

## Getting Vendors Paid

Once you have been fully enrolled with Palco and begin providing services to a participant, you will be ready to submit your Provider/Vendor Payment Request to Palco.

### Process Flow:

1. **Complete Provider/Vendor Payment Request Form** - Complete the enclosed form and submit to Palco at [accounting@palcofirst.com](mailto:accounting@palcofirst.com) for processing.
2. **Processing** - Palco will process the vendor payment request and notify you of any issues.
3. **Payment** - Payment for services will be issued following the published payroll schedule for providers/vendors. When payment is issued, a notification will be sent.
4. **Monitor utilization and payments** - Palco will provide you with access to the online portal [Connect](#) for monitoring the amount of services a participant has remaining and to monitor your payments. At the end of the year, Palco will issue you a 1099 Form for tax purposes. Please ensure Palco is kept up to date if your contact details change at any time.
5. **Ongoing Training Resources** - Palco maintains an on-demand training library for vendors/providers. Should you want to review the training materials from enrollment again at any time, visit [www.palcofirst.com/chanda-training](http://www.palcofirst.com/chanda-training) and enter the password "chanda1".
6. **License and insurance renewals** - Palco requires that all vendors/providers keep Palco up to date with license renewals and proof of insurance. Please send your renewal documents to the Palco enrollment team at [enrollment@palcofirst.com](mailto:enrollment@palcofirst.com) when you receive them. Failure to provide Palco documents can result in program suspension and denied payments.
7. **Expand your reach** - The Complementary and Integrative Health Waiver (CIH) serves thousands of eligible participants across the state who have a qualifying condition such as a spinal cord injury, multiple sclerosis, brain injury, spina bifida, muscular dystrophy, or cerebral palsy. Alternative therapies such as chiropractic, massage, and acupuncture can be life changing for these individuals! If you are interested in serving more participants, ensure you are listed on Palco's provider list, so your information is shared with newly enrolled participants in your area.

If you have any questions, the Palco Customer Service team is here to help you! Contact us at 1.866.710.0456 or email us at [chandacenter@palcofirst.com](mailto:chandacenter@palcofirst.com) for assistance!