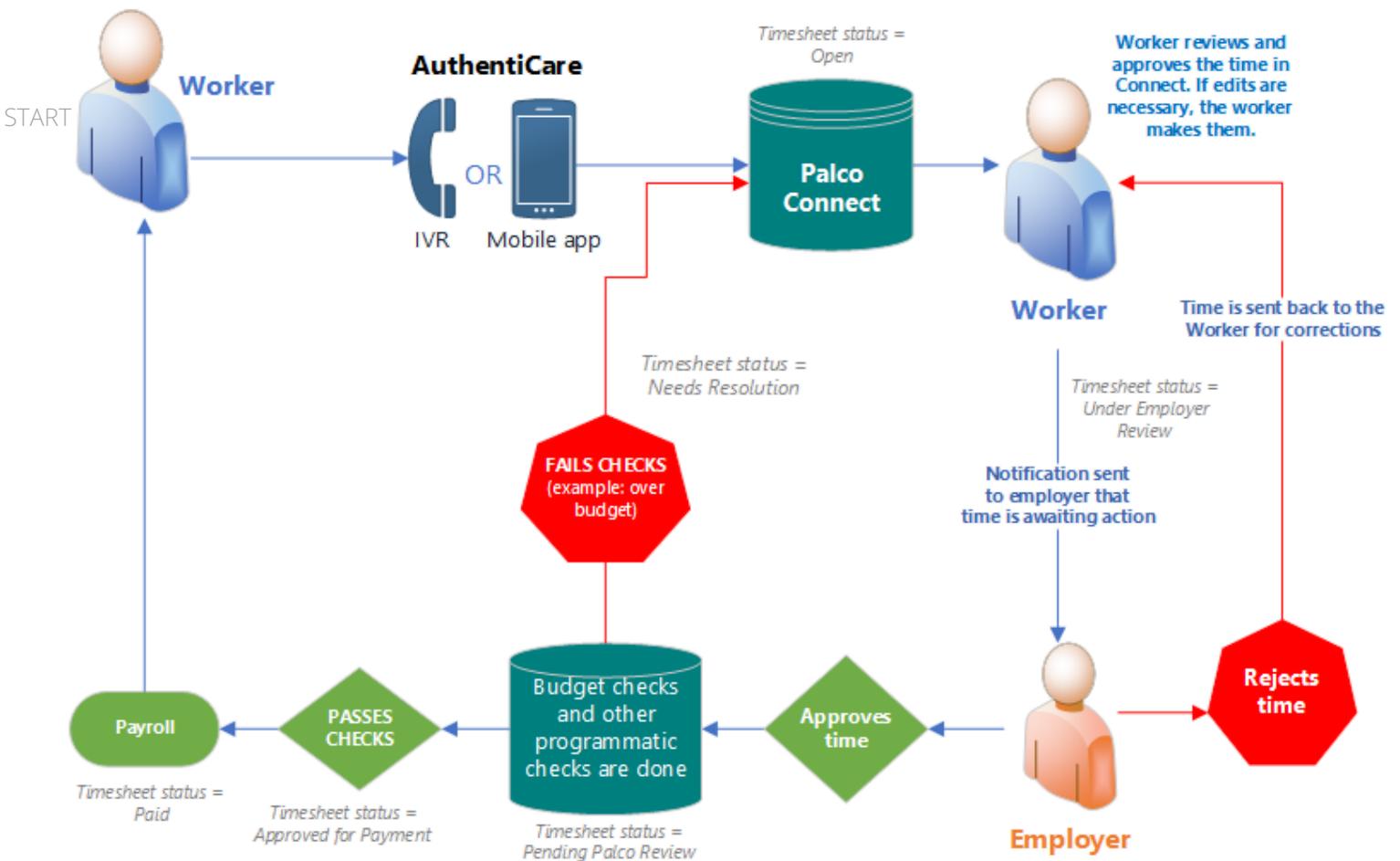
CONNECT USER GUIDE FOR ELECTRONIC VISIT



VERIFICATION (EVV)-ARKANSAS

EVV is a federally mandated 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 at the end of the pay period. [Click here to register for Connect](#). This user guide will walk you through the time approval and review process.

Here is how the process works:



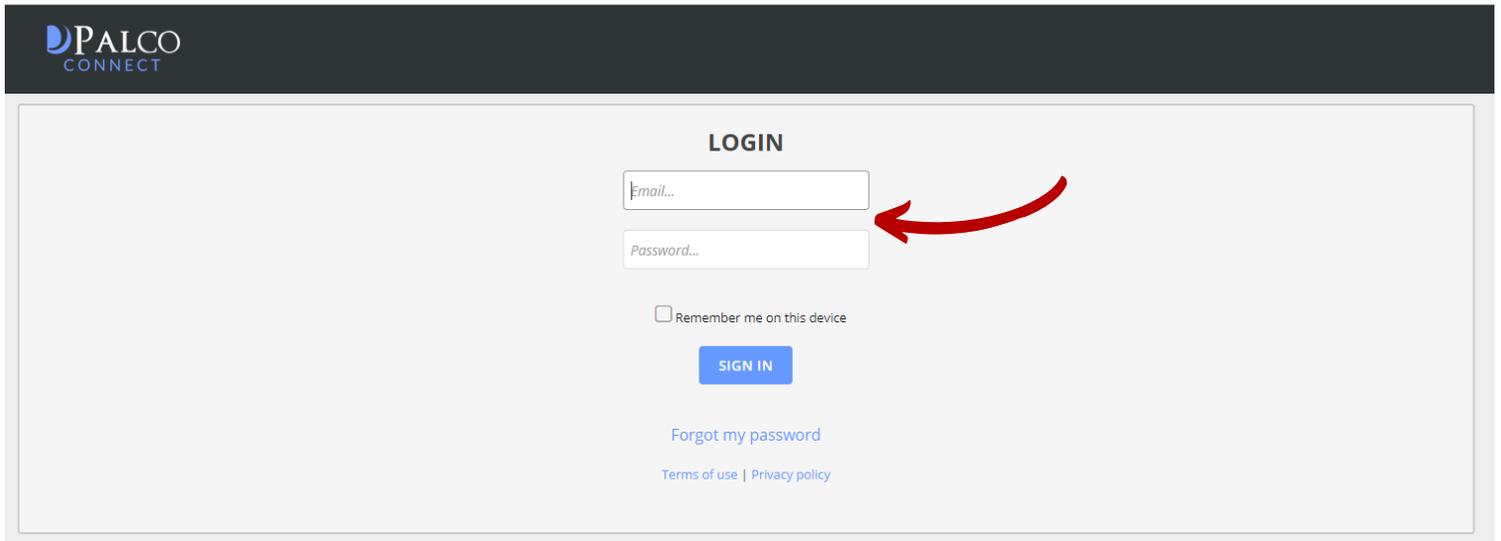
EVV time entries will be inserting into the Connect application as an "Open" status for the **worker**, employed by the participant to review. The worker, employed by the participant should access the portal per the instructions on the following pages and review and submit the time to the employer. The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

Reviewing and Approving The Time

All employers and the worker, employed by the participant, 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 their 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 worker's 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...

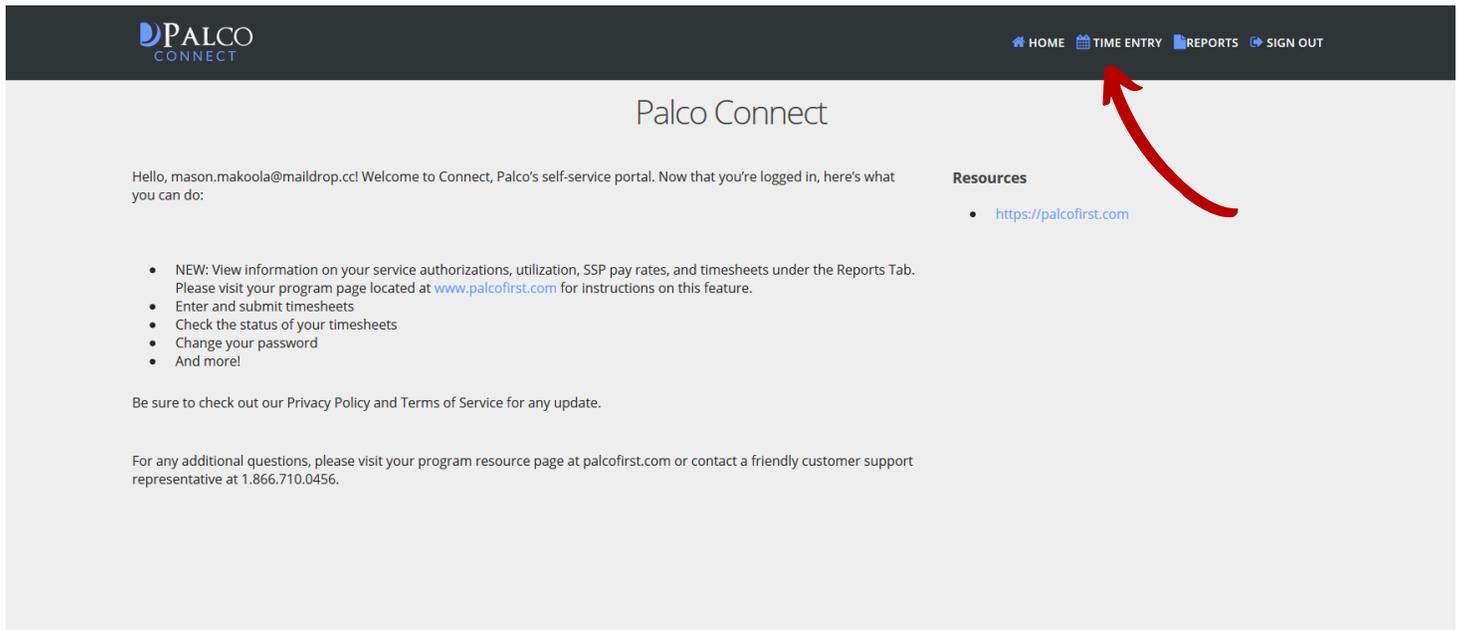
Remember me on this device

SIGN IN

[Forgot my password](#)

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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

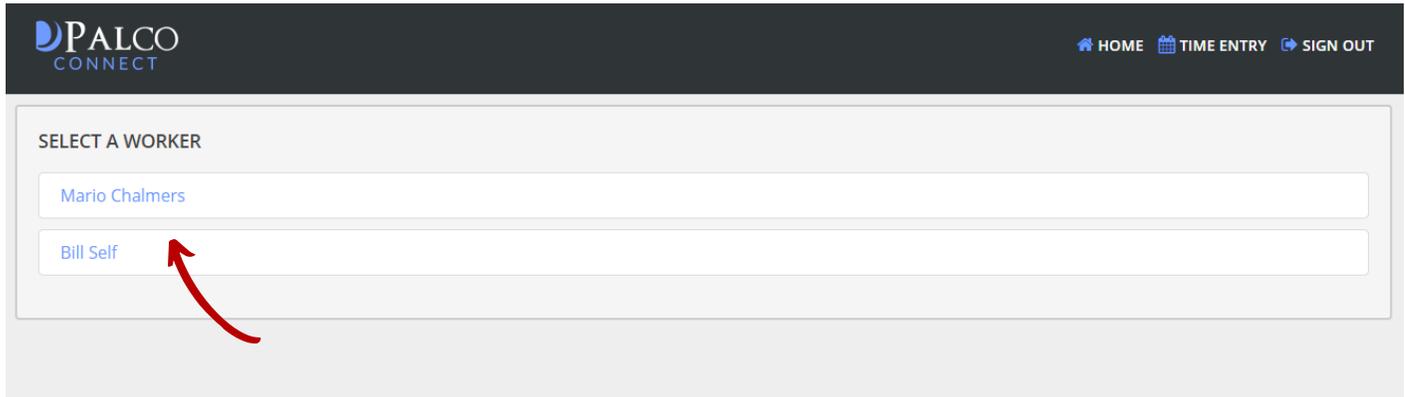
- <https://palcofirst.com>

- 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!

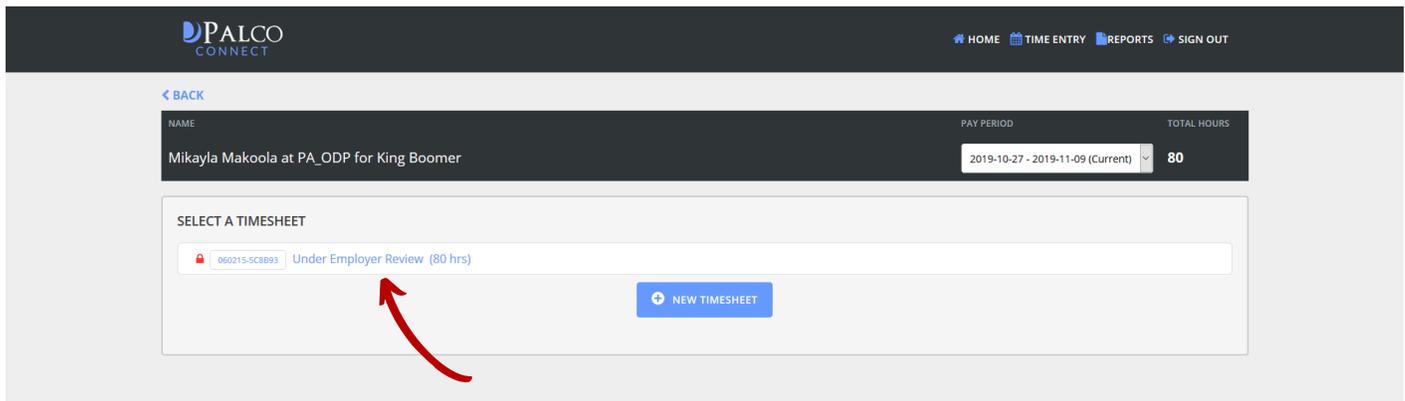
Be sure to check out our [Privacy Policy](#) and [Terms of Service](#) for any update.

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.

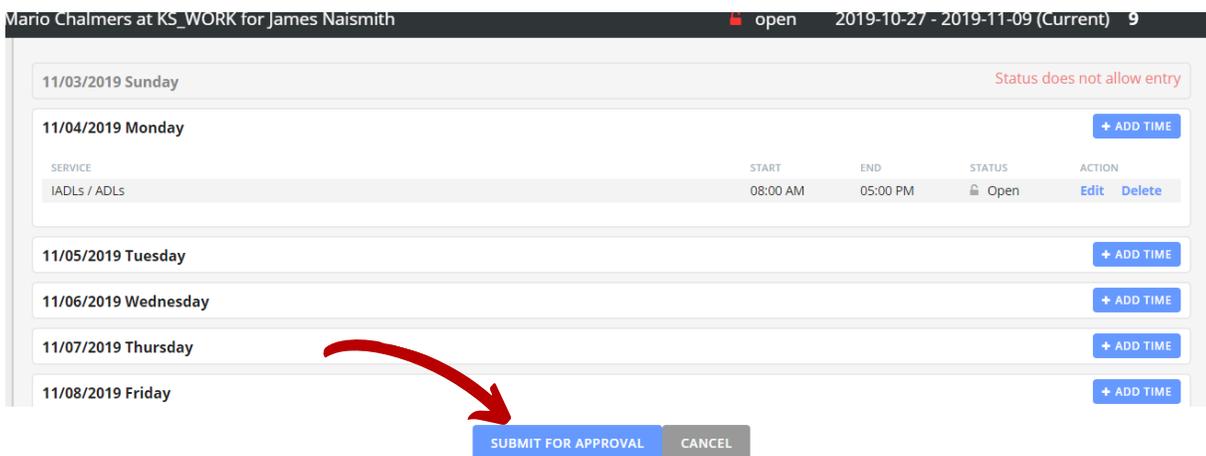
3. Select the Employer/Worker for which you are submitting time. You may see multiple options here if you are associated with more than one person.



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.

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

WEEK 1 - 40 hrs ; overtime - 0 hrs

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	
Companion Services	08:00 AM	12:00 PM	Under Employer Review	
Companion Services	01:00 PM	05:00 PM	Under Employer Review	

APPROVE REJECT CANCEL

Approve:

Selecting "Approve" is your attestation as an employer that all of the shifts are correct and true because you are the employer and responsible for all aspects of scheduling and managing your workers. 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 the EVV mandate and could have consequences.

As the fiscal agent, Palco can only process and pay for shifts/claims that are within the participant's budget and cash expenditure plan (CEP) as approved by the Department of Human Services. Employers should manage and direct their care accordingly, only scheduling their workers for the hours that can be afforded by the budget. Palco is not in charge of scheduling and it is up to the Employer to schedule accordingly or be forced to pay with private funds. Any timesheets that exceed the allocated funds will be rejected for correction by the employer before Palco can process and pay.

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 have 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 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 an edited timesheet facing the same warnings as listed above.

Viewing Reports in Connect

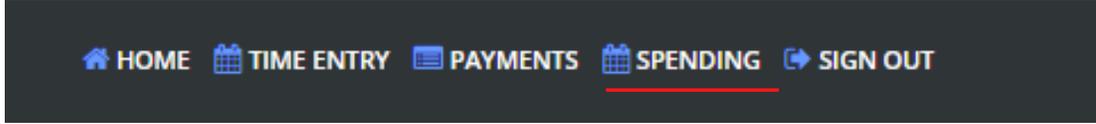
In addition to being Palco's time entry system, the Connect Portal also provides valuable reports for supporting the journey of self-directed services and supports. Two of those features are Spending Summaries and Payment Details. Both of these reports can be accessed by logging in to the Connect Portal: <https://connect.palcofirst.com/>.

Spending Summaries provides quick information to help you easily track your utilization.

Payment Detail provides both the employer and employees with access to pay stub information and history.

Spending

Spending details are available only to the Employer. To access, login to Connect and select "Spending" from the tool bar in the top right of the screen.



Once on the spending screen, you can enter the details for the date span you would like to see.

If you are an employer for multiple participants, choose the participant you want to see utilization for.

PARTICIPANT: Jane Doe ▼

SERVICE DATES FROM: 04/01/2020

SERVICE DATES THROUGH: 04/30/2020

ALLOCATION TYPE: Funds ▼

SUBMIT

Enter the start and end date for the span you would like to see, you can focus on one specific month or pull your entire certification period if you want to see more info.

*Under "Allocation Type" you can select either **Funds** which will display dollars or **Units/Hours** to display the number of hours used.*

*Once you have set up all of your search criteria, hit **Submit**.*

Once you click Submit, the details will display.

SERVICE DATES THROUGH: 02/29/2020

ALLOCATION TYPE: Funds ▼

PERIOD: 2020-02-01 - 2020-02-29

UNFD Undesignated Funds	Starting Allocation: 7.37
Date Of Service	Amount:
2020-02-01	-7.37
	Spent: -7.37
	Remaining: 0.00
	Utilized: 100.00%
KSPR KS WORK - Payroll	Starting Allocation: 1373.63
DAILY IADLs / ADLs	
Date Of Service	Amount:
2020-02-01	-1373.63
NIGHT Night Support	
None Found	
SUPEM Supported Employment	
None Found	
	Spent: -1373.63
	Remaining: 0.00

You will see the service code, dates, total utilized and total amount remaining for that specific period.

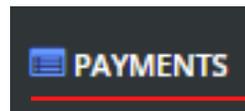
Spending- continued

If you want to see multiple pay periods or months, enter those dates and multiple months will display. At the bottom of the results you will see a section called **Period Totals**. This section will total up all of the months within your search criteria and give you a overall snap shot of spending.

PERIOD TOTALS: 2020-02-01 - 2020-04-30	
UNFD Undesignated Funds	Total Allocation: 12.19
	Total Spent: -7.37
	Total Remaining: 4.82
	Total Utilized: 60.46%
KSPR KS WORK - Payroll	Total Allocation: 5628.81
DAILY IADLs / ADLs	Total Spent: -5612.61
NIGHT Night Support	Total Spent: 0.00
SUPEM Supported Employment	Total Spent: 0.00
	Total Remaining: 16.20
	Total Utilized: 99.71%

Payments

Payment details are available to both the Employer and the worker, employed by the participant. To access, login to Connect and select "Payments" from the tool bar in the top right of the screen.



Once on the payment screen there are many options and things you can do.

Select the time frame for what stubs you would like to see

If you are an employer with multiple workers (employed by the participant), you can select the worker you wish to see.

Choose the black triangle on the left to expand the pay stub you would like to see more details on (shown below).

Payments			
History from:	Last 90 Days	For:	Jane Doe
▶	PAYMENT ISSUED	NET TOTAL	PAID TO
	June 8, 2020	\$1432.96	Jane Doe
			Check No: 8417
			view stub
▶	PAYMENT ISSUED	NET TOTAL	PAID TO
	May 22, 2020	\$1432.96	Jane Doe
			Check No: 7602
			view stub
▶	PAYMENT ISSUED	NET TOTAL	PAID TO
	May 8, 2020	\$1432.96	Jane Doe
			Check No: 7183
			view stub
▶	PAYMENT ISSUED	NET TOTAL	PAID TO
	April 23, 2020	\$1432.96	Jane Doe
			Check No: 6609
			view stub
▶	PAYMENT ISSUED	NET TOTAL	PAID TO
	April 8, 2020	\$1432.96	Jane Doe
			Check No: 6178
			view stub
▶	PAYMENT ISSUED	NET TOTAL	PAID TO
	March 23, 2020	\$1432.96	Jane Doe
			Check No: 5811
			view stub

Payments- continued

By clicking on the blue "View Stub" link, a pop up will open with full stub details and ability to print.

Within the expanded display more details on the payment can be seen

The screenshot shows the 'Payments' section of a web application. It features a table of payment records and a detailed view of a specific payment stub.

PAYMENT ISSUED	NET TOTAL	PAID TO	Check No:
June 8, 2020	\$1432.96	Jane Doe	8417
May 22, 2020	\$1432.96	Jane Doe	7602
May 8, 2020	\$1432.96	Jane Doe	7183
April 23, 2020	\$1432.96	Jane Doe	6609
			6178

DESCRIPTION	THIS PAYROLL	YEAR TO DATE
EARNINGS		
CDASS 1	\$1600.00	\$19520.00
	\$1600	\$19520.00
DEDUCTIONS		
	-\$167.04	-\$2158.63
NET PAY	\$1432.96	

PAYMENT INFO					Check No: 8417
EARNINGS					
	Service Dates	Hours/Units	Rate	This Payroll	Year to Date
CDASS 1	'05/16/20'	80	20.0000	\$1600.00	\$19520.00
				\$1600.00	\$19520.00
DEDUCTIONS					
				This Payroll	Year to Date
CO State Income Tax				-\$51.00	-\$651.00
Federal Income Tax				-\$116.04	-\$1507.63
				-\$167.04	-\$2158.63
EFT Direct Deposit				-\$1432.96	-\$17470.18
NET PAY				\$1432.96	

Other Questions? Contact Palco!

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