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Date

Dear Elderly Services Program Client:

We're writing to tell you about an important change in your Consumer Directed Care service. Read this letter carefully as there are steps you need to take to ensure there are no disruptions to your services.

As someone who uses the Elderly Services Program's (ESP) Consumer Directed Care option, you act as the "employer" for your worker/aide. To make it easy for ESP clients to employ their own workers, Council on Aging, the administrator of the Elderly Services Program, contracts with a Financial Management Services (FMS) provider to manage all of the financial and payroll related responsibilities that go along with being an "employer." On your behalf, the FMS manages all payroll, taxes and IRS reporting associated with the services your worker provides.

In the past, these services were provided by Acumen. Acumen's contract with Council on Aging is ending and Council on Aging has selected a new provider: Palco, Inc. Palco is an industry leader in providing financial management services to individuals enrolled in home-and-community based programs, like the Elderly Services Program.

Palco will manage payroll for your worker beginning with the pay period of **June 16, 2022**. Until June 16, all time should continue to be submitted to Acumen for processing and payment.

To prepare for the change to Palco, you must complete the enclosed transition packet. Failure to do so could cause a disruption to your services and/or a delay in your worker's paycheck. It is our goal during this transition to prevent delays and disruptions. The following information will help you through the transition. Additionally, you will be able to work with staff from Council on Aging, ESP and/or Palco to help you complete the transition packet.

Here's what you need to do:

1. Complete the enclosed Employer Transitions Packet.

You must complete and return the forms in this packet by April 29, 2022. The forms included in the enclosed employer transition packet allow Palco to assume the role of fiscal agent on your behalf (as the employer) and fully transition responsibilities of the financial management services from Acumen to Palco. Please complete the enclosed forms and return them to Palco by April 29, 2022. Most forms will simply require a signature and date from you, the employer, or your designated Employer of Record.

2. Watch for your enrollment confirmation email.

Once Palco receives your Employer Transition Packet, it will be processed within 3-5 business days. If there are any issues or corrections needed, a Palco enrollment specialist will reach out to you. Once it is processed and approved, you will receive a confirmation email.

3. Talk to your worker about the transition to Palco.

We've included a factsheet you can give to your worker to share important information and to help explain actions they may need to take.

4. Attend a training on how to submit timesheets to Palco.

As your worker's employer, you must ensure timesheets are submitted on time so they can be paid for the services provided. The most effective way to submit timesheets to Palco is online at <https://connect.palcofirst.com>. You will begin submitting time sheets to Palco starting with the 06/16/2022 pay period.

Information on how to submit timesheets (time entry system) will be provided during training sessions in June. To register for a training session, visit the Palco website, <https://palcofirst.com/ohio/>, and click Training. Helpful resources, including time entry instruction guides, will also be posted to this website as they become available.

Training Dates/Times:

Wednesday, June 1, 2022 10am – 11:30am

Tuesday, June 7, 2022 1pm – 2:30pm

Thursday, June 9, 2022 5:30pm – 7pm

If you are unable to attend one of these live training sessions, a recording will be posted on the Palco website during the first week of June.

5. Watch for an email with your Palco registration information in early June.

Prior to the full transition in early June, you will receive an email from Palco containing the Palco ID for both you and your worker, as well as instructions to register in the online time entry system. Please be on the look out for this email!

6. Ask for help if you need it.

We realize that change can be difficult, especially when it comes to your care. But staff from Council on Aging, ESP and Palco are here to help.

If you would like to meet with someone from Council on Aging or ESP to get one-on-one assistance with the transition packet and paperwork, please call the appropriate phone number below to schedule an appointment. Appointments will be available in April.

Clinton County Elderly Services Program: (937) 584-7200

Hamilton County Elderly Services Program: (513) 592-2800

Butler County Elderly Services Program: (513) 868-3210

Warren County Elderly Services Program: (513) 695-2100

Alternatively, you can reach out to Palco's Customer Support team for assistance with your transition packet or any other questions you might have. You can reach them Monday-Friday, 8am-5pm at 1-866-710-0456, or via email at customersupport@palcofirst.com.

Remember, we are here to help you through this transition. You rely on a team of people – your worker, your family and your Elderly Services Program care manager – to help you remain independent in your home. Going forward, Palco will be an important part of your team. Please reach out to your Elderly Services Program care manager if you have any questions about this transition.

Kate Laubenthal
Manager, Elderly Services Program
Council on Aging of Southwestern Ohio