



November 18th, 2020

[Employee Name]

Palco, Inc. is excited to be partnering with Conduent as your new Financial Management Agency (FMA) for the Self-Directed Care Benefit (SDCB) Program. Services will begin with Palco starting January 1, 2021.

Palco is an industry leader in providing financial management services to individuals in home-and-community based services programs. We deliver an array of services to multiple programs across the country and have been working with the state of New Mexico for several years. With more than 20 years of experience, we have helped support individuals with disabilities and their families to remain a vital part of their communities.

It is our goal during this transition to make sure that you have no interruption in services and that we minimize disruption to your existing processes. Below is a list of tasks that you will need to complete:

- **Employee Info**

Palco will be using information already on file to complete the transition to Palco. If you wish to make any changes, forms are available on our website at www.palcofirst.com/programs/new-mexico/. Please complete these forms and submit to Conduent via email, fax or mail.

Fax: 866.302.6787

Email: docprocessing@conduent.com

Mailing Address: PO Box 27460, Albuquerque, NM 87125-7460

- **Palco ID info** – Your Palco ID is included below and will be used for transition to the Palco system in April.

- **THIS IS YOUR PALCO ID – 000000**

If you have questions, please contact the Consolidated Customer Service Center at 1.800.283.4465.

We are so excited to be working with you! Again, welcome to Palco!

