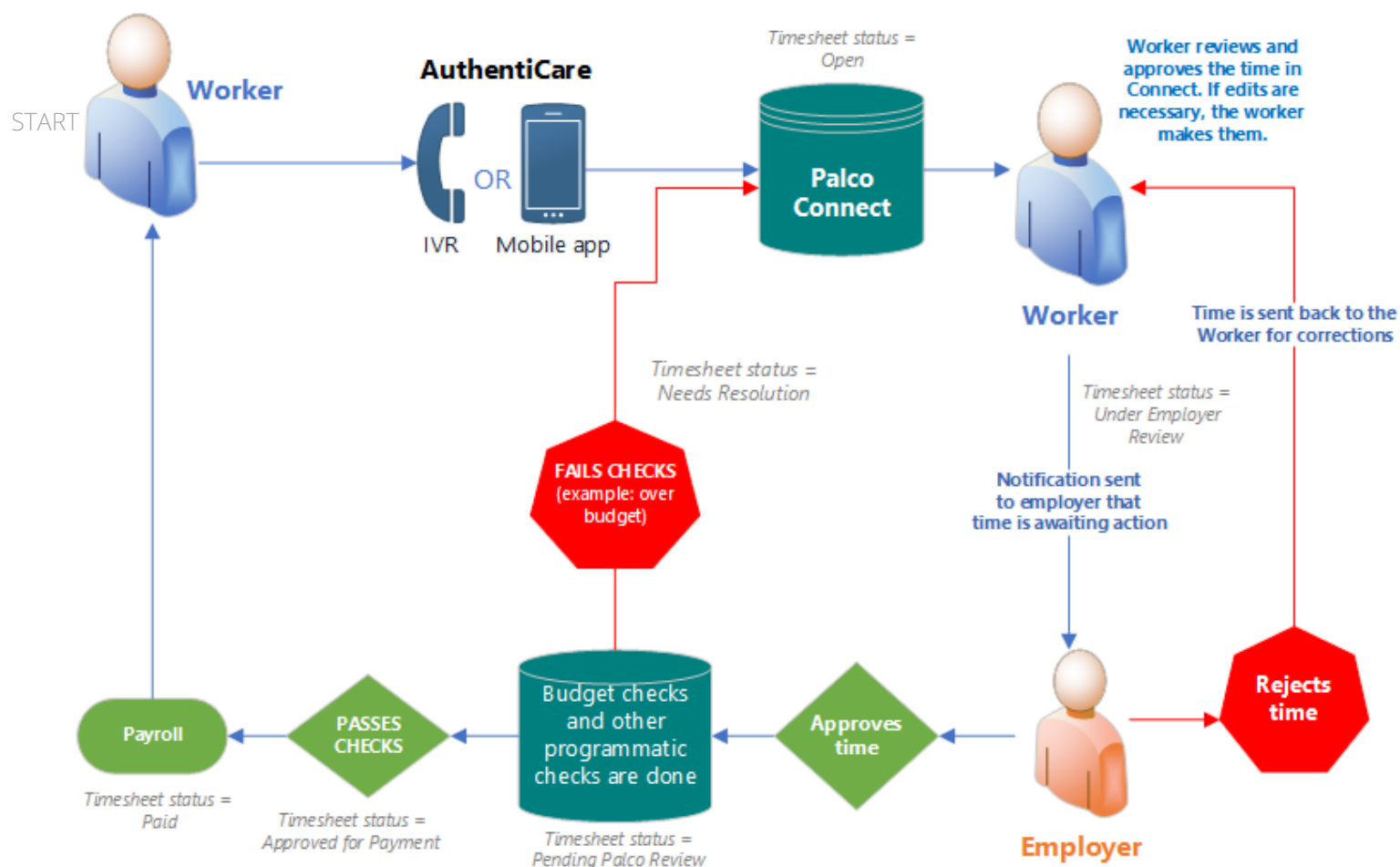


CONNECT USER GUIDE FOR ELECTRONIC VISIT VERIFICATION (EVV)



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:



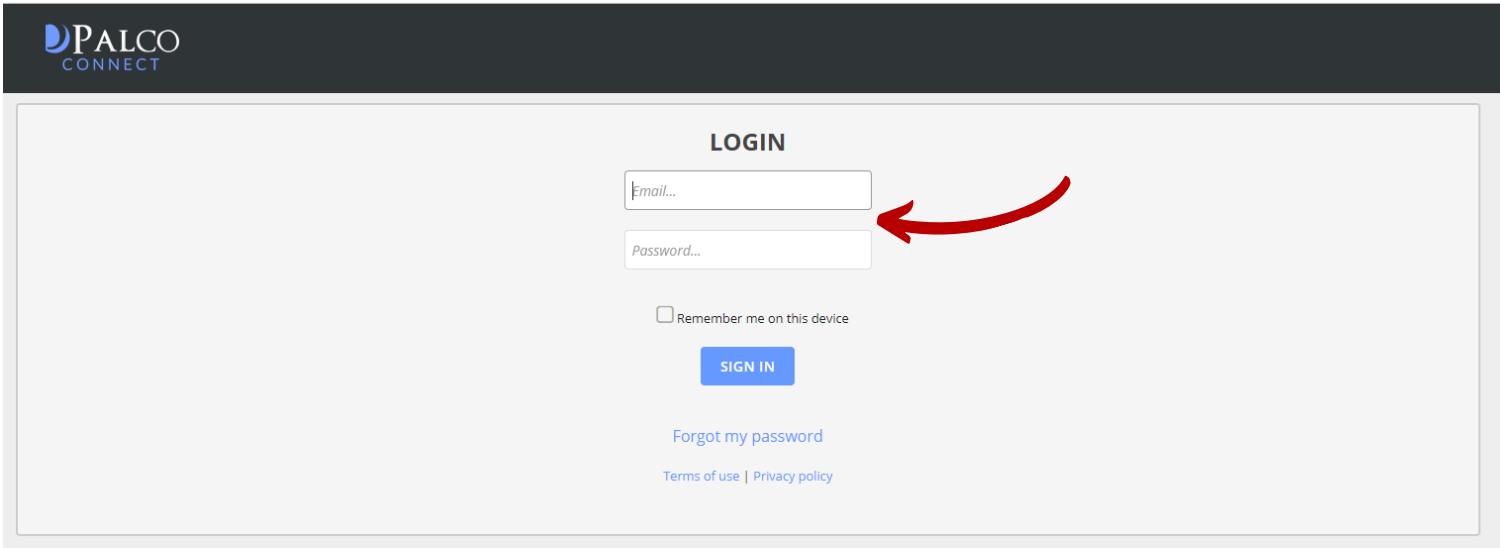
EVV time entries will be inserting into the Connect application as an "Open" status for the **worker**, employed by the participant to review. The worker, employed by the participant should access the portal per the instructions on the following pages and review and submit the time to the employer. The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

Reviewing and Approving The Time

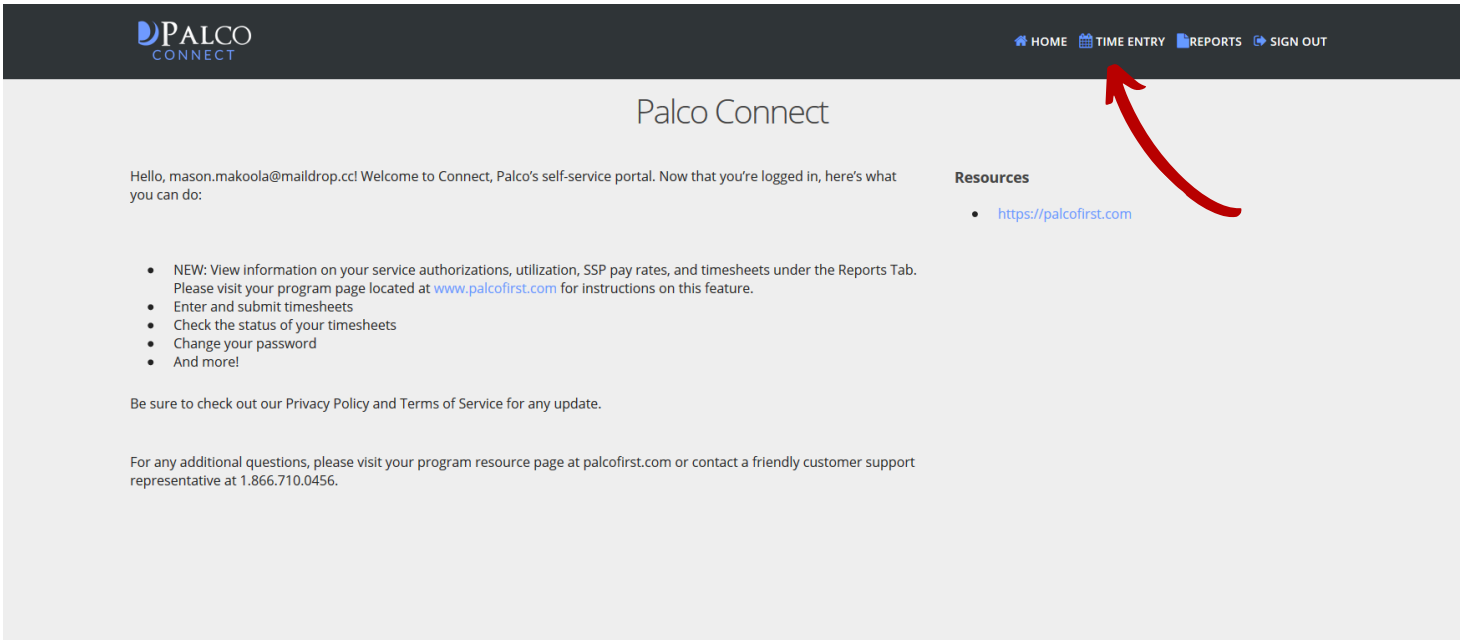
All employers and the worker, employed by the participant, must be registered in Palco's online time portal called, **Connect**. During Enrollment, you will be issued credentials that you will use to log in. At the end of every pay period, the worker must login to review the recorded EVV time and submit 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.



2. Click "Time Entry" located at the top right of your screen.



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.

PALCO CONNECT

HOME TIME ENTRY SIGN OUT

SELECT A WORKER

Mario Chalmers

Bill Self

4. Select the open time sheet for the correct pay period.

PALCO CONNECT

HOME TIME ENTRY REPORTS SIGN OUT

BACK

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

SELECT A TIMESHEET

060215-SCB893 Under Employer Review (80 hrs)

NEW TIMESHEET

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."

Mario Chalmers at KS_WORK for James Naismith open 2019-10-27 - 2019-11-09 (Current) 9

11/03/2019 Sunday Status does not allow entry

11/04/2019 Monday + ADD TIME

SERVICE	START	END	STATUS	ACTION
IADLS / ADLS	08:00 AM	05:00 PM	Open	Edit Delete

11/05/2019 Tuesday + ADD TIME

11/06/2019 Wednesday + ADD TIME

11/07/2019 Thursday + ADD TIME

11/08/2019 Friday + ADD TIME

SUBMIT FOR APPROVAL CANCEL

Instructions for edits are on Page 5. Note: Edits should only be made if absolutely necessary. Edits can 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 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 can cause you to be out of compliance with the 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 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.

TORREY GRAYS AT CO_CDASS FOR ROCKY ELBERT

Total hours for pay period: 8.00

Total hours for work week: 8.00

TIME ENTRY FOR: WEDNESDAY 2021-JUN-16

Warning! This authorization requires EVV. Any changes made to this entry will result in an exception.

CDASS1 CDASS Rate 1

START TIME

AM PM 12 : 00

END TIME

AM PM 12 : 00

Exception Reason *

Exception Reason *

- Wrong Service Selected
- Wrong Member Selected
- TVV - Phone in use by Member/Family
- TVV - Phone Disconnected
- TVV - Client Known - Called from phone number not associated with client
- Staff Forgot to Check In/Out
- Other: Reason not listed
- No Cell Coverage
- Manual Entry
- Cell Phone Not Charged

4. Enter the Location of Service by completing the appropriate fields listed.

PALCO CONNECT

TORREY GRAYS AT CO_CDASS FOR ROCKY ELBERT

Total hours for pay period: 8.00

Total hours for work week: 8.00

TIME ENTRY FOR: WEDNESDAY 2021-JUN-16

Warning! This authorization requires EVV. Any changes made to this entry will result in an exception.

CDASS1 CDASS Rate 1

START TIME
AM PM 12 : 00

END TIME
AM PM 12 : 00

Exception Reason *

LOCATION OF SERVICE

1876 Anywhere Ave.

Apt. # 123

Denver

Colorado

80123

5. 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 can cause a lack of compliance. Please ensure your attendants are using EVV to clock in and out in real time for all shifts.

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.



Other Questions? Contact Palco!

Phone: 1-866-710-0456

Fax: 501-821-0045

Email: customersupport@palcofirst.com

Mail: Palco, Inc.
P.O. Box 242930
Little Rock, AR 72223