



# NV SELF-DIRECTION IN NEVADA



Palco is contracted with the Nevada Aging & Disability Services Division (ADSD) to provide fiscal management services to the Self Directed Family Support Arrangement (SDFSFA) program. Families of children with developmental and complex medical needs can receive a budget of \$600/month to use for therapeutic supports. As a self-directed service model, the parent/guardian of the child is established as the legal employer of record for the facilitation of payments to the support providers they hire. Palco will facilitate the set up of the employer, enrollment of all hired supports and vendors and administer the payments for these individuals.

## Palco's Services

- As the Fiscal Employer Agent for self-directed services in Nevada, Palco provides a multitude of Financial Management Services (FMS). This means we serve as a financial intermediary that helps families and program participants manage and distribute the funds of a participant-directed budget by calculating and processing payroll, purchasing approved goods and services, and withholding, filing, and paying federal, state, and local taxes.
- Customer Support - Palco has live agents available to assist as well as voicemail available for convenience. The voicemail is checked twice a day and sent out for immediate callbacks. Palco's dedicated customer support team receives over 97,000 calls annually and boasts a first-call resolution rate of 93.7 percent with the average call answered in under 30 seconds.

## Enrollment Process

- A Palco Participant Intake Referral form must be completed for each participant and submitted to SDSFA. The form can be found [here](#).
- Palco will receive the intake form from SDSFA and send additional documents to the Employer of Record electronically or via a paper packet to be completed.
- Each employee and/or vendor that the employer intends on using will need to complete paperwork with Palco as well.
- Services cannot begin until all completed paperwork is processed and Palco has issued a good-to-go.
- Additional forms for the NV SF programs can be found [here](#).
- Palco Customer Support can be reached at 866-710-0456.

### Helpful Resources

Website: [www.palcofirst.com/nevada/](http://www.palcofirst.com/nevada/)

Customer Service: 1-866-710-0456