

# THE RIGHT SELECTION FOR SELF-DIRECTION

WHY CHOOSE US? |  *Empowering Independence*

## Advantages

- ✓ Innovative modern technology with live and local service professionals answering customer support requests.
- ✓ 24/7 cloud-based system with configurable and customizable features to meet any program needs.
- ✓ Lightning fast enrollment with the capability for full FMS enrollment completion in **under 3 minutes!**

## Experience

- ✓ 25 years of experience providing FMS to clients in multiple states and across a variety of diverse programs.
- ✓ Palco was the first company in the country to provide FMS for self-directed programs, and we have helped influence the landscape to what it is today.
- ✓ Our headquarters are where you are. We serve a nationwide client base, providing tools and solutions right where you are.
- ✓ Palco's ownership is 100% CPA owned and has over 50 years of public accounting experience.

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

Call Us:  
866.710.0456

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

AS A PALCO CONSUMER, YOU HAVE ACCESS TO SOME VALUABLE RESOURCES TO HELP MANAGE YOUR SELF-DIRECTED SERVICES!

## Get Paid Your Way

- ✓ Self-directed workers can receive payments directly into any bank account of their choice. If they do not have a bank account, Palco has partnered with Money Network® Service, one of the largest card companies in the country, to offer consumers a FREE Money Network Card which works just like a bank card.
- ✓ Palco's partnerships and resources allow for self-directing workers to access their pay after every shift. An unmatched benefit of any of our competitors.
- ✓ Wages Now helps relieve the financial burden of unexpected expenses for caregivers, and it is done so with **NO FEES OR INTEREST CHARGED!**

## Connect Portal

- ✓ Connect is Palco's online timesheet and reporting portal. Connect allows users to enter their time electronically, error free, and submit it to Palco instantly.
- ✓ Using Connect ensures that your time does not contain missing information. It eliminates issues with paper timesheets being unreadable or distorted during transmission.
- ✓ Employer and worker self-service features allow for full time tracking and information management.
- ✓ This user friendly portal is integrated with Electronic Visit Verification (EVV) and was built with self-direction in mind.

## Customer Service

- ✓ Live customer support! No robo calls.
- ✓ 98% customer satisfaction rating.
- ✓ 95% first-call resolution rate.
- ✓ Multi-lingual staff and support
- ✓ Most calls answered within 25 seconds.
- ✓ Call queue does not exceed 6 minutes.

CONTACT US TO GET YOUR ENROLLMENT STARTED TODAY

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

Call Us:  
866.710.0456

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