



PALCO

Fiscal Employer Agent

**Employer
Handbook**

PA ODP - Participant Directed Services

Revised 8.2021

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Contact Information

Palco Customer Service can be reached during normal business hours, Monday- Friday 8:00 am to 5:00 pm eastern standard time, excluding holidays. Messages can be left outside of business hours and will be returned the next business day. Contact information is below:

Mailing Address

P.O. Box 242930
Little Rock, AR 72223

Important Phone Numbers

Palco Main Line..... 1-866-710-0456
Workers' Compensation Injury Hotline 1-800-892-1015
Palco Fax Line 501-821-0045

Email: info@palcofirst.com

Website: <http://www.palcofirst.com/>

Palco- Pennsylvania Office

Harrisburg, PA

Email: PAODP@palcofirst.com

Pennsylvania Specific Information

ODP Customer Service Line..... 1-888-565-9435
ODP Customer Service Line <HEARING IMPAIRED ONLY> 1-866-388-1114
PA Adult Protective Services..... 1-800-490-8505
Child Protective Services (For individuals under 18 years of age)1-800-932-0313
Fraud Reporting..... 1-855-372-8372
PA DHS Website: <https://www.dhs.pa.gov/contact/Pages/Intellectual-Disabilities-Contacts.aspx>

Key Terms and Information

Acronyms and Definitions

Administrative Entity (AE): The Administrative Entity is a county/joinder or non-governmental unit with an agreement or contract with the Office of Developmental Programs to perform administrative functions delegated by the Office of Developmental Programs, related to the approved waivers.

Common Law Employer (CLE): The CLE is the person responsible for managing and directing the delivery of service. They are the legal employer of record. In their capacity as Common-Law Employer of SSPs, the participant or their surrogate has responsibility to fulfill functions including but not limited to:

- Recruiting and hiring qualified SSPs;
- Training SSPs to meet the participant's needs;
- Determining SSPs schedules and responsibilities;
- Managing the work performed by SSPs in a supervisory capacity;
- Terminating a SSP's employment when necessary; and
- Any responsibilities established by ODP bulletins

Financial Management Service (FMS): The FMS is an entity that provides administrative services to support employer functions within F/EA model (see below).

Fiscal Employer Agent (F/EA): The model of services in which a participant receiving services or their representative is established as a common law employer using the support of an FMS.

Individual Support Plan (ISP): The Individual Support Plan is a coordinated and integrated description of person-centered activities, including services and supports for an individual.

Participant (PAR): The participant is the individual enrolled in the waiver receiving services.

Pennsylvania Office of Developmental Programs (ODP): The State Program Office has the responsibility to ensure services for individuals with Intellectual Disabilities and/or Autism Spectrum Disorders meet state and Federal requirements. ODP administers funding, develops policies and procedures and monitors the implementation of these policies and procedures.

Supports Coordinator (SC): The Supports Coordinator is the person responsible for locating, coordinating, and monitoring supports and services for the participant.

Support Service Professional (SSP): The Support Service Professional is the individual hired by the CLE to provide the service that has been approved and authorized in the ISP.

Taxes: Required Employer (CLE) taxes that must be paid on behalf of your employees. The tax costs are accounted for in the approved/authorized service amount.

- **FICA (Federal Insurance Contribution Act)** — Funds for providing care for the aging, disabled and survivors. Includes funding for Medicare for people who cannot afford medical insurance.
- **FUTA (Federal Unemployment Tax Act)** — Finances employment programs at the federal level.
- **SUTA (State Unemployment Tax Act)** — Finances employment programs at the state level.

Overview of Participant Directed Services and Financial Management

Participant Directed and/or self-direction is a service delivery model that provides individuals with choice and control over the services and supports they require to live independently in their home. In many self-directed programs, the individual receiving services or an individual they designate is the legal employer of record. This empowers them to have control over all aspects of the services including hiring, training, scheduling and managing qualified employees of their choice. In Pennsylvania, the term Common Law Employer (CLE) is used to designate the legal employer.

Over the years, states have found that there are many benefits to self-directed programs. Benefits can include:

- improves the participants' health outcomes
- participants are very satisfied with how they lead their lives
- caregivers experience less physical strain and are more satisfied with overall care
- does not increase incidence of fraud and abuse
- high-cost services are utilized less when basic support services are provided

Companies like Palco are known as a Financial Management Services (FMS) provider or often a Fiscal Employer Agent (F/EA). As an F/EA, Palco works with participant-directed programs across the US and provides customized services depending on program requirements and state rules and regulations. Some of the common duties include payroll, paperwork assistance, employer tax filing and support.

Palco follows all applicable Federal, State, and local laws. We also follow Federal and State Medicaid regulations, policies, and procedures. Protecting your private health information is a top priority of Palco. We follow all aspects of the Health Insurance

Portability and Accountability Act (HIPAA) to safeguard your medical information and keep it safe.

All Palco employees are mandatory reporters of suspected abuse, neglect and exploitation. This means if any incident of abuse or suspected abuse, is reported to us, we must report it. As CLE, you must report any suspected abuse, neglect, or exploitation to the Supports Coordinator. The Supports Coordinator is responsible to make all necessary notifications within ODP's Incident Management system, and if applicable to Adult Protective Services.

Your feedback is very important to us. If you have a complaint regarding the administrative services you receive from Palco, please let us know. We will respond in a reasonable amount of time and work with you to achieve a solution. Complaints may be made verbally or in writing. You can contact a supervisor within our Customer Service department during our business hours and they will capture your feedback and ensure it is handled by the appropriate individuals.

Roles and Responsibilities

Role of the VF/EA FMS:

The primary role of the VF/EA FMS (Palco) is to act as the employer agent for individuals or surrogates who are the common law employer of the qualified SSPs they hire directly. Being the agent means providing services on behalf of the employer by stepping into their shoes solely for the purpose of performing activities, such as paying taxes, setting up workers' compensation insurance, and generating payroll.

As the employer agent, ODP requires that the VF/EA FMS be responsible for processing payroll for qualified support service professionals hired directly by individuals/surrogates and for paying for other authorized services delivered in accordance with individuals' ISPs (to qualified, individuals providing transportation for mileage reimbursement, and vendors).

The VF/EA FMS can only pay for the authorized services in the individual's ISP that have been delivered by qualified SSPs, vendors and individuals providing transportation for mileage reimbursement. The VF/EA FMS may not pay for services that have not been authorized in the waiver participants ISP.

Role of the Common Law Employer (CLE):

As mentioned above, in self-direction many aspects of the service delivery such as hiring, training, scheduling and managing employees (SSP) is your responsibility as the employer. The CLE has many responsibilities included but not limited to those listed on your CLE Responsibilities Form:

1. Enroll with VF/EA FMS and complete the required documents.

2. Agree to manage the authorized participant-directed service in accordance with the Common Law Employer Agreement.
3. Recruit, interview, and hire qualified SSPs.
4. Verify qualifications of SSPs and vendors prior to the person or entity rendering a waiver funded participant-directed service.
5. Complete and submit required qualified SSP documents to the VF/EA FMS for processing.
6. Maintain an employment/qualification file on each qualified SSP and qualified vendor.
7. Verify ongoing qualifications for the SSPs, both regularly scheduled and emergency back-up SSPs, as needed per ODP Waiver requirements and timelines established in the approved Waiver.
8. Once the SSP is qualified, the CLE and the qualified SSP must sign the Support Service Professional (SSP) Agreement form and submit it to the VF/EA FMS.
9. Update any changes in qualified SSP information and submit the required information to the VF/EA FMS.
10. Negotiate the wage and optional benefit allowance for qualified SSPs within the ODP established wage ranges and complete and sign the Support Service Professional Rate Sheet, and submit the rate sheet to the SC for processing.
11. Negotiate and explain to a qualified vendor that the vendor will be reimbursed at the cost of the goods charged to the general public and in accordance with the authorized ISP.
12. Obtain bids or estimates and secure qualified vendors.
13. Explain to individuals providing mileage that mileage is a vendor payment for an SSP or a non-SSP and is paid at the mileage reimbursement rate established by ODP in accordance with the approved Waiver.
14. Sign the Request for Vendor Payment Form, when appropriate to do so.
15. Develop and implement emergency back-up plans which include qualified SSPs or natural supports to cover the hours when a regularly scheduled qualified SSP does not report to work.
16. Determine the work schedule of qualified SSPs up to a maximum of 40 hours per week based on the services authorized in the ISP.
17. Schedule SSP's work schedule to ensure required and authorized services are provided and overtime will not occur.
18. Determine the tasks/activities the qualified SSP or natural support person will perform including how and when to perform service-related tasks/activities, in accordance with the authorized ISP and ODP service definitions.
19. Orient and train qualified SSPs as per the qualification criteria and service definition requirements included in the approved Waivers and ISP.

20. Ensure that the ODP Progress Notes form is completed by you, qualified SSPs or vendors, and that the form documents that all services delivered support the ISP outcomes.
21. Review, approve, and sign the qualified SSP timesheets and vendor invoices to ensure accuracy prior to submitting to the VF/EA FMS organization. The use of Palco's electronic time system fulfills this requirement.
22. Review, approve, and sign the qualified SSP timesheets and vendor invoices and submit them to the VF/EA FMS organization for processing in accordance with payment cycle or schedule and in accordance with PA Dept. of Labor standards.
23. Provide supervision to all qualified SSPs and emergency back-up SSPs, natural supports person, and vendors.
24. Terminate qualified SSPs for just cause and notify the VF/EA FMS of the dismissal of qualified SSPs.
25. Track utilization of authorized services and associated funds to ensure qualified SSPs and vendors provide participant-directed services in accordance with the authorized ISP.
26. Notify and discuss with the SC any changes in a Participant's need that may require a team meeting and/or revision to the ISP.
27. Notify the SC and the VF/EA FMS when the CLE suspects or is aware of issues of Medicaid fraud or financial abuse related to the delivery of the Participant's PDS.
28. In accordance with ODP policy on reportable incidents, report any reportable incidents to the SC.
29. Respond to surveys regarding the Participant's or surrogate's satisfaction with the VF/EA FMS.
30. Participate in required orientation and trainings offered by the VF/EA FMS or ODP related to the VF/EA FMS model.
31. Enter into and maintain compliance with all standard agreements with the VF/EA FMS and ODP.
32. Prepare and report on ISP outcomes and progress achieved during ISP meetings.
33. Participate in remediation, training, and termination processes as established and directed by ODP.

Sharing a CLE

If you are a Common Law Employer (CLE) for more than one Participant Directed Services (PDS) Participant than you may be considered a joint employer according to the Department of Labor (DOL). If the Support Service Professionals (SSP) that you employ works for more than one participant, it is important you understand your role as an employer.

As a CLE under PDS, you must comply with the Fair Labor Standards Act (FLSA). This means you are potentially responsible for the overtime and travel time that your SSPs work. Overtime is when an SSP works over 40 hours in a week or more than 12 hours in a shift. Travel time is when an SSP completes work at one participant home and then travels to another participant's home to work.

Some of your responsibilities as the CLE in this scenario include:

- Managing your SSP's work hours carefully to ensure no liability is incurred
- Making sure that SSPs, who work for more than one participant under your management, do not work more than 40 per hours per week **total**. PDS cannot pay for overtime pay that is shared across two or more participants budgets.
- SSPs may be required to receive payment for travel time costs under the FLSA. We do not have a mechanism to pay for this so do not arrange your care where you would be liable for the travel costs under the FLSA. We cannot pay them for travel costs that are shared across two or more participants.
- Monitoring travel time and overtime for shared SSPs. There is not a system in place to split these costs among participants who share an SSP.

Example: You manage the care of two participants active with PDS. These participants live 1 mile apart and share the same SSP. The SSP works 30 hours a week for one participant and 25 hours for the other participant. You have created a schedule that has the SSP working 55 hours in a week. The SSP must receive overtime pay for all hours past 40 for that week. Because the PDS delivery option cannot reimburse for overtime across multiple participants, the SSP will not be able to get paid an overtime rate for the 15 hours worked.

To help diminish and prevent this liability, ODP will mandate a 1-1 relationship between CLE and PAR's starting in Spring 2020. Newly enrolling participants will no longer be able to select an CLE who is already acting as a CLE for another PAR.

Below is more helpful information to support your success as an employer.

CLE - Recruiting and Interviewing

When looking for support service professionals' you should consider many things. Some situations may allow for friends and family to provide care while others may need to look for outside help. If you are hiring family, always set clear boundaries and lay out the expectations so everyone feels understood. Remember, this is a real job with real money and work needs to be done. If you are recruiting other help from outside of your family you may want to consider writing a job advertisement and description. It is important you think creatively about places to post your job advertisement so you attract more candidates. Some possible ideas include:

- Grocery Stores
- Online Publications
- Schools and Colleges
- Hospitals and Rehab
- Social Media
- Religious Centers
- Community/Recreational Centers

Once you have several candidates or applicants, you will want to filter through and interview to find a good fit. Always be safe when interviewing and protect your personal information. Remember to not share your personal address or any health information until you get to know someone and feel comfortable. You may want to consider a public place such as a restaurant or library to meet candidates for the first time. You may also want to have a trusted friend or family member present.

When interviewing, be careful not to ask questions that are offensive or illegal in nature. Questions about race, religion, age, disability and citizenship are among several types of questions not allowed. Use the interview to focus on the tasks at hand that you will be needing help with. It is good practice to put together a description of the job and plan the questions you will ask ahead of time so that you are prepared.

After you have narrowed down your selection, calling their references is a great way to get to know more about the person. You can speak with both professional and personal references to find out about their work history and personally.

Hiring a Service Support Professional (SSP)

Once you have chosen the SSP to hire, Palco will support you in making that happen. You will start by outreaching Palco and requesting an intake form for the SSP to complete. You can get this form by calling customer service or going online to Palco's website. The intake form will help Palco collect some basic information such as name, address, phone number, social security number and enrollment preferences.

Depending on your preferences and individual needs, Palco offers several options for completing your enrollment. Enrollment can be completed via our online enrollment system, via an emailed PDF packet or via a mailed hard copy of the packet. Whatever your preference and decision the forms and information will be the same. Online enrollments are the fastest and most efficient way to get a new employee enrolled with Palco.

As the employer, you will be responsible to ensure that the employees' packet is completed fully and accurately. Always double check that everything is filled in and no pages are missing before you submit to Palco. Incomplete packets will be returned for corrections and will cause a delay in being able to hire your SSP.

An SSP cannot ever begin working until you receive a “good-to-go” notice from the Palco enrollment team. Any hours that are worked prior to being hired and being approved to work will not be paid by Palco, and will be the responsibility of the CLE.

As the employer, you can determine how much to pay the SSP based on the ODP wage and benefit ranges by service. All SSPs must be paid at least minimum wage, which is currently \$7.25 per hour. ODP sets the wage range based on the Wage and Benefit Ranges for Specific Participant Directed Services for each procedure code. See the current ODP Communication concerning Vendor Fiscal/Employer Agent Wage and Benefit Ranges for Specific Participant Directed Services, for more information. The Supports Coordinator can provide you with a copy of this Communication.

Criminal Background Checks

Criminal history background checks are mandatory as part of the SSP hiring process. The checks are performed at no cost to the CLE and can help the CLE make an informed decision about hiring. You may choose to hire an SSP even if they are found to have a criminal history by completing a waiver form. The criminal history background checks can include:

- Criminal Background Review
- FBI Fingerprinting Check for Individuals residing in Pennsylvania less than 2 years
- Child Abuse History Clearances (SSPs working for PARs who are not yet 18 years of age.)
- Office of Inspector General Medicaid exclusion check.
- Pennsylvania Medichex List
- Social Security Administration SSN check

Being a Good Employer

As the CLE, you will have to manage and supervise your SSP's. Best practices for managing and supervising your SSP's include the following items:

- Orientate your SSPs to your home and the job
- Train your SSP how you want things done
- Ensure the work place and tasks are performed safely and proper precautions for health and safety are followed
- Set a work schedule for the employee to follow
- Give positive and constructive feedback when necessary
- Create a good working relationship with open and honest communication
- Treat your employee with respect and kindness
- How you treat your employees will affect how long they work for you

Paying SSPs

As part of the role as your F/EA, Palco will assist with the payroll functions for paying your SSPs. As the CLE, you will be required to submit documentation of the time worked for

each of your SSPs. SSPs must track their time using Electronic Visit Verification (EVV) which captures the data in real time. All CLEs and SSPs must use Palco's online time system, Connect to review and approve their time every payroll.

If you are a CLE for more than one Participant Directed Services (PDS) Participant than you may be considered a joint employer according to the Department of Labor (DOL). If the SSP that you employ works for more than one participant, it is important you understand your role as an employer when it comes to monitoring and tracking time.

As a CLE under PDS, you must comply with the Fair Labor Standards Act (FLSA). This means you are potentially responsible for the overtime and travel time that your SSPs work. Overtime is when an SSP works over 40 hours in a week or more than 12 hours in a shift. Travel time is when an SSP completes work at one participant home and then travels to another participant's home to work.

Some of your responsibilities as the CLE around this topic include:

- Managing your SSP's work hours
- Making sure that SSPs, who work for more than one participant under your management, do not work more than 40 per hours per week **total**. PDS cannot pay for overtime pay that is shared across two or more participants budgets.
- SSPs may be required to receive payment for travel time costs under the FLSA. We do not have a mechanism to pay for this so do not arrange your care where you would be liable for the travel costs under the FLSA. We cannot pay them for travel costs that are shared across two or more participants.
- Monitoring travel time and overtime for shared SSPs. There is not a system in place to split these costs among participants who share an SSP.

Example: You manage the care of two participants active with PDS. These participants live 1 mile apart and share the same SSP. The SSP works 30 hours a week for one participant and 25 hours for the other participant. You have created a schedule that has the SSP working 55 hours in a week. The SSP must receive overtime pay for all hours past 40 for that week. Because the PDS delivery option cannot reimburse for overtime across multiple participants, the SSP will not be able to get paid an overtime rate for the 15 hours worked.

Electronic Visit Verification

Electronic Visit Verification (EVV) is a system which electronically verifies that home or community-based service visits occur by capturing and documenting six points of data:

- Type of services performed
- Individual receiving the services

- Individual providing the services
- Date of service
- Location of service
- Time service begins and ends

EVV is a Federal mandate under the 21st Century Cures Act that requires compliance by all Medicaid agencies by January 2021. You can find an [EVV FAQ](#) document with lots of valuable information on the Palco website.

Palco has partnered with FirstData to provide clients with one of the best EVV platforms that exists nationwide and they have been in business for over 17 years. Authenticare by FirstData offers stakeholders with the choice of EVV via a mobile application or telephony via a landline phone.

EVV must be utilized for all PDS services provided by SSPs starting 8/16/2020. At this time, paper timesheets will be eliminated and any paper submitted will be rejected. The SSP must be registered for EVV prior to this date or as part of their new employee enrollment. It is the responsibility of the CLE to ensure 100% compliance with EVV for every shift and to ensure SSPs are trained on how to use EVV properly and are complying.

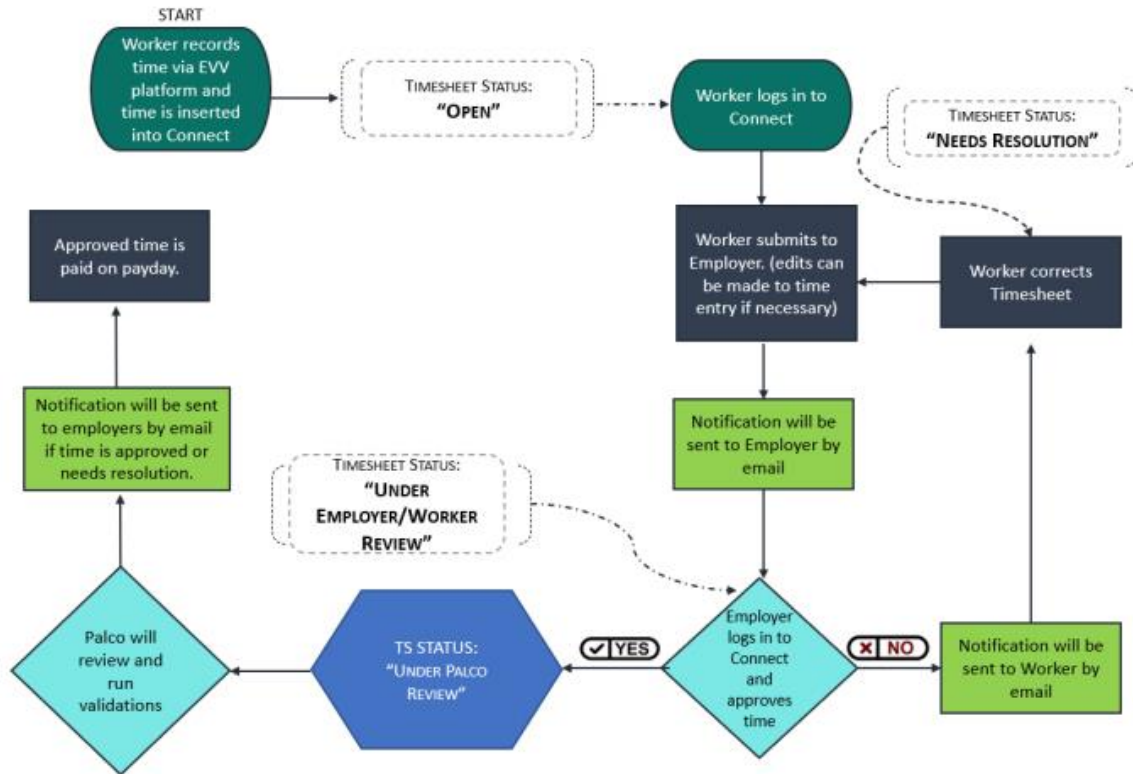
To view the EVV Mobile App User Guide, [Click Here](#).

To view the EVV Telephony User Guide, [Click Here](#).

Online Timesheet Portal

Palco's online time portal, known as [Connect](#), is a fast and efficient way to review and submit your time! Connect is fully integrated with the EVV platform and imports shifts directly into Connect so it can be viewed, managed and submitted.

All time submission with Palco require approval by both the employer and employee. The graphic on the next page illustrates the process flow for our online time sheet portal. As you can see, the EVV data is imported in to the SSPs profile in an open status where it is viewed and edits can be made if necessary. The SSP must review and approve the time at the end of the pay cycle as designated on the payroll schedule. Once the SSP submits it, the timesheet is locked and goes to the CLE for final approval. It is the responsibility of the CLE to ensure the time is 100% accurate before submitting. If there are issues, it should be rejected and sent back to the SSP for corrections. A full [Connect with EVV User Guide](#) can be found on the Palco website or requested by calling customer service.



SSP Hours

As the CLE, you will determine the employees work schedule in accordance with the program rules and authorizations for services you have received. An SSP cannot be paid for hours worked or tasks performed that are not authorized in the ISP.

ODP’s approved waivers prohibit the delivery of services in certain settings. An example would be when the individual is hospitalized or admitted to any kind of facility or institution. As the CLE you are responsible to follow all state and program rules around receiving services. In the event that an SSP works during a time designated as unpayable per program rules the CLE will be responsible to cover all costs. If payment is rendered by Palco and it is determined funds must be recouped, Palco will initiate a payment recovery plan to recover the necessary amount of funds. Any instances of suspected fraud will be reported to the appropriate authorities for investigation.

Training

Palco has regularly scheduled trainings for CLE’s and SSP’s to learn about using our online Connect portal and to answer any questions. Visit our website for information on training or reach out to customer service to sign up. <http://www.palcofirst.com/>

40/60 Rules

ODP allows for relatives and legal guardians to provide specific services. When In Home and Community Supports and/or companion services are provided by a relative or legal guardian there are limits to the number of hours they can work during the payroll week.

Rule 40: When HCH and Companion services are authorized on an ISP, any one (1) relative or legal guardian may provide a maximum of 40 hours per week of HCH, Companion, or combination of the two (when both are authorized in the ISP).

Rule 60: When multiple relatives and/or legal guardians provide the service(s) to the individual, the hours worked by all relatives/legal guardians may not exceed 60 hours per week of HCH, Companion, or combination of the two (when both are authorized in the ISP). No single family member may provide more than 40 hours a week.

The waivers allow for exceptions to the limitation set on the hours of HCH and/or Companion provided by relatives and legal guardians at the discretion of the CLE when an emergency or unexpected departure of a regularly scheduled occurs.

The exception has a 90-day limit in each fiscal year. Situations where the back-up plan doesn't mitigate an emergency or unplanned departure include but aren't limited to:

- Inclement weather, sudden illness or unplanned extension of medical leave of an SSP
- Sudden loss of an unpaid caregiver which kept provisions of paid services by relatives and legal guardians at or below 40/60 hours per week.
- Unexpected departure or termination of an SSP such that relatives or legal guardians must perform paid work in excess of the 40/60 limitation.

In the event any of the above occur ODP expects the back-up plan to be reviewed and revised to prevent reoccurrence.

For more information to and see how this affects your situation, reach out to your Supports Coordinator.

Information from this section is contained in ODP Announcement Clarifying the Provision of Home and Community Habilitation and/or Companion Services by Relatives and Legal Guardians in the Consolidated and P/FDS Waivers ODP Communication Number: Memo 069-16. Please see this ODP Communication for more information.

Payroll

Palco will designate a payroll schedule and calendar specific to your program and you will want to become familiar with it. Specific timelines will be set for the start of a pay period, end of a pay period, deadline for time submissions and payment date.

Payment is issued via direct deposit or via a Money Network Card which you can request during enrollment. Palco does not allow a paper check option for Pennsylvania. Using direct deposit or signing up for a pay card ensures you get your money the fastest possible way and there are no errors with the mail service losing a paper check.

Please make sure you are submitting all shifts within 60 days from the date of service. Requests submitted beyond 60 days from the date of service may not be processed or paid.

W2s are issued annually by Palco for all employees in January for the previous calendar year. Palco follows all IRS requirements for issuing W2s. Palco follows all state and federal laws when it comes to payroll.

Taxes

As the common law employer, you are required to pay employment taxes on your SSP. Taxes are computed as a percentage of your SSP's hourly rate, multiplied by the number of hours they worked.

These taxes are:

- **FICA.** FICA includes both Social Security and Medicare taxes. This rate is set by the federal government for all employers and cannot be changed.
- **FUTA.** The federal unemployment tax rate is for employers. This rate is set by the federal government for all Pennsylvania employers and cannot be changed.
- **SUTA.** The state unemployment tax rate is set by the Pennsylvania Department of Labor and Industry Office of Unemployment Compensation and is unique to all employers. Typically, new employers are set up with a new SUTA based on UC Office's guidelines. However, the rate can increase or decrease depending on how many unemployment claims are made on your account, how much turnover you have in SSPs, and the dollar amount of wages you pay. High claims, turnover, and wages can result in high rates. The UC Office updates this rate annually. SC uses this information to update the ISP service cost.

Monitoring Spending

Monitoring the use of your budget or service authorization is a very important piece of being successful in self-direction. Palco will provide you with monthly statements and reports to help you be successful with this. You should check your spending every month to ensure you are not over utilizing. Scheduling your SSPs for work hours according to the specified service frequency is another way to insure alignment with the service authorization. If you have concerns or need more services you should speak with your Service Coordinator about how you can request that.

Terminating an SSP

There may come a time where an SSP chooses to end their employment with you or vice versa. You should consider several factors when managing SSP's and making the decision to terminate.

- Documentation- it is important to document your interactions with the SSP including conversations you have had around corrective action.
- Consider having another person there if you are concerned for your health or safety.
- State the reason for termination clearly and concisely. Do not argue or attack.
- Make a plan for how you will maintain service delivery receive your care once the SSP is gone.

You should report SSP terminations to Palco immediately. You will need to complete an "SSP Employment Termination" form located on our website or you can request one by contacting customer service. In some states, labor laws may require a final pay check be issues within certain time frames so it is important Palco is notified quickly. Remember, if an SSP worked, they must be paid. It is against the law to withhold pay for an employee under the Fair Labor Standards Act.

Reporting Changes

During your time as a Palco CLE/PAR you or your SSP's may have changes to your information that you need to report. Changes to your legal name, address, phone number or email can be done by submitting a "Change of Information" form located on our website or by contacting customer service. You should report these changes right away to avoid missing important communication about your services with Palco or creating tax reporting. Changes to the amount of services you receive will be completed via updates to your ISP which is made by the Services Coordinator. Palco electronically retrieves service authorization weekly and any approved and authorized changes will be reflected in this authorization file.

Health and Safety

It is important that you ensure your SSP's and those around you know how to monitor for health-related warning signs. You will want to talk to them about your support needs and what to do in an emergency. If you experience a health-related emergency, you should always dial 911.

Other aspects of safety can sometimes be overlooked such as planning for services during inclement weather or a natural disaster. You should think about what you would need in one of those situations and prepare ahead of time. For example, do you have food and batteries stocked in case you could not leave you home? What if you had to leave your home, where would you go? Do you have enough medication in case of a storm? If you needed to contact fire fighters or paramedics would they know what to do when they arrive? Thinking about and answering these kinds of questions ahead of time can make a stressful situation go smoother.

Work Place Injuries

Palco will obtain a workers' compensation policy on your behalf in case there are any work place injuries. The workers' compensation law provides wage loss and medical benefits to employees who cannot work, or who need medical care, because of a work-related injury.

It is very important you follow the guidelines set out by Palco when it comes to reporting work place injuries. If you and/or your SSP do not report an injury per the guidelines below the insurance may not cover the claim.

First, if your SSP is injured, seek the necessary medical care immediately. Second, call and report the injury via the process outlined below. Palco works with Babb Inc. to provide workers' compensation insurance and will assist in facilitating a claim through a Claims Specialist whose contact information is below:

All work place injuries must be reported within 24 hours.

- Report your injury to **Babb Inc.** Toll Free- 1-800-892-1015
- Injuries can be reported 24 hours a day, 7 days a week

Third Party Administrator: Babb Inc., Babb Absence Management Services
Insurance Carrier: Berkshire Hathaway Guard
Babb Inc. Address: 850 Ridge Avenue Pittsburgh, Pennsylvania 15212
Babb Inc. Phone: Toll Free (PA) 1-800-892-1015
Babb Inc. Fax: 412-322-1756

Mandatory Reporting

Who is a mandated reporter? An SSP or CLE who has reason to suspect that a recipient is a victim of abuse or neglect shall make an oral report to the Supports Coordinator.

A CLE or SSP who observes suspected abuse, neglect, exploitation or abandonment or has reasonable cause to suspect that abuse or neglect has occurred will immediately assure the recipient's health and safety.

In Pennsylvania, abusing a dependent adult, an elderly person, or a child is a crime punishable by law. Criminal abuse of individuals includes physical or sexual abuse, financial abuse, neglect, and psychological abuse or intimidation. If you are being subjected to any form of abuse, report the situation immediately. Contact info can be found on Page 2 of this employer handbook.

Backup Planning

It is important to have a plan for unexpected circumstances such as care not showing up or an issue with your health. A written plan may help you think of what to do when you

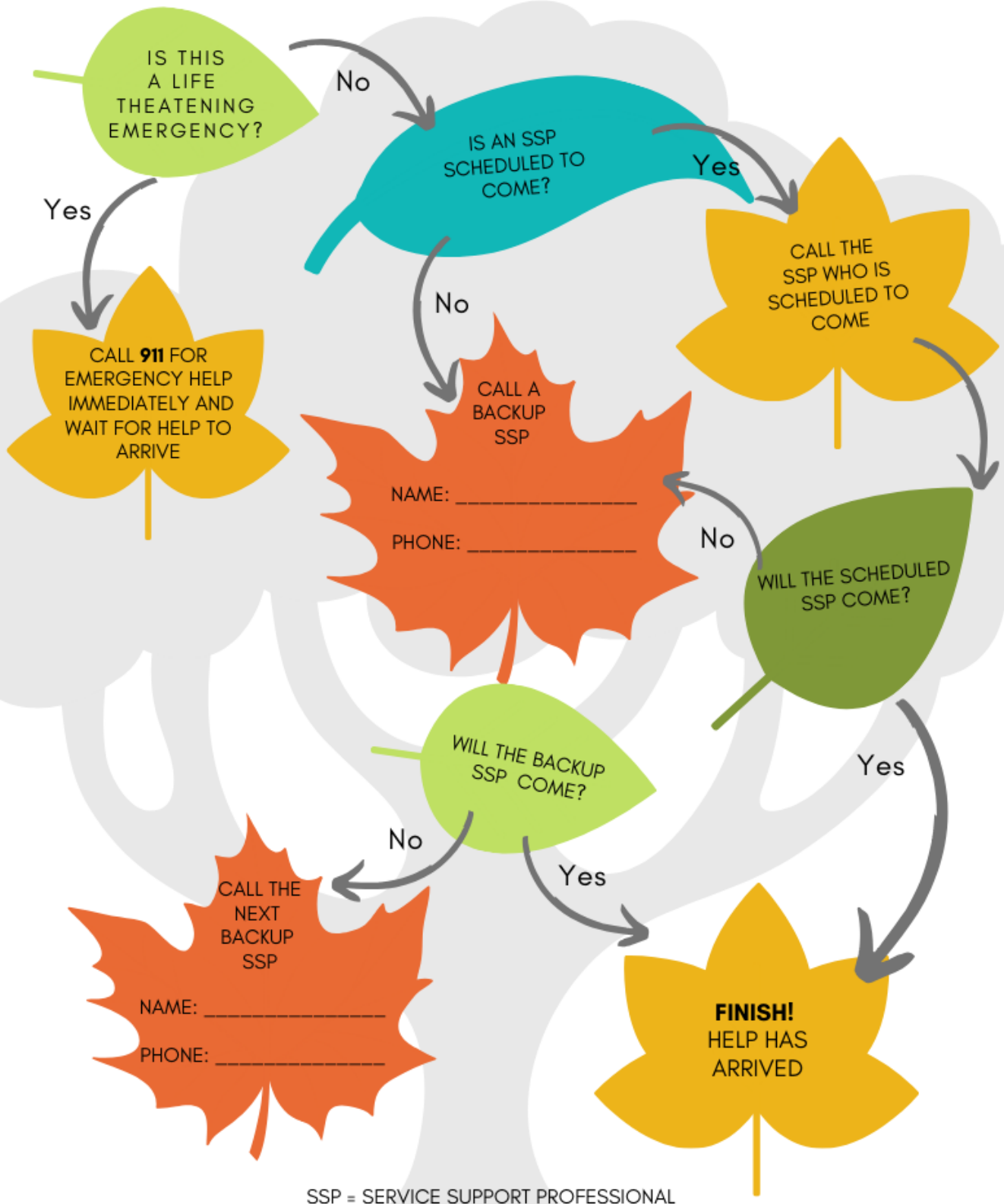
are in a time of need. Below is a simple decision tree for when you are seeking care. Think about other important information you may want to write down such as you care preference, medications, preferred providers and health warning signs. The decision tree on the next page can help you lay out your plan for if care is needed and unexpected circumstances arrive.

You should work with your ISP Team to identify and designate the individuals who will be your natural support and paid emergency backup staff. Your emergency backup staff can be family members, friends and neighbors who have volunteered to help you or an SSP you recruit specifically to provide emergency backup care. Make sure that each person named in your backup plan fully understand their role.

Paid SSPs should complete all the steps required to become an SSP as soon as possible so that when an emergency arises, they can instantly begin performing work and be paid for those services.

You can change your PDS Participant Backup Plan and designated emergency backup and natural support staff at any time.

Care Decision Tree



SSP = SERVICE SUPPORT PROFESSIONAL

Ongoing Support

Service Notes

Service notes are a daily log of tasks that have been completed by the SSP and should be captured using the prescribed service note template. The CLE is responsible to ensure service notes are complete and have all of the required information. The CLE should train the SSP on how to complete service notes during their orientation to the job. Service notes should be kept by the CLE as documentation that support that a claim for services is justified. The participants Service Coordinator, Administrative Entity or ODP may request copies of the service notes at any time so it is important you maintain a clear and organized record. You can review the Service Notes Instructions resource and the Service Notes template form on the Palco website. If you have questions about service notes, speak with your service coordinator.

Service Notes Instructions:

http://www.palcofirst.com/site/assets/files/1207/paodp_service_notes_instructions.pdf

Service Notes Template:

http://www.palcofirst.com/site/assets/files/1207/paodp_service_notes.pdf

Progress Notes

A CLE/SSP is also required to complete a quarterly progress note and maintain these notes in a participant's record. The progress note captures how the services are helping the participant achieve the goals outlined in their ISP. Progress notes also aid in substantiating the claims for services.

Progress notes must include the following:

1. Name of the participant receiving services
2. Name of the SSP
3. Name, title, signature and date of the person completing the progress note
4. Name of service
5. Amount, frequency, and duration of the authorized and delivered service
6. Outcomes of the services provided
7. Description of what occurred during the delivery of the service

For more information on what should be included in the progress notes for each service, please review the technical guidance issued by ODP in bulletin 00-18-04 located here:

<http://www.paproviders.org/wp-content/uploads/2018/08/00-18-04-Attachment-1-Claim-Technical-Guidelines-FINAL.pdf>

Vendor Payments

When vendor service are authorized on the ISP Palco will makes payment to the vendor when you submit the invoice to Palco. A Common Law Employer is not allowed to be reimbursed for purchases directly. All payments must be made directly to the vendors.

Before any payments are issued from Palco, the vendor must be set up in our system. We must obtain a signed IRS Form W-9 from the vendor. Please review the vendor packet located on our website for instructions and information on how to get set up. <http://www.palcofirst.com/>

If you are using a vendor for the first time you will need to submit the W-9 at the same time you submit Palco's Vendor Payment Request form and invoice.

If you have previously used a vendor, submit the Vendor Payment Request form and attach a receipt or invoice from the vendor describing the good or service in detail. Palco may only pay for items that have been authorized and for which sufficient funds are available in the service authorization.

Please make sure you are submitting all vendor payment requests within 60 days from the date of service. Requests submitted beyond 60 days from the date of service may not be processed or paid.

Payments for goods and services are made on the same schedule as payroll. Vendors will receive a 1099 from Palco at year-end.

Mileage Reimbursements

In order to receive mileage reimbursements, this service must be approved/authorized on the ISP. Prior to any SSP or person providing this service, they must be qualified. The qualification requirements are included in your enrollment packet and on the Transportation Mileage reimbursement Request form. Mileage reimbursements are paid out during the last service period of the month.

Please make sure you are submitting all mileage reimbursement requests within 60 days from the date of service. Requests submitted beyond 60 days from the date of service may not be processed or paid.

Terminating the VF/EA FMS Option

You may elect at some point to voluntarily stop using the Vendor/Fiscal model. When you reach this decision you will first need to contact your Supports Coordinator. A participant may voluntarily discontinue participant direction of waiver services at any time. A Voluntary Participant Termination Form must be completed by the participant and

Supports Coordinator when the participant has expressed their decision to stop directing their waiver services.

The AE/SC should retain a copy of the form and submit to Palco to notify us of the end date of the VF/EA FMS service option.

PLEASE REMEMBER: It is important for this form to be completed so Palco can make certain all the Common Law Employer tax account is properly closed.

Involuntary Termination from the VF/EA FMS Service option will occur if the participant or their designated common law employer is suspected or convicted of Medicaid fraud, or if the participant fails to meet the conditions of their signed agreement. Involuntary termination will also occur if there is sufficient evidence through supports coordination monitoring that the participant's assessed needs are not being met as a result of the performance by the Common Law Employer. – Appendix E - Consolidated and Person/Family Directed Supports waivers.

Ongoing Support

Participant direction does not mean doing things all by yourself. Palco customer support staff are available to support you along the way. If you have any questions, need support or assistance please call our customer service team and they will assist you! You can also visit our website to find additional forms and resources to help you on your journey with self-direction!

Palco Main Line: 1-866-710-0456

Email: info@palcofirst.com

Website: <http://www.palcofirst.com/>