

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.

Participant Intake Enrollment Form

Complete this form entirely to begin the enrollment process as a Participant in the Chanda Center for Health/Palco Remote Services program.

PARTICIPANT INFORMATION			
First Name	Middle Name	Last Name	
Medicaid ID		Program CHANDA CENTER	
Social Security Number	Email	Date of Birth (mm/dd/yyyy)	Gender <input type="checkbox"/> Male <input type="checkbox"/> Female
Physical Address (Street Address, Including Apt. #)			
City	State	Zip	County
Mailing Address (Street Address, Including Apt. #) – <i>if different than the physical address</i>			
City	State	Zip	County
Phone1	Phone2	Preferred Method of Communication <input type="checkbox"/> Email <input type="checkbox"/> Mail <input type="checkbox"/> Phone / Voicemail	

Participant Signature

Date

Please return this form to Palco via email: enrollment@palcofirst.com or via fax to 1.877.859.8757.

Participant Agreement & Attestation

As a Participant of the Chanda Center for Health Remote Services program, you understand that you are responsible for recruiting and engaging all Providers/Vendors providing services to you. You understand you must control the scheduling and receipt of services in accordance with the care plan and authorization set by your Case Manager.

Care Plan Management

As a program participant, the maximum amount of services your Case Manager can authorize is 408 units per year and each unit is defined at 15 minutes. All units can be broken out across three services - Acupuncture, Chiropractic and Massage Therapy. You should work with your Case Manager to dictate and document how many units to attribute to each service category. The Chanda Center has capped services at that following units. A chiropractic visit is 2 units (30 minutes); Acupuncture and massage are 4 units (60 minutes).

For example, if you plan to get both Acupuncture and Massage weekly, you will allocate 204 units for each category and utilize 1 Acupuncture and 1 Massage Therapy session per week to stay within your allotment.

Acupuncture	204
+	
Massage	204
<i>Total</i>	408

Or if you planned to use all three service types, you might do massage and Chiropractic 1x/week and utilize Acupuncture every other week.

Acupuncture	102
+	
Massage	204
+	
Chiropractic	102
<i>Total</i>	408

Or, you can get Chiropractic 2x/week and receive either Acupuncture **or** Massage Therapy 1x/week.

Chiropractic	204
+	
Accu/Massage	204
<i>Total</i>	408

It is critical to work with your case manager to understand the frequency of services authorized and monitor this with your vendors/providers, so you do not exceed your authorized unit amounts within the timeframe approved. Any demonstration of inability to follow the authorized care plan may result in termination from the program.

Payment to Vendors/Providers

As part of this program, you must find qualified providers/vendors to meet your service needs. Providers/Vendors must agree to receive a set price per session as outlined below based on the Medicaid provider reimbursement rates. The rate cannot change unless there is a provider rate change by the state.

Service	Current Reimbursement Rate to Providers* (Price Per Session)
Acupuncture (97810 U1 SC)	\$67.59 per 60 minutes (4 units)
Massage Therapy (97124 U1 SC)	\$69.94 per 60 minutes (4 units)
Chiropractic (98942 U1 SC)	\$43.50 per 30 minutes (2 units)

**Last Updated 07/01/2023*

Once a vendor/provider is identified, they will need to enroll with Palco by completing the Vendor/Provider Engagement Packet which must be processed and approved by Palco before they can start providing services. Once approved, 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.

Funds to pay for services provided by the worker are from public sources, and financial accountability and liability apply to the use of the funds. Both the Participant and Vendor/Provider have individual and joint responsibilities to be accountable for the funds spent through the program and understand that submitting false or fraudulent invoices or submitting requests for payment of goods or services provided, other than those approved on the authorized, will be reported to the appropriate authorities for investigation and possible prosecution as fraud. In the case of insufficient funds to cover program expenses, as the participant, you are responsible for payment to the Vendor/Provider under state and federal laws. The participant must maintain accurate records and provide such records to authorized parties as requested, as well as adhere to all program rules and regulations, including Chanda Center & Palco’s Privacy Policies.

The program cannot pay for missed sessions, so make sure you communicate with providers and verify the 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. Inability to follow the care plan and premature depletion of units authorized may result in termination for the service delivery option.

By signing below, I attest that I have read, understand, agree, and attest to the above and have directed my vendor/provider accordingly.

Printed Participant Name

ID# / Last Four of SSN

Participant Signature

Date

Chanda Center for Health Remote Services Program

FINDING A VENDOR/PROVIDER RESOURCE

If you do not yet have a vendor/provider in mind to enroll in this program, you will need to recruit one. As the program grows, we will work to develop a list of approved vendor/provider open to accepting additional Chanda Center for Health Remote Services participants. If interested in seeing this list, speak to the Palco Account Manager or Customer Support for a copy.

To find a vendor/provider, we recommend you use your community (ask a friend!) and online resources.

Click [HERE](#) to find a Massage Therapist near you and type in your zip code.

Click [HERE](#) to find a Chiropractor near you and type in your zip code.

Click [HERE](#) to find a Acupuncturist near you and type in your zip code.

Before calling or visiting a prospective vendor/provider, please review the suggested talking points, and interview questions below to ensure you find a good fit. See the suggested script below.

Suggested Script:

Hi, my name is _____ and I am looking for a _____ (service type: massage therapist, acupuncturist, chiropractor) to provide me services through the Complementary and Integrative Health Waiver (CIH) program, which is a state funded program. As a consumer of the program, I am authorized to receive integrative therapies to assist with my diagnosis/disability. In order to make these services available to me, the Chanda Center for Health and Palco developed this program to alleviate any barriers with you having to become a Medicaid provider. If you are willing, can we schedule a time to talk about my condition/disability and the details of the program, in hopes you will enroll as a provider and serve me ongoing? You will need to complete a Vendor Engagement Packet to enroll and sign an agreement that specifies the details of the services including the rate of payment. This program is legitimate and the first of its kind. I am happy to email you more details and if you enjoy this work, there is a lot of opportunity for you to service more clients needing services in our community.

Materials to take to your visit or email:

- Chanda Center Remote Program Brochure
- Vendor Engagement Packet

Suggested Questions to Ask When Interviewing/Visiting Providers

1. Have you treated someone with my type of disabilities before? *(Explain your condition/disability fully to ensure they understand the uniqueness of treating you and that they do not have any concerns)*
2. Are you licensed and insured in your treatment? If yes, can you provide me with a copy of these documents for my request to Palco/The Chanda Plan Foundation'?
3. How long have you been in practice? *(5+ years is usually what you want to find)*
4. Is your office Wheelchair accessible? If not, will you do home visits at the same price?
5. What is the scheduling process like?
6. Are you willing to provide services to me at the current program reimbursement rates? *(Explain that The Chanda Center for Health and Palco are always advocating for an increase in rates and typically changes happen each July. Should provider reimbursement rates increase, a revised agreement would be executed to provide the Vendor with a higher rate.)*

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**Last Updated 07/01/2023*

7. Do you have a cancelation policy? *(The program cannot pay for missed sessions, so make sure you communicate with providers and verify their individual cancelation policies.)*
8. Are you able to provide the basic required enrollment documents for submission to Palco such as your W-9 and ACH payment details?

Vendor/Provider Enrollment

Once you have selected a vendor/provider to provide you services, direct them to complete the Vendor Engagement Packet located at www.palcofirst.com/chanda

Palco will process the submitted packet and let you know once the vendor/provider is

approved to provide you with services. There is an agreement within the consumer packet and vendor/provider packet that both you and the vendor/provider will need to complete and sign. It is important that services are not provided until you receive an official approval to start services via email from Palco. Palco cannot pay for any services provided prior to this date.

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.