

# PALCO

# GUIDE TRAINING

# IDAHO



**PALCO**  
*Empowering Independence*

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**FOR INTERNAL USE ONLY**



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# Introduction

Palco is excited for the opportunity to serve you in your journey in self-direction in Idaho. We have 25 years of experience in the Fiscal/Employer Agent (F/EA) model of Financial Management Services (FMS) for self-directed services, and use that experience and longevity to simplify the process of self-direction for participants/employers, Community Support Workers (CSW), and support brokers. Along with decades of professional experience, we've also been able to adapt to the modern age, offering a best-in-class Case Management Portal (CMP) technology suite with end-to-end solutions from enrollment to paycheck. Palco's footprint spans eight states across the United States and includes serving more than 20,000 participants! Sharpened by experience and amplified by modern technology, Palco advocates for people to live independent lives.

## What is F/EA?

The F/EA is like a payroll service. What we do for you:

- Payroll processing (issue payroll and vendor checks)
- Withhold and file taxes (employee and employer)
- Update budget balances
- Provide spending reports to track expenses
- Bill and provide reports to the State and support brokers

The F/EA documents we will collect from the employer/participant set up a non-income generating healthcare business for the participant. This will never affect the participant or employers' personal taxes! It is critical that Palco receives legal names from everyone.

For more information on services Palco has to offer or just to learn a little more about us, visit:

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





# Roles & Responsibilities

- Payroll processing (issue payroll and vendor payments)
- Withhold and file taxes (participant and CSWs)
- Provide website to assist with time entry and approval for participants and CSWs
- Utilize reporting features to help clients maintain current budgets
- Provide training, resources, and customer support services for the participant and CSWs to succeed

## PALCO

- Recruit and interview CSWs
- Train CSWs
- Schedule CSWs
- Prevent Fraud, Waste, and Abuse
- Review and approve timesheets by deadline each pay period
- Monitor spending at least monthly

## PARTICIPANT/EMPLOYER

- Provide quality care to the participants in accordance with the care plan
- Provide support as trained by the participant
- Notify the participant and Palco of any changes in contact information timely
- Submit timesheets by the deadline as required by your participant
- Monitor pay statements regularly and report any issues

## CAREGIVER



# Quick Online Enrollment

Palco's online enrollment tool, Intake, provides a fast and efficient process for completing the required enrollment forms and can be done in less than 3 minutes! The system will collect your electronic signature, consent, and submission/download of all required forms. Once all steps are complete, the enrollment can be submitted for review by the Palco enrollment team and all completed forms are available for download.

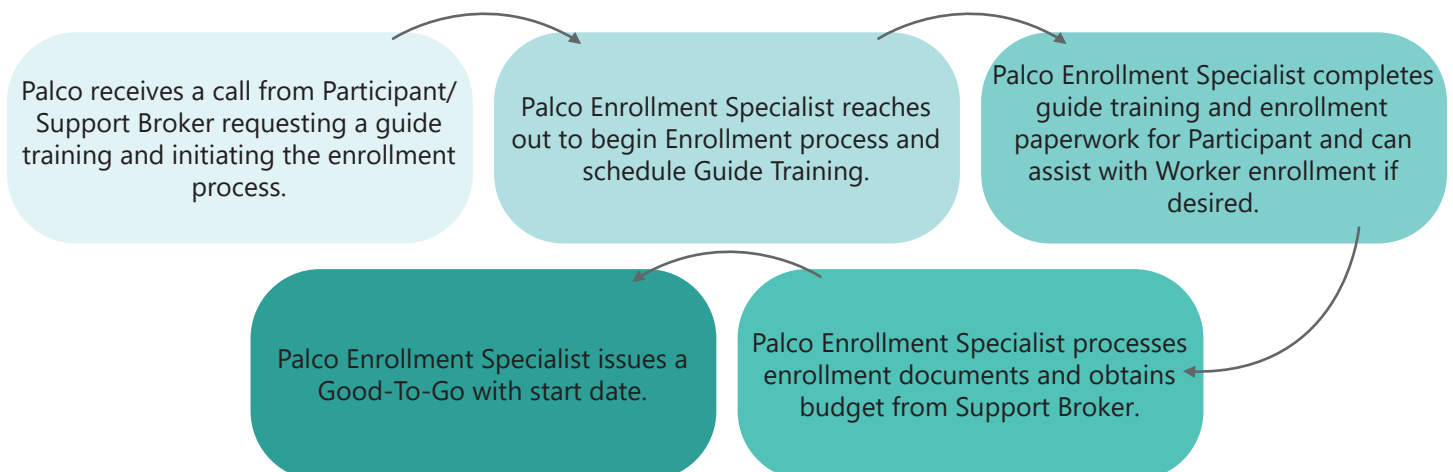


# Enrollment Resources

The following process flow provides an overview of the steps for a new Participant/Employer enrollment in the program.

## Employer Enrollment Forms

- Designation of Surrogate Employer
- Employer Responsibilities & Attestation
- Employer Authorization Agreement
- Idaho Power of Attorney – Form ID-POA
- Idaho Designation of Authorized Agent
- IRS Form SS-4
- IRS Form 2678
- IRS Form 2848



## **Designation of Surrogate Employer**

The Designation of Surrogate Employer form is used to determine who will be the employer and accept the responsibilities of that role. Some programs require a surrogate employer, while others leave the option up to the participant.

This is a Palco form and the information required includes the participant's information, as well as the employer's. The employer will sign and date the form.

## **Employer Responsibilities & Attestation**

The Employer Responsibilities and Attestation form provides the self-directing employer with an overview of the responsibilities they will be assuming and attests to their understanding of them. It is an internal Palco form and requires the employer's signature and date at the bottom.

## **Employer Authorization Agreement**

The Employer Authorization Agreement provides a mutually respected agreement between Palco and the employer for Palco to perform the necessary fiscal employer agent tasks on behalf of the employer. Key tasks that Palco will assume, such as obtaining an FEIN and filing the associated taxes, are explained. It is an internal Palco form and requires the employer's signature and date at the bottom.

## **Idaho Power of Attorney – Form ID-POA**

The Idaho Power of Attorney form allows Palco to obtain the account numbers or communicate on behalf of the employer for both State Income Taxes or State Unemployment.

This is an external form and has many required fields, via the system. The employer will sign and date as Palco has prefilled the rest. Palco will submit the form to the necessary state agency when appropriate.

## **Idaho Designation of Authorized Agent**

The Designation of Authorized Agent for Unemployment Insurance Tax and Benefits form allows Palco to report unemployment insurance taxes and maintain information regarding benefits for the client.

This is an external form and has many required fields, via the system. The employer will sign and date as Palco has prefilled the rest. Palco will submit the form to the necessary state agency when appropriate.

## **SS-4 Application for Employer Identification Number**

The SS-4 form allows Palco to apply for and obtain a Federal Employer Identification Number (FEIN) on behalf of the employer. Palco will obtain a very specific FEIN on behalf of the employer that is classified as a Home Care Service Recipient (HCSR) ID type. This HCSR ID is non-income generating, which ensures it will never have an effect on the employer's personal taxes.

This is an external form and has many required fields, via the system. The employer will sign and date as Palco has prefilled the rest. Palco will submit the form to the necessary Federal agency when appropriate.

## **2678 Employer/Payer Appointment Agent**

The 2678 form appoints Palco as your Fiscal Vendor Agent to file federal payroll tax reports on your behalf. This is only for the purpose of the HCSR ID number that was secured and only relevant for the self-directed services being provided.

This is an external form and has many required fields, via the system. The employer will sign and date as Palco has prefilled the rest. Palco will submit the form to the necessary Federal agency when appropriate.

## **2848 Power of Attorney and Declaration of Representative**

The 2848 form allows Palco to correspond with the IRS on behalf of the participant for the limited purpose of the self-directed program.

This is an external form and has many required fields, via the system. The employer will sign and date as Palco has prefilled the rest. Palco will submit the form to the necessary Federal agency when appropriate.





## Community Support Worker Enrollment Forms

- Worker Qualification Form
- Participant/Worker Employment Agreement
- Medicaid/Worker Agreement
- Criminal History Check Waiver of Liability/Assumption of Risk
- USCIS Form I-9
- Payroll Information Worksheet
- IRS Form W-4
- Idaho State Form – W-4
- Pay Selection & Direct Deposit Form

## **Worker Qualification Form**

The Worker Information & Qualification form explains the duties of a worker within the Idaho program. This is a two-page form that also includes a consent and explanation of the background checks required to become a worker. It is an internal Palco form and requires the worker's signature and date at the bottom.

## **Participant/CSW Employment Agreement**

The Participant/CSW Employment Agreement documents the specific services the CSW will perform. It also documents the frequency (how often) and duration (how long) with which the CSW provides each service as well as the rate of pay. This is an external form that requires signatures from the participant, legal guardian (if necessary), and the community support worker.

## **Medicaid/CSW Agreement**

The Medicaid/CSW Agreement describes what the CSW will do as an employee. It also specifies that the participant will only pay for work performed in accordance with program rules and the terms described in this agreement.

## **Criminal History Check Waiver of Liability/Assumption of Risk**

The Criminal History Check Waiver of Liability/Assumption of Risk is only required if the participant/guardian wishes to waive the CSW from being subject to a criminal history check prior to providing services.

## **USCIS Form – I-9**

The United States Department of Homeland Security, Citizenship and Immigration Services (CIS) department, requires all U.S. employers and workers to complete the I-9. The purpose is to verify that the applicant worker can be legally employed in the United States. Palco verifies all workers through the U.S. CIS online system. Verification of documents being supplied on the form must be done by the employer. The form is three pages long, and the last page contains a list of acceptable documents.

## **Payroll Information Worksheet**

This Palco Payroll Information Worksheet is used to determine any exemptions the worker may qualify for in order for Palco to calculate the proper payroll and payroll tax. It is important you review the questions carefully and verify who exactly the employer is so you can answer accurately. This form is three pages long and should be updated at any time if information changes.

## **W-4 Employee Withholding Certificate**

The IRS Form W-4 is used by Palco to withhold the proper amount of federal income tax from worker paychecks. The information entered in the Intake system will be hard coded onto the form and stored for tax purposes. This form should be updated any time your information changes. Palco cannot provide tax advice of any kind. If you have any questions, speak to a tax professional or visit the IRS website for additional guidance.

## Idaho State W-4

The Idaho State W-4 is used by Palco to withhold the proper amount of state income tax from worker paychecks. This form should be updated any time your information changes. Palco cannot provide tax advice of any kind. If you have questions, speak to a tax professional.

## Pay Selection and Direct Deposit Form

The Pay Selection and Direct Deposit Authorization Agreement is used to inform Palco how you would like to be paid. Palco offers two options for quick and efficient pay – direct deposit to a bank account of your choice or a free Money Network Card.

If you choose to enroll in the Money Network Services option, you will be enrolled with our partners at First Data Money Network Services. A card will be ordered by your enrollment specialist and shipped directly to your home. Money Network Card holders also have the benefit of accessing Wages Now, a program that allows access to worker pay after every shift rather than waiting for payday.

## Good-to-Go Notification

A Good-to-Go (GTG) notification is sent when the enrollment process has been completed. The GTG notification will inform the individual the date they can begin receiving services, or in the case of the worker, the date they can begin providing service. The notification will also include role-specific information. The main information included will be a link to create a Connect account in order to create online timesheets. An example of a GTG email is located below.

Vanessa Wick

Participant: Johanna Wick - Palco ID: 083320 – (or new Participant when that is the case)  
Employer: John Wick - Palco ID: 083321 - – (or new EOR when that is the case)  
Worker: Vanessa Wick - Palco ID: 083322

Palco, Inc. is pleased to inform you that you have completed our enrollment process and have been issued a Good-to-Go status with an effective date of 2021-02-09. Please remember that Palco, Inc. cannot pay for any employee hours worked prior to the Good to Go date.

Please keep the ID numbers listed at the top of this notification in a safe location. You will be required to provide these numbers on any paper timesheet submitted as well as when you call Palco Customer Support, 1-866-710-0456

Please use your current login information to access the [Connect](#) system.

Please visit our website [www.palcofirst.com](http://www.palcofirst.com) for additional information and program forms.

Respectfully,

Palco, Inc.

**CONFIDENTIALITY NOTICE:** This e-mail and all attached material are private and confidential. All materials are privileged and are intended solely for the intended recipient. Any unauthorized copy, disclosure, review, distribution, or any other use of this material is strictly prohibited and may result in legal liability on your part. If you have received this transmission in error, please notify Palco immediately at (501) 604-9936 or [privacy@palcofirst.com](mailto:privacy@palcofirst.com).



# Connect (time entry)

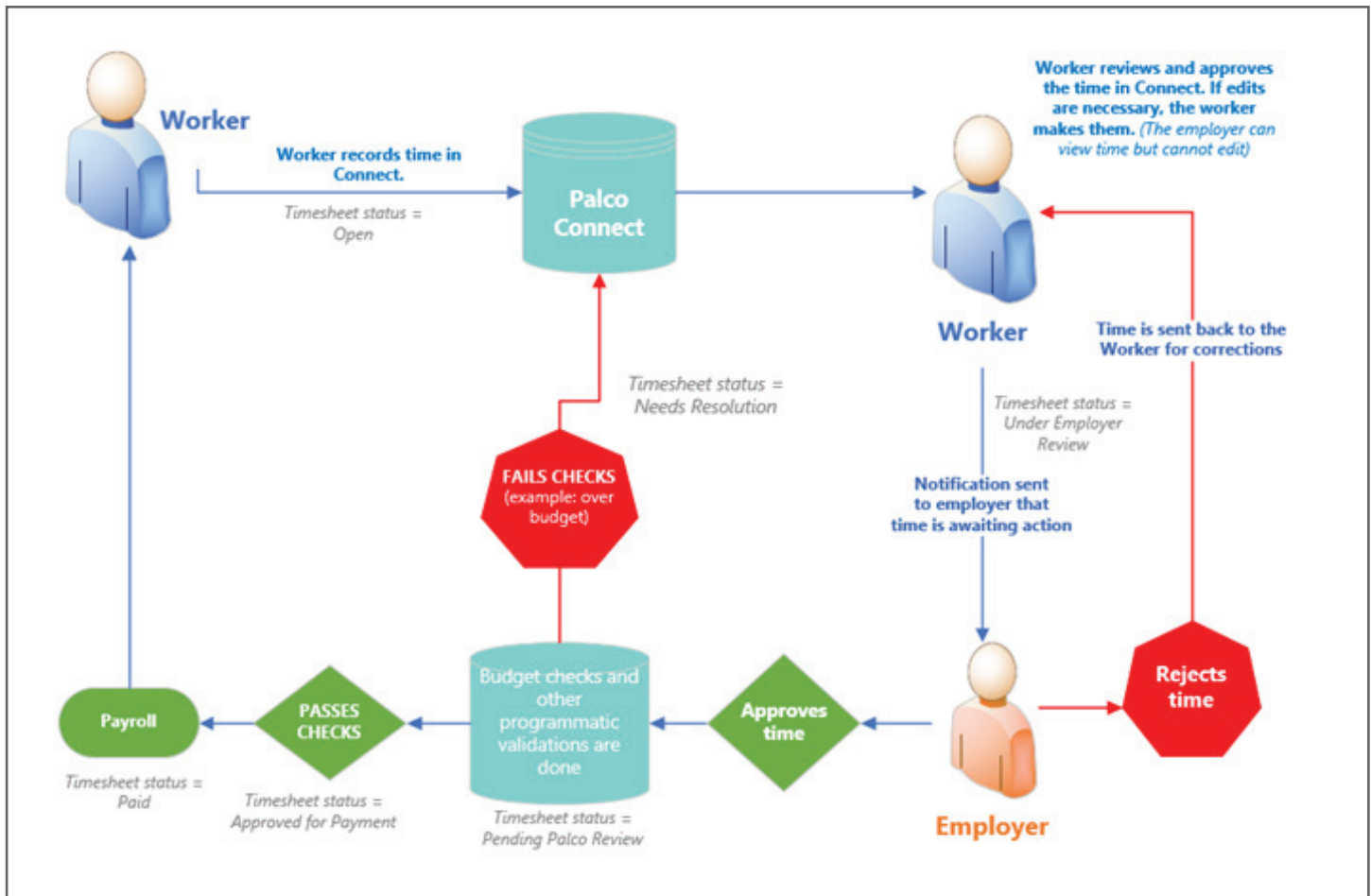
Connect is Palco's external time entry system. Users can enter their timesheets online via this portal at <https://connect.palcofirst.com/>. Connect is only available to participants/employers, workers, and support brokers. The Connect portal is built with self-direction in mind and provides a simple interface where users can review and approve an entire timesheet, see total hours for the week before submitting, view utilization/spending, access pay stubs, and view reports.

When you receive your Good-to-Go notification, there will be a link to register to use Connect. To register, you will need to provide your email address, Palco ID (which will be included in the Good-to-Go notification), and your Social Security Number. Once those are provided, you will be asked to set a password to log in.

A screenshot of the Palco Connect Portal Registration page. The page has a dark header with the Palco Connect logo. The main content area is white and features the title "Connect Portal Registration" and a "VERIFY" section. Below the title are three input fields for "Email Address...", "Palco ID...", and "Social Security Number...". There is a checkbox labeled "I'm not a robot" and a blue "NEXT" button. At the bottom, there are links for "Terms of use" and "Privacy policy".

## Connect Time Entry Workflow

The following workflow outlines the process to manually record time in the Connect system. A timesheet is opened by the worker, shifts are added, and it is then submitted to the employer for review and submission to Palco. Every timesheet requires a two-approval process.



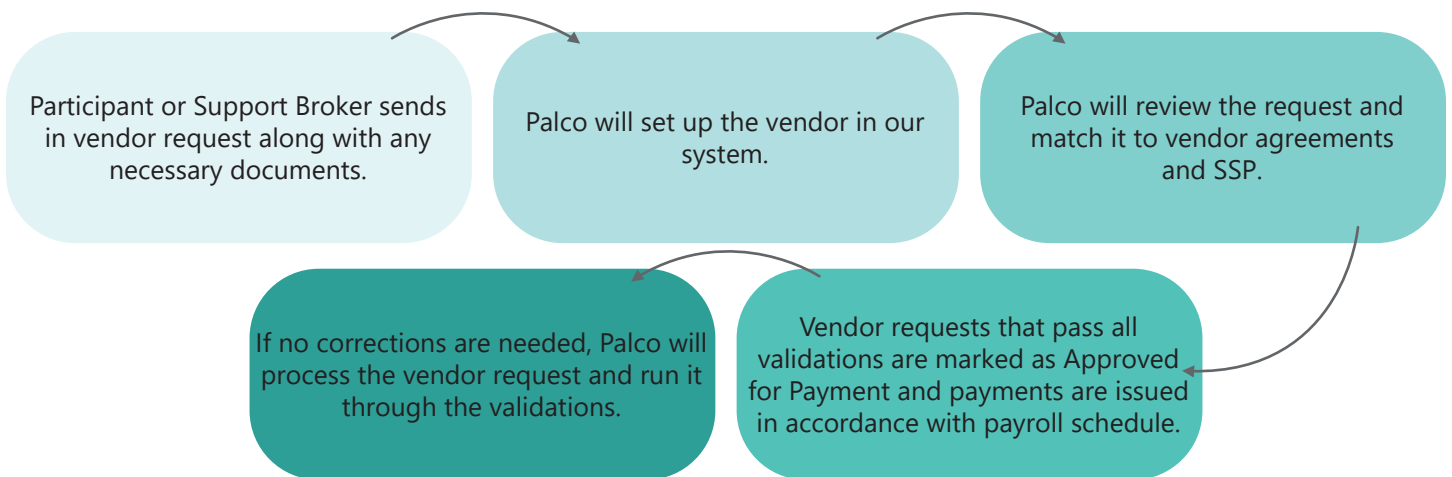
For a comprehensive guide on how to use Connect, click [here](#) to view the user guide.

As a reminder, program rules permit only individuals exempt from overtime to work more than 40 hours in a work week. Any overtime payments accrued will be the responsibility of the employer as Palco is not permitted to pay services at time and a half and we are required to adhere to all state and federal laws related to employment practices and payments to workers.



# Vendor Payments

If approved in your spending plan, Palco will process and pay vendors for any approved goods or services as outlined in the following process flow. For a list of forms related to vendor payments, including the Idaho Vendor Engagement Packet, visit [www.palcofirst.com/idaho](http://www.palcofirst.com/idaho). An Agency or IC Agreement, as well as a W-9, may be required for the vendor.





# Payroll Schedule

For the Idaho programs, we run a bi-weekly payroll. The work week starts on Sunday and ends on Saturday. Timesheets are due the following Monday after the end of the service period. Payment dates will be the Friday of the following week.

**WAGES  
NOW  
PAYS  
DAILY**

**PALCO**

Wages Now is a program for Money Network cardholders that allows workers to access a portion of pay after each shift rather than waiting for the traditional payday. You never have to ask permission to access **your money**. There are **no fees** and **no interest!**

\*Download the Money Network Card app by scanning the QR code



# Medicaid Fraud, Waste, & Abuse

Fraud, waste, and abuse is a common phrase heard throughout the medical and social services industry. Understanding what this means and how to prevent it is a key concern for state Medicaid agencies, managed care organizations, and self-direction program staff. We're going to break down each of these topics and provide examples of steps you can take to prevent fraud, waste, and abuse.



Fraud occurs when someone provides false or misleading information for the purpose of getting paid or reimbursed for services, such as providing false information on a self-directed worker's timesheet. Examples of fraudulent timesheets include requesting payment for time not worked, forging a signature on a timesheet, or coercing someone into handing over part of their payment.



Waste is really the overutilization, underutilization, or misuse of resources. Waste is typically not considered an intentional act. Examples include the costs incurred when an individual receives more services (hours or units) than necessary, like when an individual's health improves but their intensity of support remains the same.



Abuse refers to practices that are inconsistent with financial, business, or medical practice and result in unnecessary costs to the social services programs like Medicaid or result in payment for services that are not medically necessary or fail to meet professionally recognized health care standards.

Steps you can take to prevent fraud, waste, and abuse include:

- Reviewing timesheets and vendor payment requests to be sure that the information is accurate.
- Never let anyone, besides a designated authorized representative, sign a timesheet or vendor payment request on your behalf.
- Pay close attention to your budget and your utilization patterns to ensure you are not overutilizing your budget funds.
- Be sure to report to your FMS anytime you are hospitalized or admitted to any sort of inpatient facility so we can utilize our internal system controls to prevent your worker(s) from submitting timesheets during the inpatient stay.
- Report worker terminations timely so we can remove their access to the appropriate systems and prevent their ability to submit timesheets after termination.
- Never share your system login information with your worker(s) or others to prevent unauthorized access to your information.

State law, the federal False Claims Act, and the Social Security Act anti-kickback provision all have mandated reporting requirements for suspected fraud, waste, and abuse of public funds. Each of these laws impose penalties for committing fraud, waste, or abuse and for failing to report it. Penalties range from losing public assistance benefits to monetary fines to potential jail time.

Do your part to protect public funds and the integrity of the self-directed service delivery model!





# Customer Support

If you have any questions, contact our customer support team!

Phone: 1-866-710-0456

Fax: 501-821-0045

Email: [customersupport@palcofirst.com](mailto:customersupport@palcofirst.com)

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

*Palco issues an annual customer satisfaction survey via email every summer. We value your feedback, so when you see that survey in your inbox, we encourage you to respond and give us your honest opinion as it helps form our future decisions, ensuring we give you the best self-direction experience possible.*