

## Palco Case Management Portal (CMP) Access Request Procedure

### Phase One (May 2022):

1. New Users will request access via the Palco Case Management Portal (CMP) Access Request Form.
  - a. All users must agree to the Terms of Use before system access can be granted.
2. Forms will be submitted to Conduent, indexed, and provided to Palco daily.
3. Palco will process requests for access within 3-5 business days.
  - a. If an issue or discrepancy presents with the form, Palco account manager will follow up with user and authorizing representative via email.
4. Once access is granted, Palco will email the user their log in credentials.
5. If form indicated a user was replacing an existing user, Participant caseload will be transferred to new user.
6. If new user is not indicated as a transfer, authorizing representative will need to complete a caseload setup request form and return to Palco.
7. If request submitted is a termination, the user will lose access to CMP immediately upon processing of the form.

### Phase Two (Fall 2022):

1. New Users will request access via the Palco Case Management Portal (CMP) Access Request Form.
  - a. All users must agree to the Terms of Use before system access can be granted.
2. Forms will be submitted to Conduent, indexed, and provided to Palco daily.
3. Palco will process requests for access within 3-5 business days.
  - a. If an issue or discrepancy presents with the form, Palco account manager will follow up with user and authorizing representative via email.
4. Once access is granted, Palco will email the user their log in credentials.
5. Supervisor/Manager can access caseload admin within Palco CMP to transfer participants and add participants to new users' caseload as necessary.





## Palco Case Management Portal (CMP) Access Request

This form must be completed by all **professional users** before access to CMP can be granted. Please note this form is not for self-directing Participants/Employers/Workers as they do not access CMP. Once complete, please fax (866.302.6787) or email ([docprocessing@conduent.com](mailto:docprocessing@conduent.com)) to Conduent and allow 3-5 business days for processing.

### Request Type: (check one)

- New Account Setup       Change in Existing Account       Account Termination

User Account Information		
First Name	Middle Name	Last Name
Last 4 of SSN:	Date of Birth (mm/dd/yyyy):	Company/MCO Name:
Phone	Email	Program Entity: <input type="checkbox"/> SDCB <input type="checkbox"/> SW <input type="checkbox"/> Mi Via
Is this user replacing an existing user? <input type="checkbox"/> Yes* <input type="checkbox"/> No	If yes, who? (Full name and organization)	
<i>**If yes, please indicate the name in the next box. All Participants associated with that user will be transferred to this new user.</i>		
<b>User Role:</b>		
<input type="checkbox"/> TPA-Administrative	<input type="checkbox"/> MCO Admin	
<input type="checkbox"/> TPA-Nurse Reviewer	<input type="checkbox"/> MCO Utilization Reviewer	
<input type="checkbox"/> Consultant Agency Staff	<input type="checkbox"/> State Employee-General	
<input type="checkbox"/> Consultant	<input type="checkbox"/> State Employee-Assign CA	
<input type="checkbox"/> Conduent	<input type="checkbox"/> MCO Billing Provider Staff	
<input type="checkbox"/> Support Brokerage Staff	<input type="checkbox"/> MCO Compliance	
<input type="checkbox"/> Support Broker	<input type="checkbox"/> Call Center	
<input type="checkbox"/> MCO Care Coordinator		

Authorizing Representative	
Company/MCO Name:	Representative Title/Role:
Representative Name:	Phone:
Signature:	Date:

**\*\*User must review the Terms of Use on the following pages and sign at the end\*\*\***



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### **Your Representations**

You represent, warrant, and covenant that: (a) you shall not upload, post, or transmit to or distribute or otherwise publish through the website any materials which (i) restrict or inhibit any other user from using and enjoying the website, (ii) are unlawful, threatening, abusive, libelous, defamatory, obscene, vulgar, offensive, pornographic, profane, sexually explicit, or indecent, (iii) constitute or encourage conduct that would constitute a criminal offense, give rise to civil liability, or otherwise violate law, (iv) violate, plagiarize, or infringe the rights of Palco, Inc. or any other third parties including, without limitation, copyright, trademark, patent, rights of privacy or publicity, or any other proprietary right, (v) contain a virus or other harmful component, (vi) contain any information, software, or other material of a commercial nature, (vii) contain advertising of any kind, or (viii) constitute or contain false or misleading indications of origin or statements of fact; and (b) that you are at least eighteen (18) years old.

### **Your Indemnification**

You hereby agree to indemnify, defend and hold Palco, Inc., and all its officers, directors, owners, agents, employees, information providers, affiliates, licensors, and licensees (collectively, the





"Indemnified Parties") harmless from and against any and all liability and costs incurred by the Indemnified Parties in connection with any claim arising out of any breach by you of this Agreement or the foregoing representations, warranties, and covenants, including, without limitation, attorneys fees and costs. You shall cooperate as fully as reasonably required in the defense of any claim. Palco, Inc. reserves the right, at its own expense, to assume the exclusive defense and control of any matter otherwise subject to indemnification by you and you shall not in any event settle any matter without the written consent of Palco, Inc.

### **Service Contact**

If you have any questions about this website or have technical problems in accessing information on our website, please contact us using the information provided on the Contact Us page.

### **Modification**

Palco, Inc. reserves the right to change the terms, conditions, and notices under which this site is offered.

### **Governing Law**

This Agreement is governed by the laws of the State of Arkansas applicable to agreements entered into and wholly to be performed therein. You hereby consent to the exclusive jurisdiction and venue of the state and federal courts within Arkansas for the resolution of all disputes arising out of use of this website. Use of this website is unauthorized in any jurisdiction that does not give effect to all provisions of these terms and conditions, including, without limitation, this paragraph. You agree that no joint venture, partnership, employment, or agency relationship exists between you and Palco, Inc. as a result of this Agreement or use of the website. You agree not to combine any claim you have arising out of the Palco, Inc. Privacy Policy Statement with the claims of others.

### **Legal Process**

This Agreement is subject to existing laws and legal process. Nothing in this Agreement shall derogate Palco, Inc.'s right to comply with law enforcement requests or requirements relating to your use of this website or information provided to or gathered by Palco with respect to such use.

### **Invalidity**

If any part of this Agreement is determined to be invalid or unenforceable pursuant to applicable law including, but not limited to, the warranty disclaimers and liability limitations set forth above, then the invalid or unenforceable provision will be deemed superseded by a valid, enforceable provision that most closely matches the intent of the original provision and the remainder of the Agreement shall continue in effect.





### Entire Agreement

This Agreement contains the entire agreement between you the user and Palco, Inc. with respect to this website. It supersedes all prior or contemporaneous communications and proposals, whether electronic, oral, or written, between the use and Palco, Inc. with respect to this website.

### Electronic Communication

If you elect to use Palco, Inc.'s self-service portal and/or have selected the option to receive forms, reports, and other correspondence electronically, then you agree to keep your email address and/or phone number up to date. You understand that failing to update your email address and/or phone number may result in delay of notification of important information and actions, including benefit receipt and determinations. You agree to release Palco, Inc. and hold it harmless from any consequences from your failure to update your email address. You also agree to receipt of the email notification instead of any paper notifications required by state or federal law. If you have elected to receive forms or reports electronically, you may also print them anytime by logging in to the self-service portal website. Your election to receive electronic forms and reports will continue until such time as you change your mailing and communication preferences. You may change your mailing and communication preferences at any time by notifying Palco, Inc. in writing.

**By signing below, the user acknowledges they have reviewed and understand the terms and conditions of using the Palco Case Management Portal and all Palco systems. The user agrees to follow all privacy practices, HIPAA compliance, and copyright laws when utilizing the system.**

User Acknowledgment / Signature	
Company/MCO Name:	User Title/Role:
Full Printed Name:	Phone:
Signature:	Date:

Once processed, the user will receive an email with access information.

**Please return this form to Conduent via email: [docprocessing@conduent.com](mailto:docprocessing@conduent.com)  
or via Fax: 866.302.6787**