



March 1, 2024

Palco, Inc. is excited to be your new Financial Intermediary (FI) for the Southwest Michigan Behavior Health Program starting in April 2024. Until the transition is complete, you will continue to work with your current FI. Palco is an industry leader in financial management services for several programs 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
Saturday, 3/16/24	Last Pay Period with Stewart Willson begins	
Monday, 4/1/24	Time submitted to Stewart Wilson for dates of service 3/16/24-3/31/24. Timesheets are due by noon!	Pay Day Friday 3/16/2024. Stewart Willson will not process any time after this date so be sure you have submitted everything!
Monday, 4/1/24	First Pay Period with Palco begins.	
Tuesday, 4/16/24	Timesheets due to Palco (Pay Period 4/1-4/15)	Palco will process all timesheets going forward.
Tuesday, 4/23/24	First Payday with Palco	Dates of service 4/1-4/15.

ENROLLMENT

To ensure your services transition effectively, both the participant/employer and workers will need to complete enrollment packets. These packets are critical to ensure Palco can become the employer agent for your services so that your worker paycheck is correct.

For your convenience, Palco has a Participant/Employer Enrollment Packet and a Worker Enrollment Packet posted to our website. www.palcofirst.com/michigan **You must enroll before 4/1 to avoid any disruption in your services!** Once you complete your enrollment packets and Palco processes them, you will receive a welcome notification email from Palco with your Palco IDs and important program information. Contact our customer support team at 866-710-0456 for assistance.



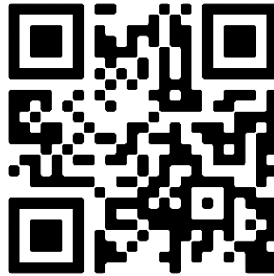
TRAINING

We are planning several virtual training sessions to introduce you to Palco and what we do, our enrollment processes, time entry, and more! Training times will be staggered throughout the next several weeks to meet your scheduling needs.

To register for a training, please scan this QR Code or visit the Palco website!

Dates and Times:

- ✓ 03/29 11:00am
- ✓ 04/02 2:00pm
- ✓ 04/04 10:00am
- ✓ 04/08 2:00pm
- ✓ 04/16 10:00am



Resources

Palco offers a ton of great benefits to self-directing employers and their workers. Here are some great things you will want to note about partnering with Palco:

- ✓ Pay days are typically the 10th and 25th of the month unless otherwise noted on the payroll schedule. This is over a week sooner than other FMS providers!
- ✓ Palco offers a fully online enrollment system that can enroll new workers in less than 3 minutes.
- ✓ Connect is the online timesheet portal that will be used by all self-directing Employers and Workers. Not only does Connect allow an efficient and error-proof way of entering time, it allows for you to access pay stubs, reports and annual tax documents. You can also update your contact details and manage worker details via the portal.
- ✓ A training library with resource guides and videos is accessible via the Palco website.

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.

Again, welcome to Palco!

