



**February 25, 2024**

[Vendor Name]  
[Vendor Address]  
[Vendor Address]

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.

### Key Dates

| Date              | Activity  | Important Notes  |
|-------------------|---|--|
| Thursday, 3/21/24 | Last day to submit any payment requests to PPL. | PPL will not process any payments after 3/21 so be sure you have submitted everything! |
| Monday, 3/25/24   | Payment requests due to Palco.                  | Palco will process all payment requests going forward.                                 |
| Friday, 4/5/24    | First vendor pay day with Palco.                |  |

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

Your Palco ID is included below and is needed for communicating with Palco and submitting Vendor Payment Requests.

- **THIS IS YOUR PALCO ID – <000000>**

### ENROLLMENT

To ensure your services transition effectively, Palco needs two critical pieces of information from your organization. Receiving these items is critical to ensure that your services continue and there are no payment disruptions.

1. **W-9:** Please provide copy with a W-9 for your organization. You can do this now by emailing it to [accounting@palcofirst.com](mailto:accounting@palcofirst.com) or submitting with your first invoice.





2. **Pay Selection Form:** Palco offers vendors Direct Deposit / ACH for all payments. This is the fastest way to receive your money on pay day. To sign up, please complete the enclosed Pay Selection Form and submit to [Enrollment@palcofirst.com](mailto:Enrollment@palcofirst.com) immediately.

## RESOURCES & SUPPORT

Palco has a website dedicated to the West Virginia program that includes links to important resources and forms. You can access it by visiting [www.palcofirst.com/west-virginia](http://www.palcofirst.com/west-virginia). Please take some time to review the Vendor Payment Request forms located on the website and familiarize yourself with them before your first submission to Palco.

If you have questions or need support, 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!

