PALCO
WELCOME!
West Virginia Personal Options Transition Training

TODAY'S TOPICS

- Palco Overview
- Transition Details
- EVV & Time Entry
- Customer Support & Resource Consultants
- Questions

PALCO
COMPANY
OVERVIEW

PALCO'S CORE VALUES

- Independence
- Innovation
- Expertise
- Trust
- Diversity
- Advocacy

OUR MISSION

Empowering Independence.

Sharpened by experience and amplified by modern technology, Palco advocates for people to live independent lives.

COMPANY HIGHLIGHTS

Palco has
OVER 25
years of direct F/EA experience

1ST
F/EA in the country

Our ownership team is
100%
Certified Public Accountant (CPA) and **privately owned**

Women owned and operated

12 YEARS
of Support Broker Experience

National and state program subject-matter experts on self-direction

Palco, Inc. is excited to be your new Financial Management Agency (FMA) for the WV Waiver Personal Options program starting in April 2024.

PALCO
TRANSITION DETAILS

AGING AND DISABLED WAIVER (ADW)

Date	Activity	Important Notes
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.

TRANSITION CHECKIST

4 KEY TASKS TO COMPLETE!

Task #1:

- ✓ Make sure Palco has contact Info for all Participant, Program Representatives and Workers. We have created an online form. **https://www.surveymonkey.com/r/PALCOWVDATA**

Task #2:

- ✓ Enroll with Palco! Every Participant (Employer) must complete a transition Enrollment with Palco. Once we have your email, we will be sending out links to complete enrollment online. Quick and Easy!

Task #3:

- ✓ Register for EVV and submit a Device ID to Palco (included in Enrollment). More info covered later in this training.

Task #4:

- ✓ Attend a Training! ☺ YOU CAN CHECK THAT ONE OFF SINCE YOU ARE HERE!

PALCO

ELECTRONIC VISIT VERIFICATION (EVV)

WHAT IS EVV?

Electronic visit verification (EVV) is a technology solution which electronically verifies that home and community-based services are actually delivered to people needing those services by documenting the precise time service begins and ends. EVV is a federal requirement that is a part of section 12006 of the 21st Century Cures Act.

Palco has partnered with Fiserv to provide our clients with one of the best EVV platforms that exists nationwide. **AuthentiCare®** by Fiserv is compliant with the Cures Act, user friendly, and secure. **AuthentiCare®** by Fiserv offers the choice of EVV Via:

- The AuthentiCare Mobile application or
- Telephony / IVR (Interactive Voice Recognition) via a touchtone phone.

If you are exempt from EVV you will still be exempt with Palco!

EVV MOBILE APPLICATION

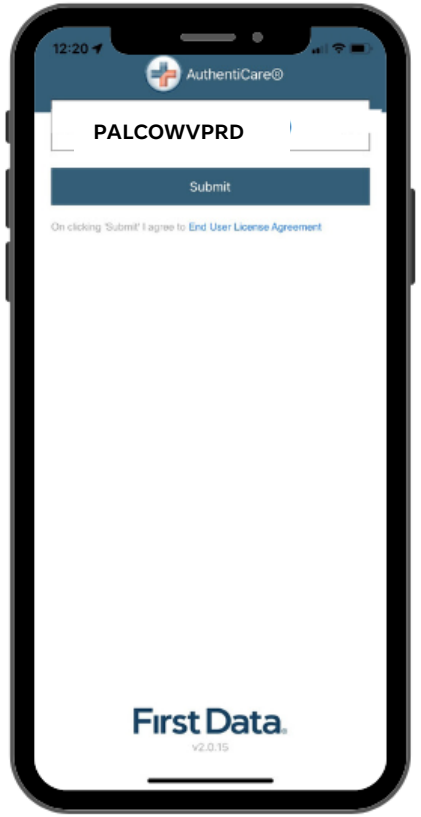
The **AuthentiCare®** mobile application is a smart phone application that uses the cellular GPS capabilities on your phone to capture location as well as the 6 points of data require to comply with EVV.

To Download the AuthentiCare App:

Step 1: Go to the App Store on your mobile device.
Step 2: Tap on **Search.**
Step 3: In the search bar, type **"AuthentiCare"**
Step 4: Download the app, "**AuthentiCare 2.0**".
Step 5: Complete the download and tap to open.

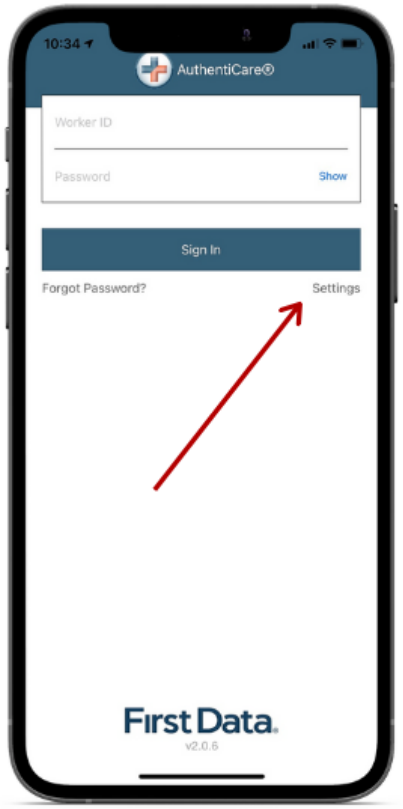
Tap Allow to access this device's location and
Allow to make and manage phone calls.

MOBILE APPLICATION INITIAL SETUP

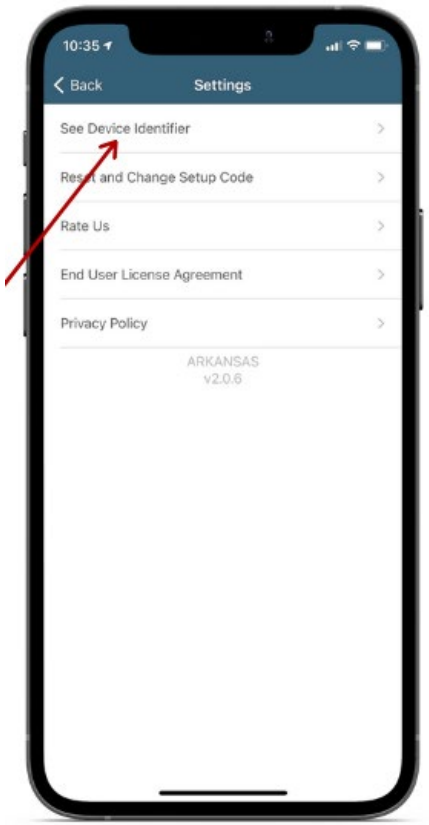


Once downloaded, enter the **Setup Code** provided to you by Palco.

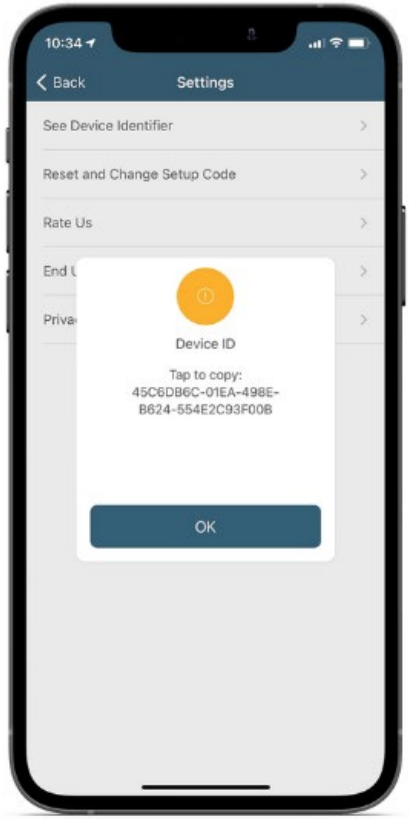
The Setup Code is **PALCOWVPRD**



Next, obtain your device ID. Click **Settings** at the bottom right of the login screen.

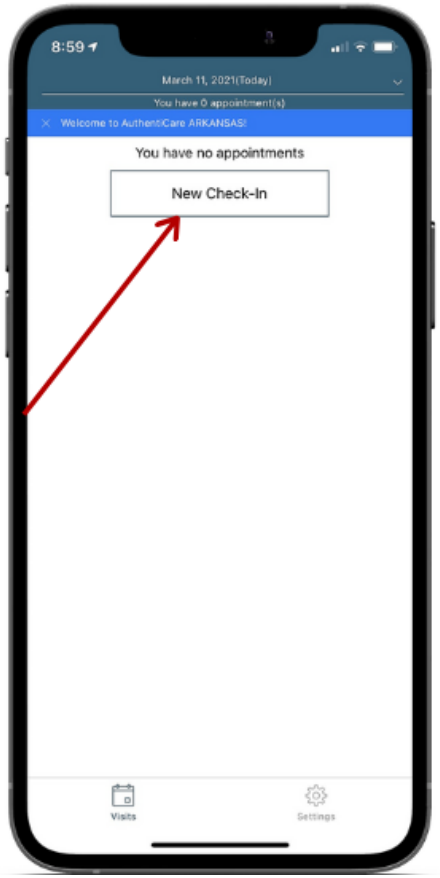


Click **See Device Identifier** from the menu options.

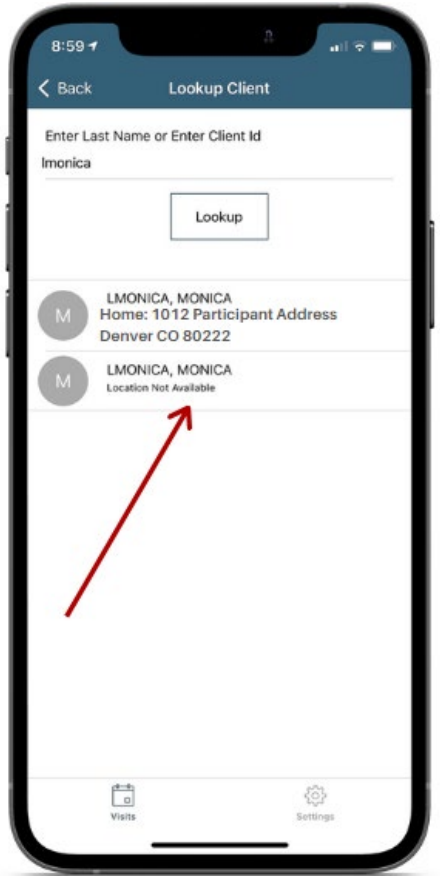


Write down your **Device ID** as shown on the screen and provide to Palco via the **EVV Registration Form** for setup.

MOBILE APPLICATION: CLOCKING IN

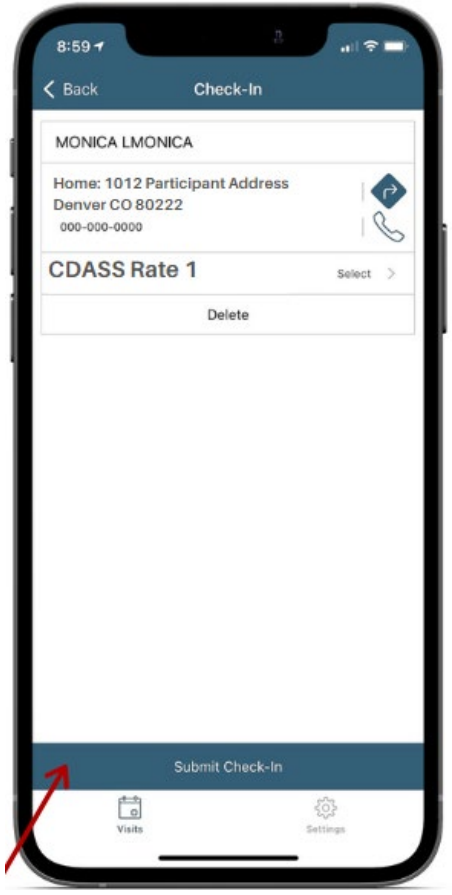


1. Click on **"New Check-In"**.



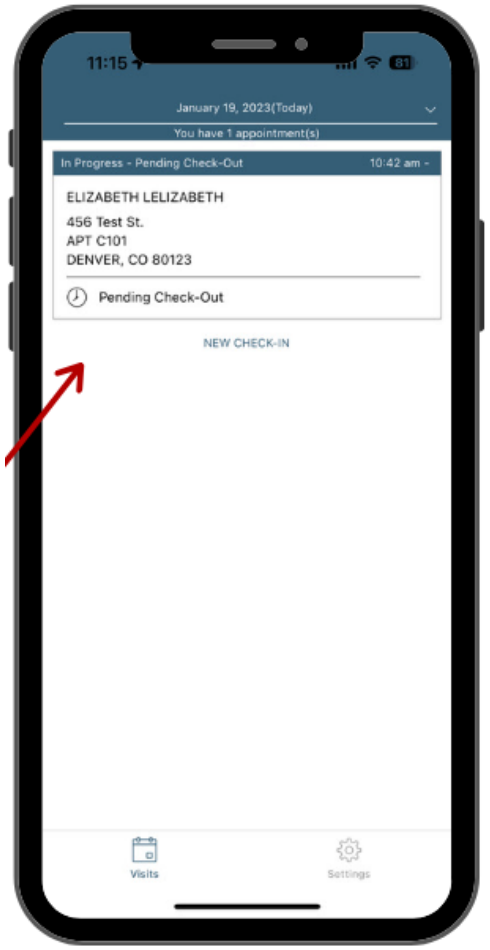
2. Choose the client from the list of clients. If the client is not found, click "**Lookup Client**" and follow the steps.

3. Click on "**Service**" and select the service you are providing for that shift.

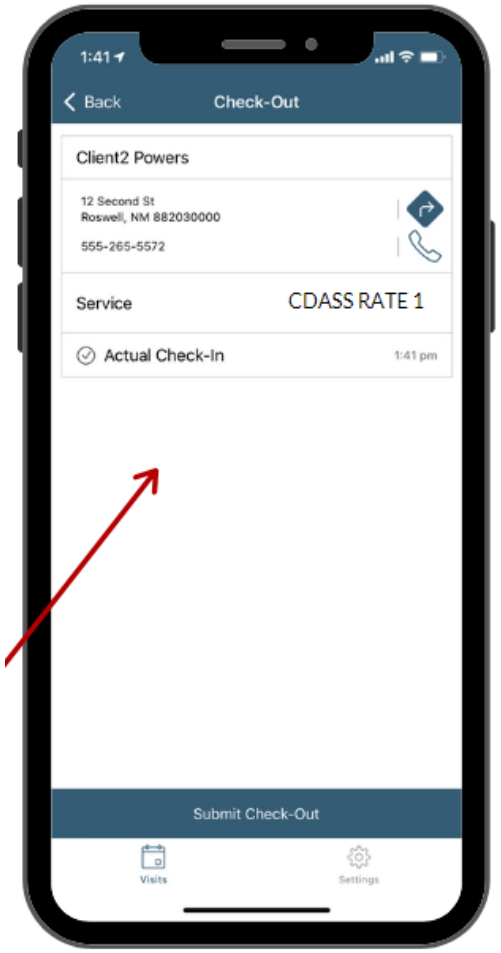


4. Once all the details are complete, click "**Submit Check-in**."

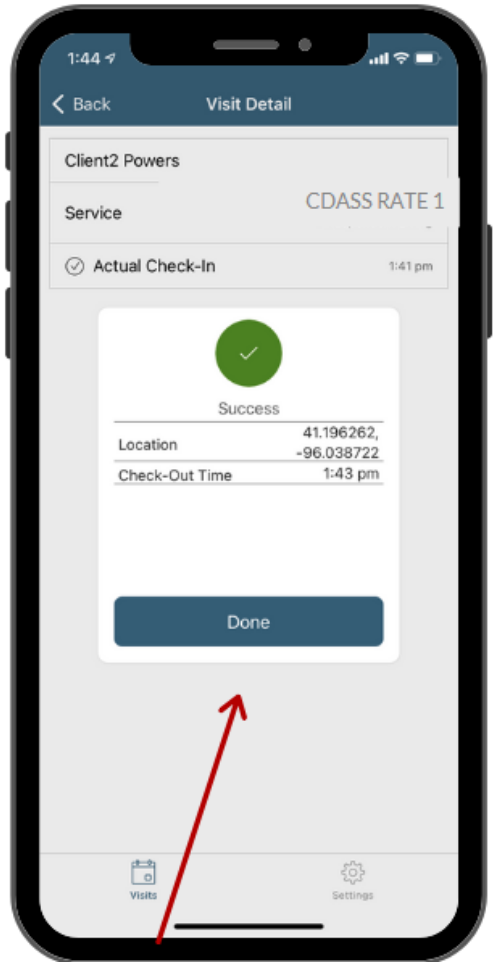
MOBILE APPLICATION: CLOCKING OUT



1. At the end of the shift, login to the app again and select the visit indicated as **"Pending Check-Out".**



2. Click "**Submit Check Out"** at the bottom of the screen.



3. The check-out success screen will appear. Click **"Done"** to clear.

TELEPHONY/IVR

For those who do not wish to use the mobile application, AuthentiCare allows workers to use Telephony or IVR (Interactive Voice Recognition) using a touchtone phone.

Using a landline phone or cell phone, follow the IVR instructions to dial the toll-free number at the beginning and the end of the visit.

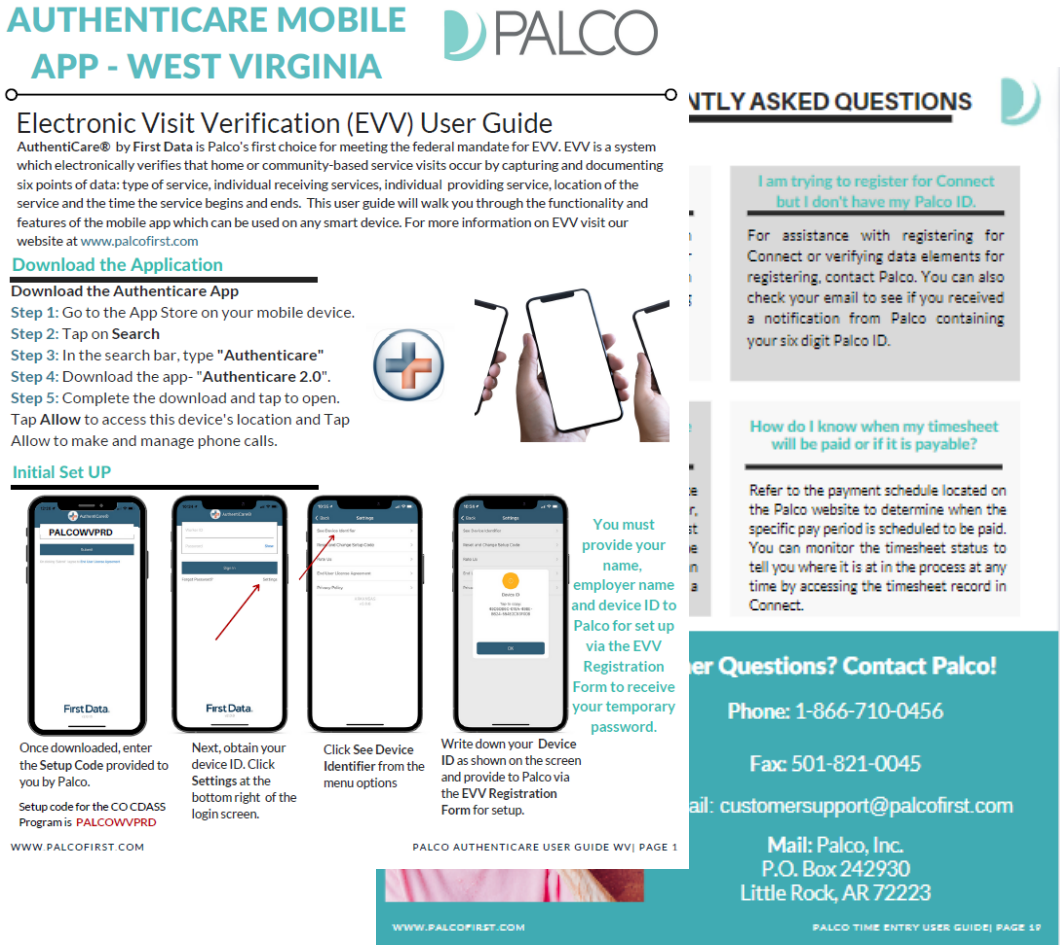
Start of visit:
Step 1: Dial toll free number, enter your PALCO ID.
Step 2: Follow the prompts to clock in.

End of visit:
Step 1: Dial toll free number, enter your PALCO ID.
Step 2: Follow the prompts to clock out.

EVV

Once time is recorded via EVV, the shift is uploaded to Palco's online timesheet portal called **Connect**.

All program participants and their workers must be registered in Connect to review and submit their shifts or timesheet(s) for payment to Palco. Any edits to time entries will happen in Connect.



AUTHENTICARE MOBILE APP - WEST VIRGINIA

PALCO

Electronic Visit Verification (EVV) User Guide

AuthentiCare® by First Data is Palco's first choice for meeting the federal mandate for EVV. EVV is a system which electronically verifies that home or community-based service visits occur by capturing and documenting six points of data: type of service, individual receiving services, individual providing service, location of the service and the time the service begins and ends. This user guide will walk you through the functionality and features of the mobile app which can be used on any smart device. For more information on EVV visit our website at www.palcofirst.com

Download the Application

Download the Authenticare App

Step 1: Go to the App Store on your mobile device.
Step 2: Tap on **Search**
Step 3: In the search bar, type **"Authenticare"**
Step 4: Download the app- "**Authenticare 2.0**".
Step 5: Complete the download and tap to open. Tap **Allow** to access this device's location and Tap Allow to make and manage phone calls.

Initial Set UP

Once downloaded, enter the **Setup Code** provided to you by Palco.

Setup code for the CO CDASS Program is PALCOWVPRD

Next, obtain your device ID. Click **Settings** at the bottom right of the login screen.

Click **See Device Identifier** from the menu options

Write down your **Device ID** as shown on the screen and provide to Palco via the **EVV Registration Form** for setup.

You must provide your name, employer name and device ID to Palco for set up via the EVV Registration Form to receive your temporary password.

WWW.PALCOFIRST.COM

PALCO AUTHENTICARE USER GUIDE WV| PAGE 1

NTLY ASKED QUESTIONS

I am trying to register for Connect but I don't have my Palco ID.

For assistance with registering for Connect or verifying data elements for registering, contact Palco. You can also check your email to see if you received a notification from Palco containing your six digit Palco ID.

How do I know when my timesheet will be paid or if it is payable?

Refer to the payment schedule located on the Palco website to determine when the specific pay period is scheduled to be paid. You can monitor the timesheet status to tell you where it is at in the process at any time by accessing the timesheet record in Connect.

er Questions? Contact Palco!

Phone: 1-866-710-0456

Fax: 501-821-0045

ail: customersupport@palcofirst.com

Mail: Palco, Inc.
P.O. Box 242930
Little Rock, AR 72223

WWW.PALCOFIRST.COM

PALCO TIME ENTRY USER GUIDE| PAGE 19

EVV Resources

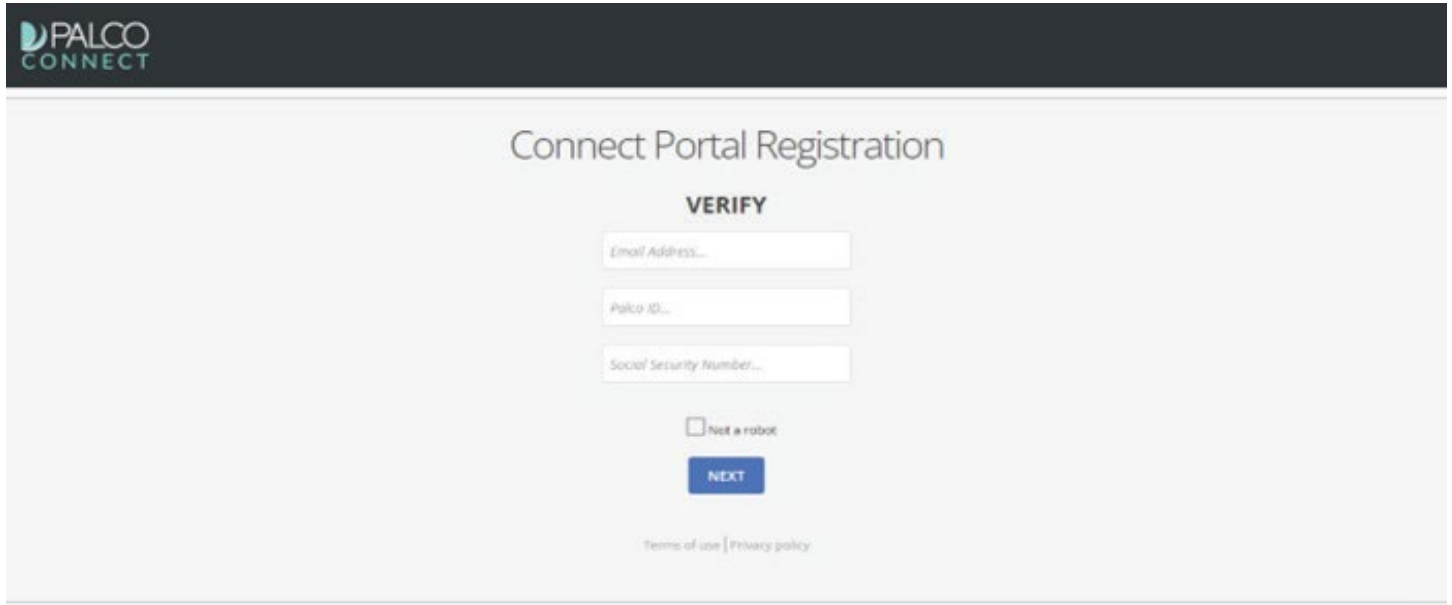
PALCO'S EVV TRAINING RESOURCES

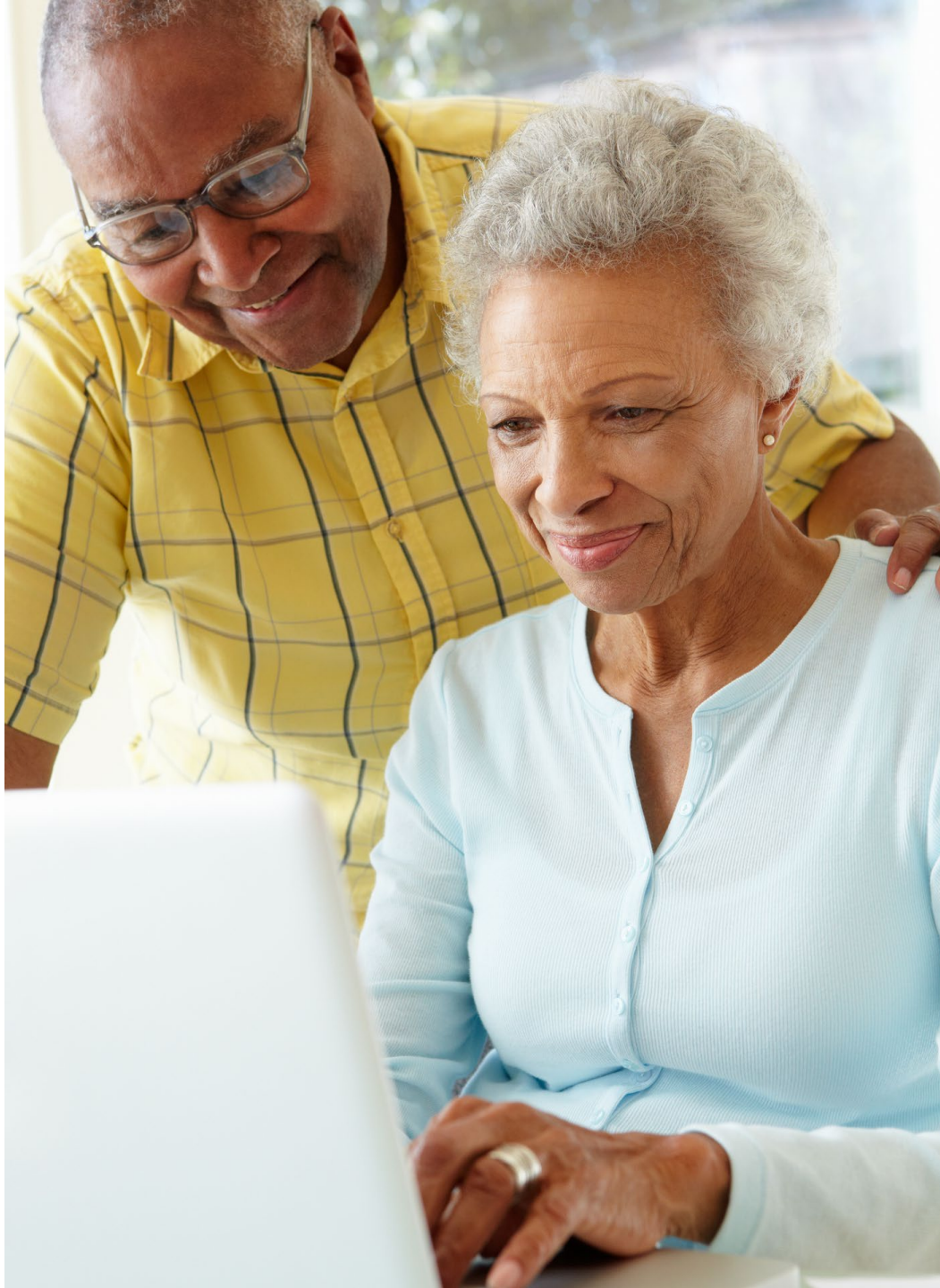
- Mobile App User Guide
- Telephony User Guide
- EVV Registration Form
- Videos

PALCO
TIME ENTRY

CONNECT

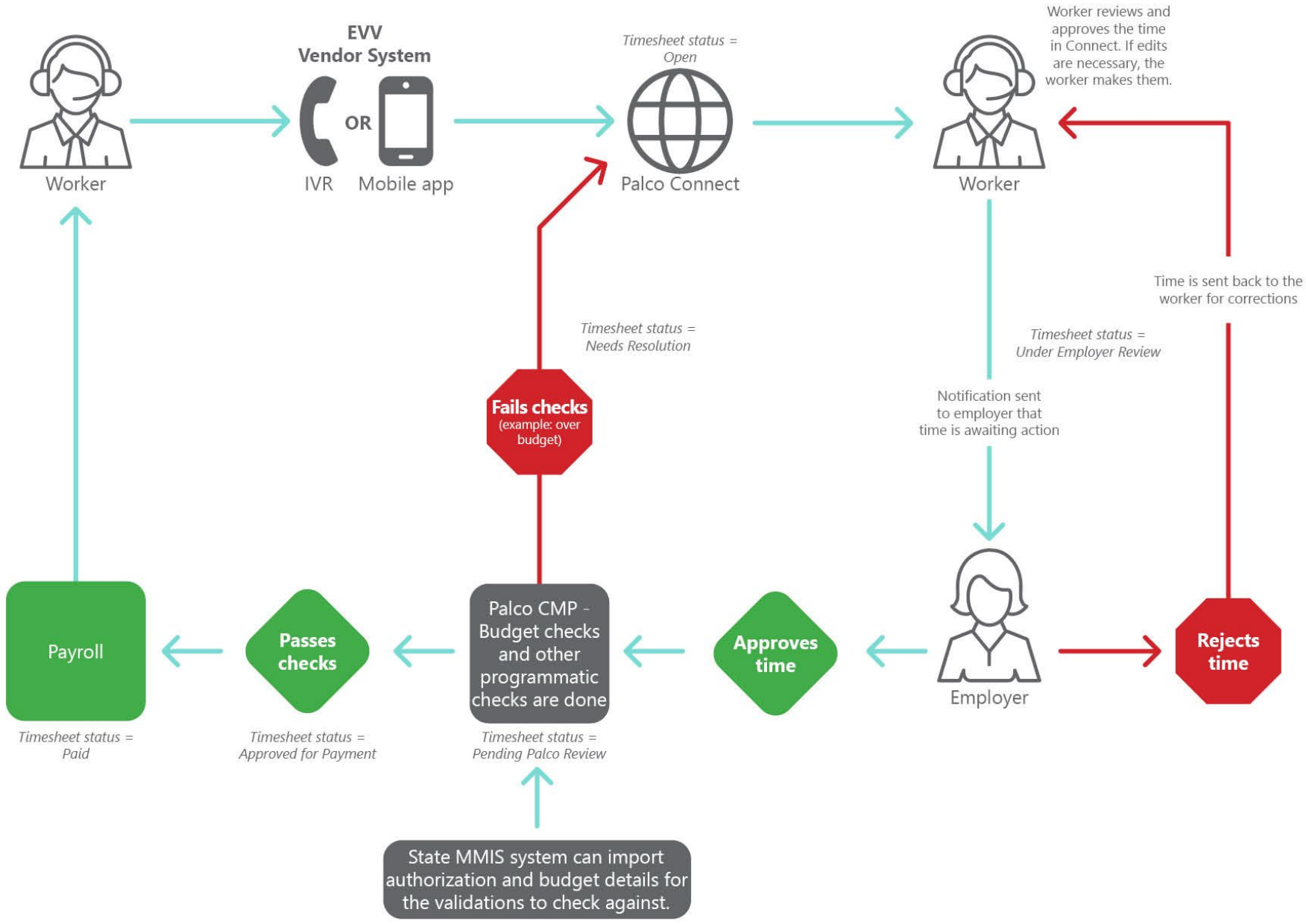
Connect is Palco's online timesheet portal for Employers and Workers. Connect provides everything a self-directing employer or worker may need right at their fingertips! Accessible 24/7, some features of Connect include the ability to enter time, integration with Electronic Visit Verification (EVV), ability to track and monitor spending, ability to update your personal contact information, and ability to access W-2s and paystubs.





CONNECT

Here is how the process works:

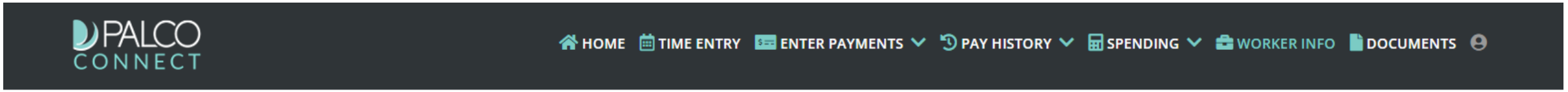


TIMESHEET STATUS

Timesheet Statuses are available so you can quickly and conveniently see the payment processing stage of a timesheet. An employer can see the status of all timesheets for their workers and workers can see the status of any timesheet they have submitted in the Connect application's "Timesheet Overview" screen.

Status	Description
Open	A timesheet has been started by the Employer or Worker and is being edited. Only the person who started the timesheet can edit.
Under Employer Review	Time has been submitted to the Employer for approval.
Needs Resolution	The Employer has rejected the time and sent it back to the worker for correction. Changes can be made to the time at this stage.
Under Palco Review	Time has been approved and submitted by the Employer to Palco. Palco is performing validations on the time to ensure it is payable.
Approved for Payment	Time has passed all Palco checks and validations. It is going through the final step of billing before it can be paid.
Paid	The timesheet is closed and paid.
Rejected	Palco rejected the timesheet for the reason listed in the portal. No changes can be made. To correct, a new timesheet must be started via Connect and will be recorded as an edited timesheet facing the same warnings as listed above.

ENTERING TIME IN CONNECT

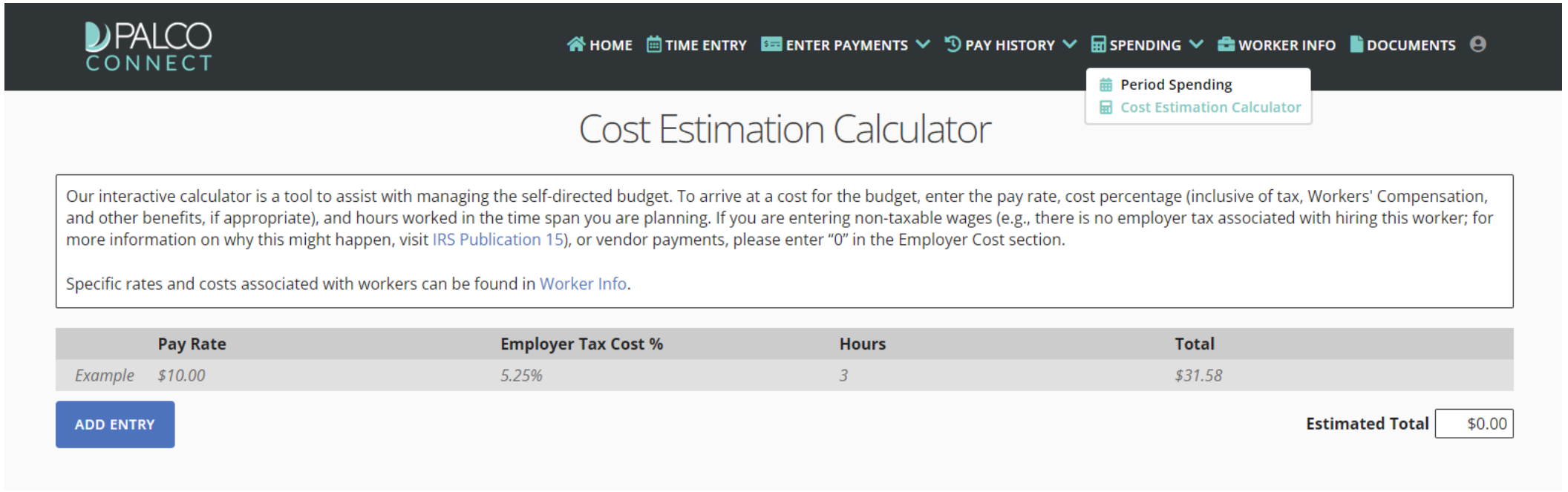


1. Login to the Connect portal, https://connect.palcofirst.com/, with your username and password.

2. At the top of the screen, select the "Time Entry" tab by clicking on it.

3. If you are the employer and have more than one worker, or if you are the worker for more than one participant, select the worker or participant for whom services were provided.

CALCULATOR TOOL

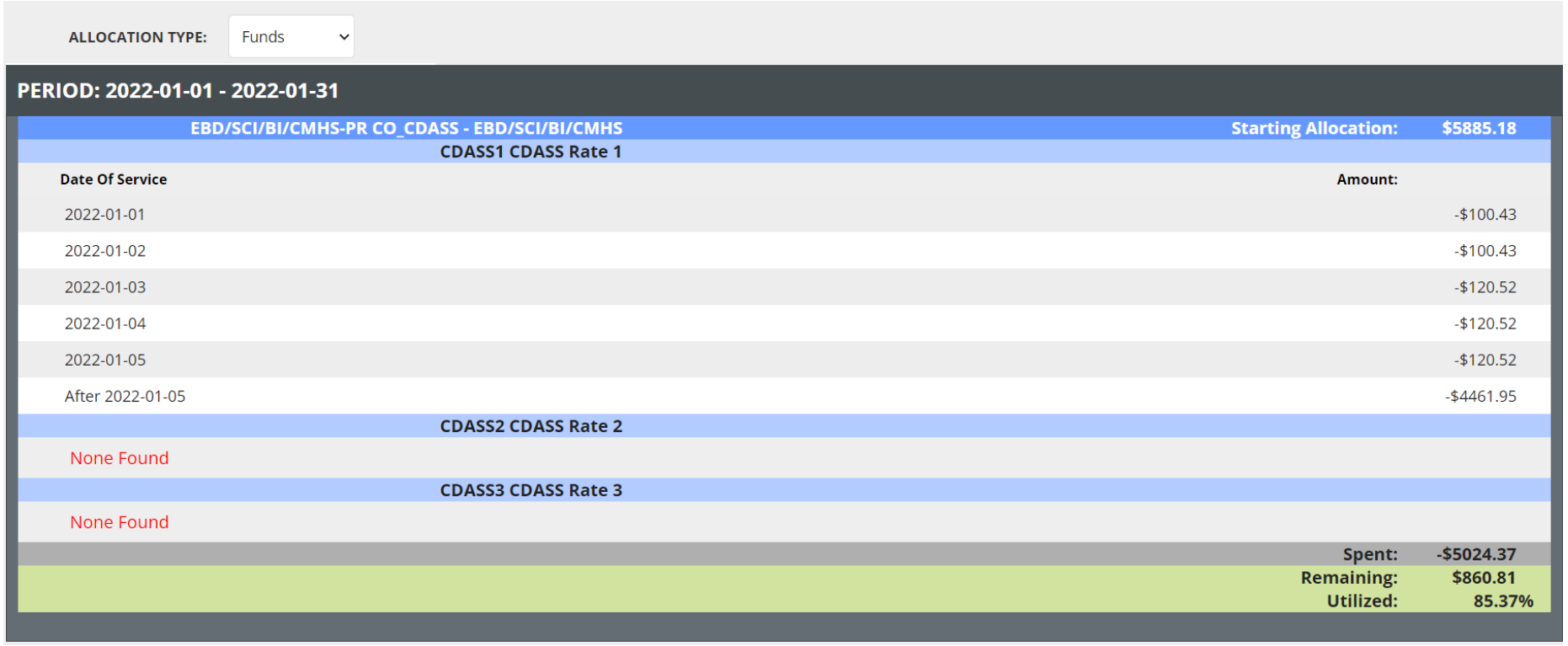


The Cost Estimation Calculator is an interactive calculator tool that employers can use to estimate and plan timesheet expenditures. Users can insert multiple pay rates, cost percentages, and hours worked in each field to gather an estimated total of funds. This calculator can help in determining pay raises, employer cost, work scheduling, and overall budget maintenance.

REPORTS

In addition to being Palco's time entry system, the Connect Portal also provides valuable reports to keep track of the budget and employee payments. Two of those features are Spending Summaries and Payment Details. Both of these reports can be accessed by logging into the Connect Portal: **https://connect.palcofirst.com/** .

Spending Summaries provide the employer quick information to help you easily track your utilization.



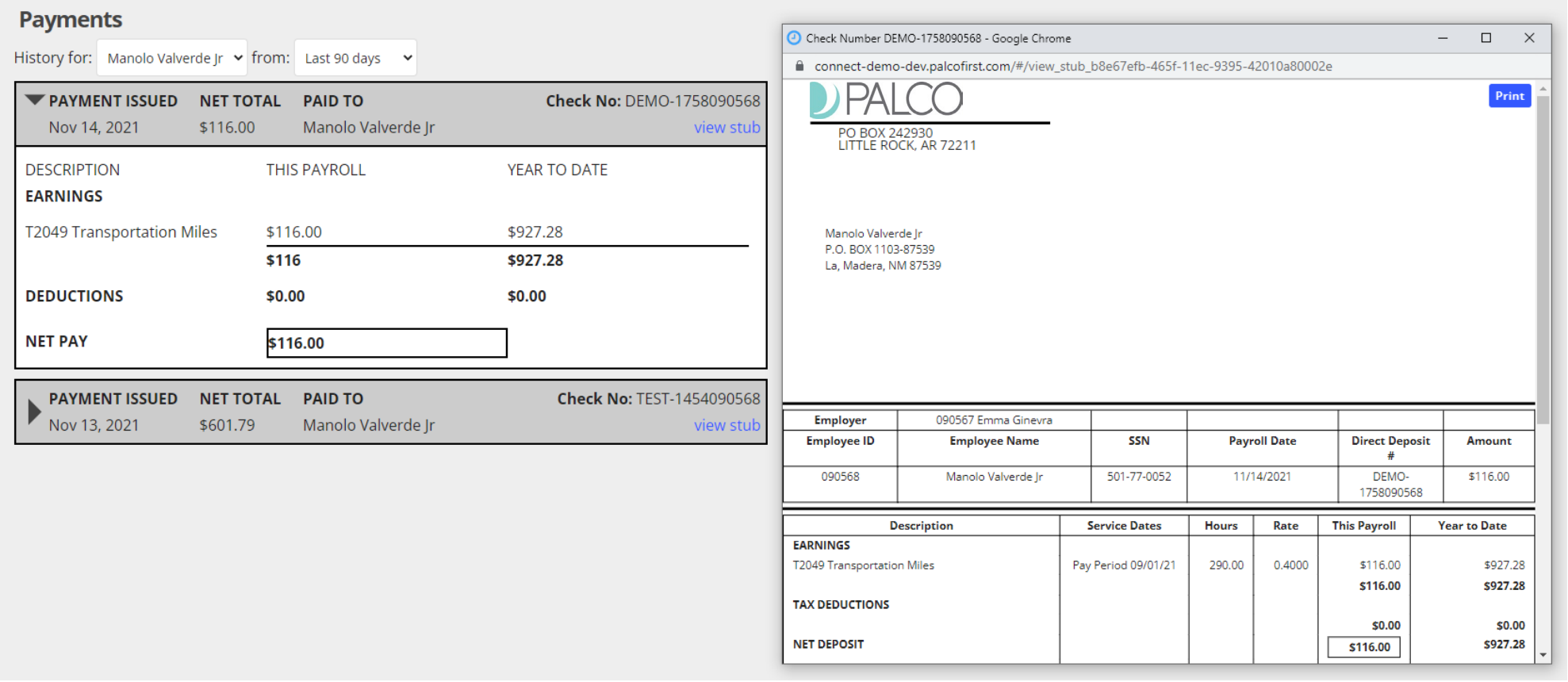
ALLOCATION TYPE: Funds

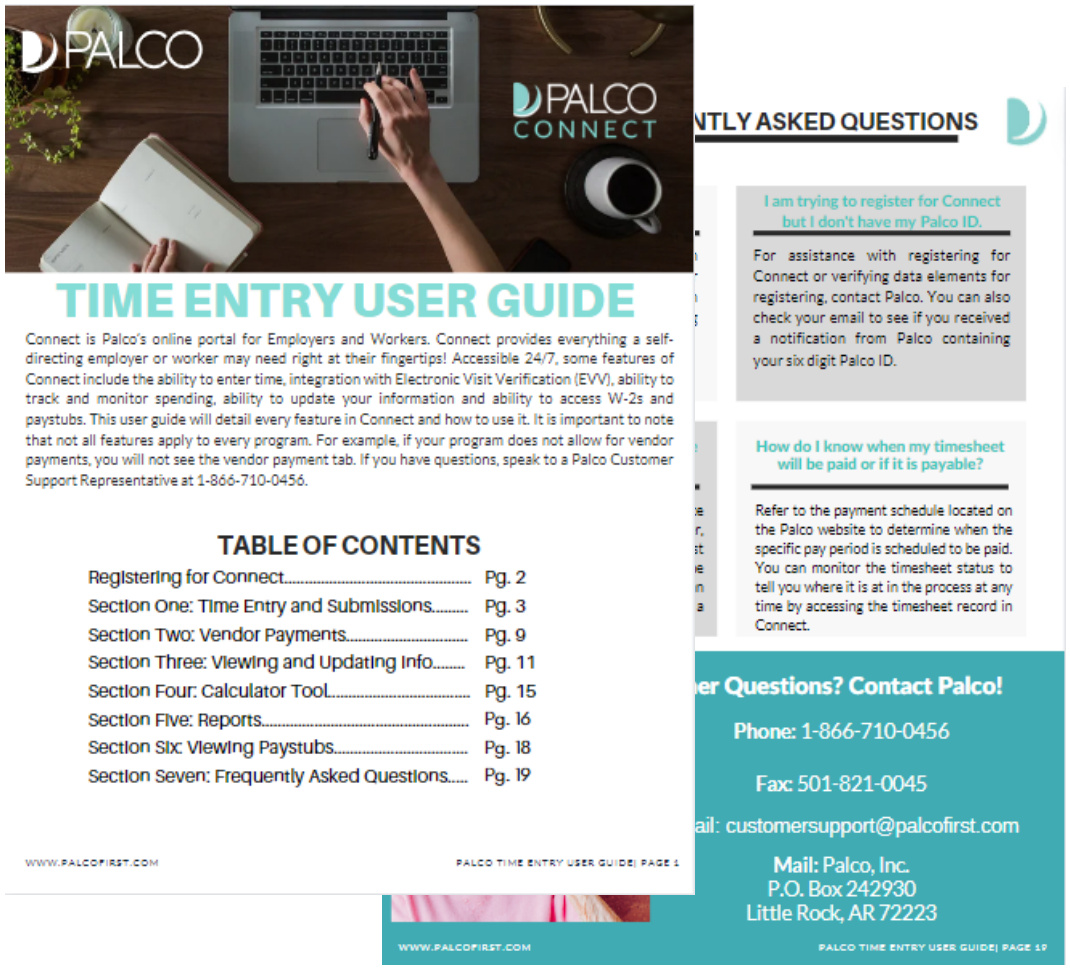
PERIOD: 2022-01-01 - 2022-01-31

EBD/SCI/BI/CMHS-PR CO_CDASS - EBD/SCI/BI/CMHS	Starting Allocation:	$5885.18
CDASS1 CDASS Rate 1		
Date Of Service	**Amount:**	
2022-01-01		-$100.43
2022-01-02		-$100.43
2022-01-03		-$120.52
2022-01-04		-$120.52
2022-01-05		-$120.52
After 2022-01-05		-$4461.95
CDASS2 CDASS Rate 2		
None Found		
CDASS3 CDASS Rate 3		
None Found		
	Spent:	**-$5024.37**
	Remaining:	**$860.81**
	Utilized:	**85.37%**

REPORTS

Payment Detail provides both the employer and worker access to pay stub information and history.





TIME ENTRY USER GUIDE

PALCO'S TIME ENTRY TRAINING RESOURCE

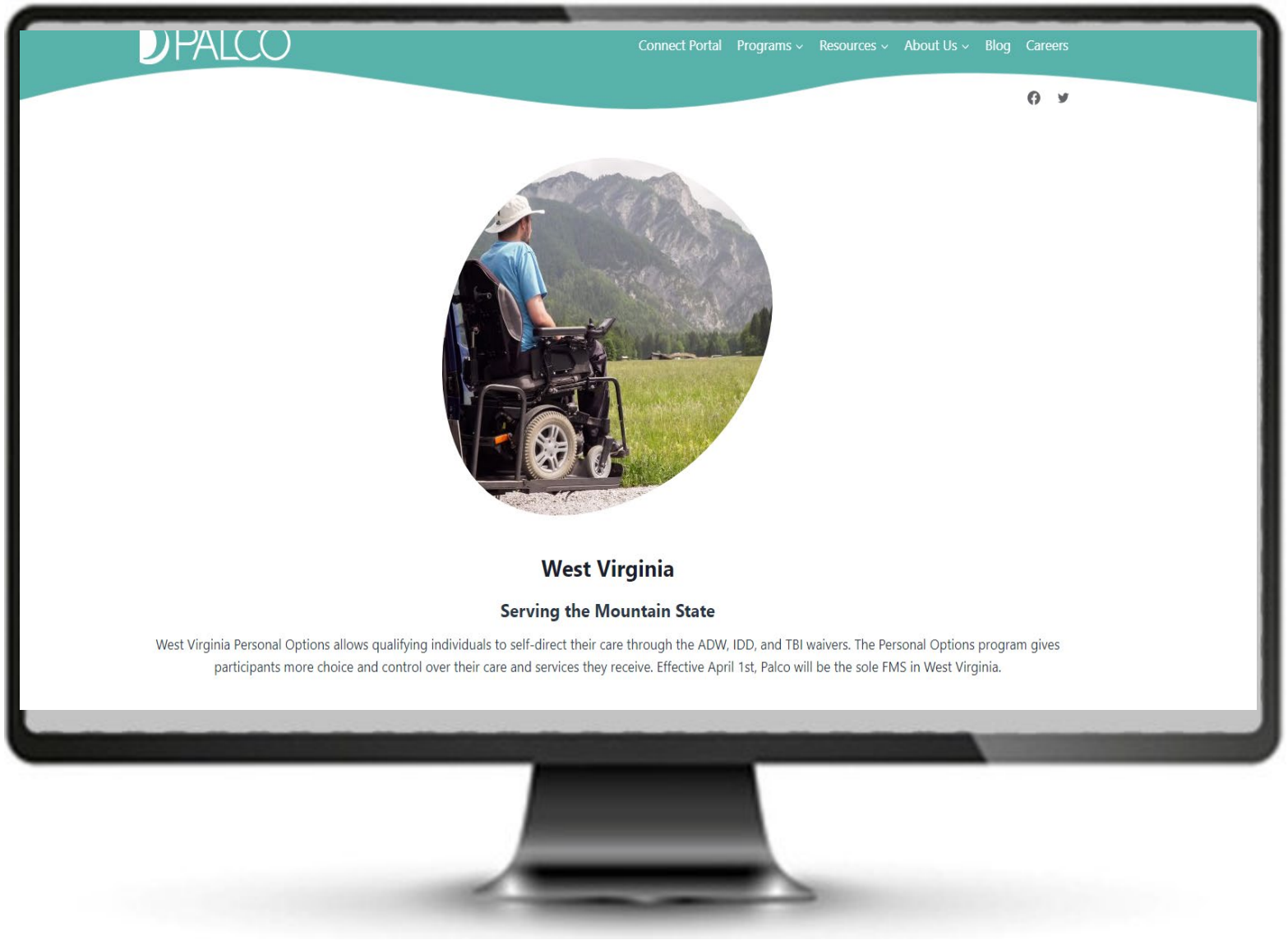
- Connect Registration
- Time Entry and Approval
- EVV
- Reports
- Calculator Tool
- Viewing Paystubs
- FAQ

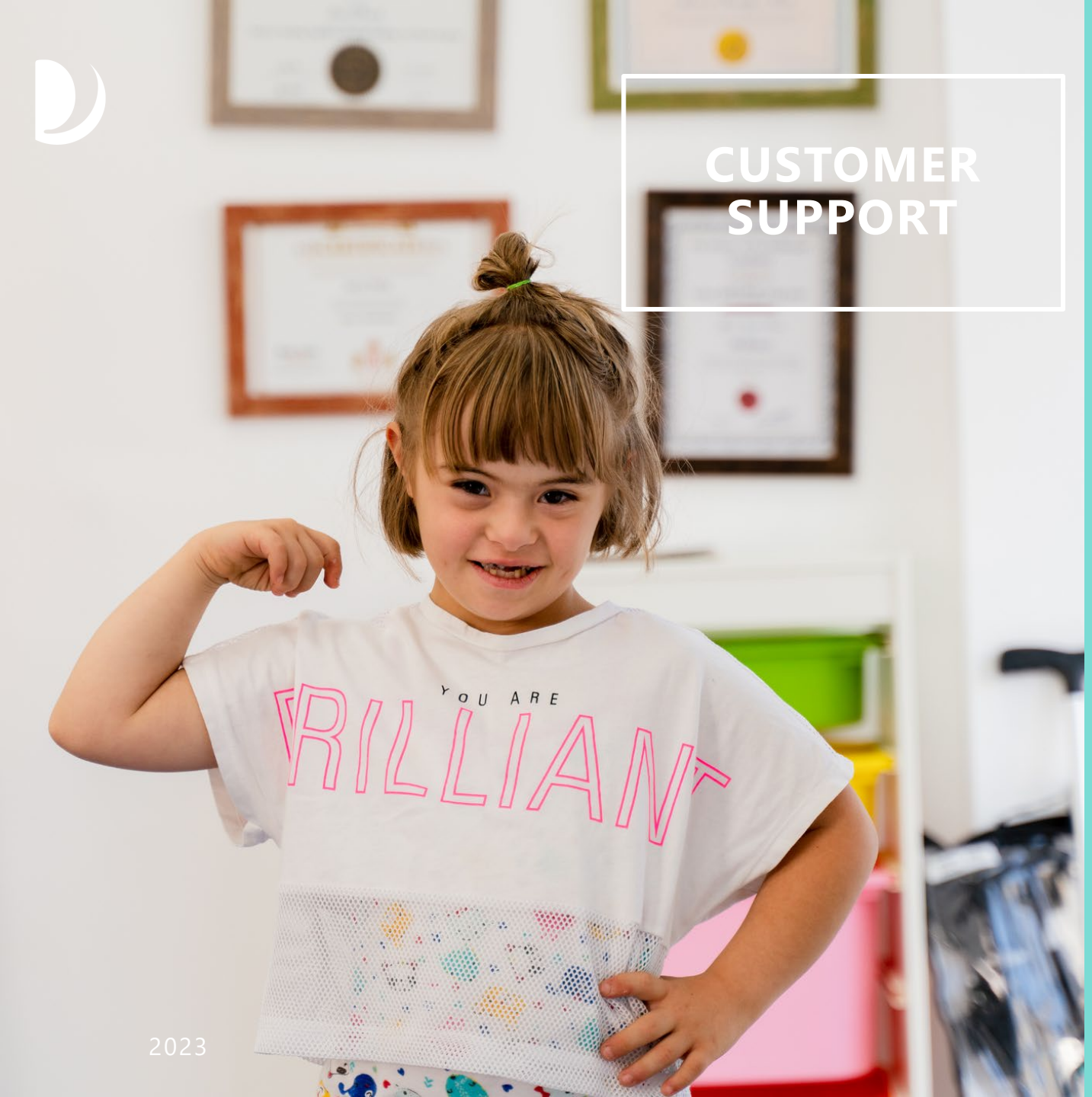
PALCO
CUSTOMER SUPPORT & RESOURCE CONSULTANTS

RESOURCES

You can find many helpful resources, training documents, forms, and videos on the Palco website!

https://palcofirst.com/west-virginia/





CUSTOMER 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.

You can contact the Palco Customer Support team Monday-Friday between 9:00am and 6:00pm EST. Phone: **1-866-710-0456**

Email: **customersupport@palcofirst.com**

PALCO
QUESTIONS

PALCO

THANK YOU FOR YOUR TIME!

For more information about Palco, visit:

https://www.palcofirst.com

Email: westvirginia@palcofirst.com

Contact: 1-866-710-0456