



**February 14, 2024**

[Participant Name]

Palco, Inc. is excited to be your new Financial Management Agency (FMA) for the WV Waiver Personal Options program starting in April 2024. Until the transition is complete, you will continue to work with Public Partnerships, LLC (PPL). Palco is an industry leader in financial management services for several programs like Personal Options all across the country. With more than 25 years of experience, we have helped support individuals and their families to self-direct their waiver services.

It is our goal during this transition to make sure you have no interruption in services and that we maintain existing processes as much as possible. To assist with the ease of transition, we have gathered some data from the exiting vendor, but we need you to verify it.

### Key Dates

#### Aging and Disabled Waiver (ADW)

<b>Date</b>	<b>Activity</b>	<b>Important Notes</b>
Monday, 3/11/24	First Pay Period with Palco begins.	
Tuesday, 3/12/24	Time submitted to PPL for dates of service 2/26/24-3/10/24.	Pay Day Friday 3/22/2024
Thursday, 3/21/24	Last day to submit any late time to PPL.	PPL will not process any time after 3/21 so be sure you have submitted everything!
Monday, 3/25/24	Timesheets due to Palco.	Palco will process all timesheets going forward.
Friday, 4/5/24	First Pay Day with Palco.	Dates of service 3/11-3/24.





## Intellectual/Developmental Disabilities Waiver (IDDW) and Traumatic Brain Injury Waiver (TBIW)

Date	Activity	Important Notes
Monday, 3/18/24	First Pay Period with Palco begins.	
Tuesday, 3/19/24	Time submitted to PPL for dates of service 3/4/2024-3/17/2024.	Pay Day Friday 3/29/2024
Thursday, 3/21/24	Last day to submit any late time to PPL.	PPL will not process any time after 3/21 so be sure you have submitted everything!
Monday, 4/1/24	Timesheets due to Palco for 3/18/2024 - 3/31/2024 pay period.	Palco will process all timesheets going forward.
Friday, 4/12/24	First Pay Day with Palco.	Dates of service 3/18-3/31.

### IMPORTANT INFO \*\*\*KEEP FOR YOUR RECORDS\*\*\*

Your Palco ID is included below and is needed for Electronic Visit Verification (see below for more information) and for transition to the Palco system in March.

- **THIS IS YOUR PALCO ID – 000000**
- **THIS IS YOUR WORKER’S ID – 000000**

**Please read this letter carefully as it contains four (4) important tasks for you to complete during this transition.**

At any time, visit [www.palcofirst.com/west-virginia](http://www.palcofirst.com/west-virginia) to find critical transition information, program documents, and training videos.

### EMAILS

We need your email address! We will be communicating through our Resource Consultants and through email. All participants/program representatives and workers should go online and complete the form to provide Palco with your email right away! Scan the QR code here to access the online form.



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□ Visit <https://www.surveymonkey.com/r/PALCOWVDATA> by 2/23/24 to provide us with your email address.

Providing this email will give you access to our Town Hall meeting in March. More information will be sent soon.



## ENROLLMENT

To ensure your services transition effectively, both the participant/program representative and workers will need to complete transition packets. These packets are critical to ensure Palco can become the employer agent for your services so that your worker paycheck is correct. **The best way to complete this is via our online system.** Once you provide your email, we will make sure you get a custom link to enroll.

### **Employer Transition Packet (Required)**

The forms included in the employer transition packet will allow Palco to assume the role as the fiscal agent on behalf of the participant and fully transition responsibilities of the financial management services to Palco.

### **Worker Info**

Worker enrollment packets will be collected to verify the payroll information we have on file is accurate and complete. Please have your workers complete this right away to help ensure your first payroll with Palco is a success.

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**Enroll with Palco by 03/10/2024.**

If you cannot complete your enrollment online, you can visit our website for a packet or contact our customer support team at 866-710-0456 for assistance.

## ELECTRONIC VISIT VERIFICATION (EVV)

EVV is a federal requirement unless the worker lives in the participant's home or works in a 24-hour IDD waiver residential site. You will need to register to use the Palco EVV system. Please follow these instructions carefully for each worker to obtain their device ID and submit to Palco:

1. Navigate to the App Store and download the "AuthentiCare" application.
2. Open the application and enter the setup code "PALCOWVPRD".
3. Obtain your device ID. Click "settings" at the bottom right of the login screens.
4. Click "see device identifier" from the menu options.
5. Write down your device ID as shown on the screen and provide this information to Palco via the EVV Registration section of your enrollment or via the EVV Registration form.

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**Provide Palco your Device ID for EVV by 03/10/2024 (unless exempt).**

If you have an approved exemption from EVV, you are still EVV-exempt with Palco. Time can be submitted online through our Connect portal or on paper.

## TRAINING

We are planning several training courses both in-person and virtually to introduce you to Palco and what we do, our enrollment processes, time entry, EVV, and more! Training times will be staggered throughout the next several weeks to meet your scheduling needs. Resource Consultants will also be providing one-on-one support in the home and will be contacting you soon.

To register for a training, please scan this QR Code!

### Dates and Times:

- |                 |                 |
|-----------------|-----------------|
| ✓ 02/27 10:00am | ✓ 03/08 10:00am |
| ✓ 02/29 10:00am | ✓ 03/11 12:00pm |
| ✓ 03/02 2:00pm  | ✓ 03/13 10:00am |
| ✓ 03/02 5:00pm  | ✓ 03/15 8:00am  |
| ✓ 03/04 2:00pm  | ✓ 03/16 2:00pm  |
| ✓ 03/05 8:00am  | ✓ 03/18 10:00am |
| ✓ 03/06 10:00am | ✓ 03/20 11:00am |
| ✓ 03/07 2:00pm  | ✓ 03/22 2:00pm  |



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Attend a Palco training session by 3/22.

## SUPPORT

Palco is in the process of hiring Resource Consultants (RC) who will be able to support you every step of the way. Rest assured, many of these staff are the same ones you have known and worked with for years. You will receive information on RC assignments as they are hired and trained. We are so excited to be working with you!

Our trained and knowledgeable customer support team is ready to help! You can contact the Palco Customer Support team at 866-710-0456, Monday-Friday between 9:00am and 6:00pm EST. Additionally, you can email them at [customersupport@palcofirst.com](mailto:customersupport@palcofirst.com).

Again, welcome to Palco!

