

Open Enrollment allows the participant or their authorized representative (AR) to change fiscal employer agent (FEA) providers. These changes can only occur quarterly, four times a year. Participants must be enrolled by the start of the pay period for the new tax quarter. All participants must initiate the change of FEA by providing a written request to their current FEA provider at least 60 days in advance.

Open Enrollment Quarter	Deadline to give written notice to current FEA	Start date with Palco	First payday with Palco
April 2024	1/10/2024	3/10/2024	4/4/2024
July 2024	4/17/2023	6/16/2024	7/12/2024
October 2024	7/10/2023	9/8/2024	10/04/2024
January 2025	10/16/2024	12/15/2024	1/03/2025

Participant notifies support broker and case manager of change.
Participant sends current FEA written notice of intent to change at least 60 days prior to the transition date.

2

Participant

chooses a new

FEA provider.

3

Participant contacts Palco to start the enrollment process and completes training with Palco.

Participant reviews timesheets with current FEA to ensure nothing is outstanding, submits any unprocessed timesheet for payment before transition.

5

Participant, support broker, and CSWs complete enrollment packet with Palco.

Palco will notify the case manager and support broker that the process to enroll is complete.

6

Services begin with Palco on the designated date.

For questions, contact Palco at 866-710-0456 or email us at customersupport@palcofirst.com

