

Participant Welcome

Thank you for choosing the Chanda Center for Health's Complementary & Integrative Healthcare remote service program, in collaboration with PALCO. Through this program, you can receive services from a qualified and approved vendor/provider of your choosing to access Chiropractic, Massage and Acupuncture services. To get started, Palco will need to collect some enrollment documents from you. Once everything is processed, Palco will send you a notification that services can begin. Services cannot begin until approval. This packet will provide you with all the necessary enrollment forms and instructions to finding and enrolling vendor/provider of your choice. Please read all the enclosed information carefully and speak to Palco if you have questions.

Process to Enroll:

- 1. Complete Enrollment with Palco-** You will need to complete a few forms to get enrolled with Palco, contained in this packet. If you have questions, you can speak to your Palco Enrollment Specialists for support. The following forms are required:
 - Participant Intake Form
 - Participant Agreement & Attestation Form
- 2. Review your authorized services-** You and your Case Manager will determine what services you would like on your care plan, with an authorized unit per service that is available to you for one calendar year. For example, you may be approved for 4 massages and 2 acupuncture visits per month. As a participant, it is your responsibility to monitor your available vs. utilized units to ensure you are not overutilizing your services within the timeframe approved. We have included a service utilization spreadsheet as a tool to help you organize and keep track of your service allocation. If you were to exceed the authorized amount and program funds were depleted prematurely, you will be responsible for paying services out of pocket. Your Participant Services Agreement Form will also be available to your vendor/provider of choice showing the authorized amount of services that are approved and will serve as an agreement between you and your vendor/provider how services will be scheduled. It will also dictate the exact reimbursement rate available for each modality based on Medicaid's allocated funding, which cannot be changed by you or your vendor/provider. This program does not pay for any missed or canceled visits, so it is important to provide your vendor/providers with 24-hour notice of cancellation to remain in good standing.
- 3. Recruit and Identify Providers/Vendors -** Once enrolled and you know you will need to find a vendor/provider to access your approved services. This can be any vendor/provider of your choosing that is willing to participate (be paid by Palco) and meets the vendor/provider criteria. We have created a resource attached that provides resources and information for finding a vendor/provider in your community.
- 4. Enroll your Provider/Vendor-** Once a vendor/provider is identified, they will need to enroll with Palco by completing the Vendor/Provider Engagement Packet. The provider agreement contained in this packet will outline the services you are able to access and the rate you can afford to pay each type of vendor/provider type. Palco will process this packet and let you know when the Vendor/Provider is approved. If for any reason Vendor/Provider does not qualify, we will also let you know, so you can begin finding a different Vendor/Provider. Please ensure you are walking through the requirements during your search for a vendor/provider to avoid pursuing a vendor/provider who does not qualify.

- 5. Start Services-** Once you and your Vendor/Provider is approved, you can start receiving services! The Vendor/Provider will complete a Vendor Payment Request form with required documentation following each service for you to sign off and submit to Palco on the 1st and 16th of each month. You can monitor your utilization of the services using Palco's tools. If you ever want to change the authorized services or have questions about what you are able to receive, speak to your Case Manager.

Once you start receiving services, it is critical that you monitor your service utilization and keep track of your visits. The program cannot pay for missed sessions, so make sure you communicate with providers and verify their individual cancelation policies. The Chanda Center for Health/Palco will not pay for any treatments received by your provider(s) after your allocated funds have been depleted. Any balance due for payment will be your responsibility.

Once Palco receives the Vendor Engagement Forms from you and your provider(s), we'll send an effective start date, which is the date that treatments may begin. **DO NOT BEGIN TREATMENTS UNDER THE CHANDA CENTER FOR HEALTH/PALCO UNTIL YOU'VE RECEIVED AN EFFECTIVE START DATE FROM US.** An effective start date will be provided to you by email.

Should you need any assistance during this process, please contact a friendly Palco customer support representative at 1.866.710.0456 or via email at chandacenter@palcofirst.com.