

MARCH 2024



# WEST VIRGINIA TRANSITION

This FAQ provides answers to frequently asked questions that were submitted as part of recent webinar trainings. To register for training, [click here](#). A training recording and resources are available at [www.palcofirst.com/west-virginia](http://www.palcofirst.com/west-virginia)

Last Updated 3/2/24



## OVERVIEW

Palco, Inc. is excited to be the new Financial Management Agency (FMA) for the WV Waiver Personal Options program starting in April 2024. Until the transition is complete, Participants and Workers will continue to work with Public Partnerships, LLC (PPL). Palco is an industry leader in financial management services who have been working with several programs like Personal Options all across the country for over 25 years.

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. All Participants/Program Representatives and Workers must complete 4 tasks:

1. Submit your email address to Palco ([here](#))
2. Complete your Enrollment once you get a link from Palco.
3. Register for EVV (during enrollment) unless you are exempt.
4. Attend a Training

## Important Dates

### 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.

## General Questions

---

### When will I get my link to enroll?

Palco will send out individual links the week of 2/26 to everyone who has provided their email address. These links will allow you to complete your enrollment online. New links will be sent out daily, beginning in March, to everyone who submits their email to Palco.

### I completed the online form to give my email, but I have not received my link.

Palco is importing newly received emails daily and sending out enrollment links daily. We appreciate your patients while we process thousands of enrollments and email submissions.

### If I was using paper timesheets before, can I still use paper now?

Yes. You can find the Palco paper timesheet on the website. However, we recommend you use Connect instead of paper for quicker processing and visibility.

### How do I find my Palco ID?

Palco mailed out welcome letters to all participants / program representatives. These letters included the participant's Palco ID and IDs for each associated worker.



### If I'm a legal guardian and a caregiver, can I review and approve my own time sheet?

No. You cannot sign your own timesheet.

### When should I expect my letter?

Letters were mailed to the participants / program representatives the week of 2/19. Please allow enough time for them to arrive. For a generic copy of the Welcome Letter, visit the Palco West Virginia website.

### Who can help with enrollment packet questions?

If you have questions regarding the forms, your RC will be contacting you in the next few weeks to help. It is important you submit the forms right away to prevent any payment delays.

### Are there training videos available?

Yes. There are a variety of videos available here: <https://www.gotostage.com/channel/palcotraining>

West Virginia specific videos will be added soon!

### What trainings will workers be required to have with Palco?

All training requirements such as CPR, First Aid, and Annual Training Hours will be the same with Palco. The forms will be posted in the next few weeks.

### Do I need to give Palco my direct deposit info?

Workers will provide their direct deposit info during the enrollment.

## How will this effect the worker's taxes?

Workers/Caregivers should expect to receive two W-2 forms for 2024, one from Palco and one from PPL.



## What should workers do about the annual training requirements and expiring certifications like CPR?

Workers should monitor their certifications and training requirements and continue to complete them as required. RCS will follow up shortly regarding updating certification cards and on the collection of training attestations. New training materials and forms will be posted to the Palco website for West Virginia soon.

### I received an enrollment link but I cannot log in.

The most common reason users experience an issue is due to two users sharing an email address. Palco requires all users to have a unique email for system credentials. If this is your situations, navigate to our online form and resubmit unique emails for everyone so they can be imported and a new link can be sent.

## Will I have the same Resource Consultant with Palco?

Palco is in the process of hiring Resource Consultants (RC) who will be able to support you every step of the way. We are hiring many of the same staff from PPL that you have worked with for years and we hope to keep caseloads the same or similar. You will receive contact from your assigned RC soon.

## What do Vendors need to do?

All Vendors should submit their W-9 and Direct Deposit information to Palco.

Forms can be found at [www.palcofirst.com/west-virginia](http://www.palcofirst.com/west-virginia)

## My enrollment with Palco is complete, now what?

As enrollments are processed, welcome emails will be sent! Please be patient. In the mean time, you can ensure you have submitted all time to PPL before the deadline and familiarize yourself with the Palco EVV system (unless you are exempt). Employers should verify that all of their workers complete enrollment with Palco and that there are no delays.



# Electronic Visit Verification (EVV) Questions

## Who is required to use EVV?

Everyone is required to use EVV unless they have an approved live-in exemption. If you were exempt with PPL, you will be exempt with Palco.

## What is telephony and how does it work?

Telephony or Interactive Voice Recognition (IVR) is a method of EVV used via the participant's touchtone phone.

The worker uses the touchtone phone to call in at the beginning of the shift and call out at the end. Calls are to a toll-free number and voice prompts guide the entire process.

## What is the name of the EVV app?

The EVV app used by Palco is AuthentiCare. Visit the Palco website for a [Mobile App User Guide](#) that provides instructions for downloading and using the app.

## What if I forget to clock out?

If you forget to clock out, your shift may not import to Connect due to missing data so you will need to manually enter it the next day.

## If I get a new device, do I need to re-register for EVV?

Every device has its own unique device ID. You will need to contact Palco to update your device ID on file if you get a new device at any time.

## Does the employer have to download the app also?

No, the employer will not have a login for the EVV app and will not need to download it unless they are providing their own device for workers to use.

## Is Connect an app?

No, it is a web based portal. You can access it from your computer, tablet or smart phone browser.



## When will I see my EVV time in Connect?

Shifts are imported daily for the previous day. Always allow one business day to view your time.

## What happens if there is a mistake with the time entry?

All EVV data will be imported into Connect, Palco's online portal. Connect is where time can be viewed, edited and approved. If a mistake is made the worker will log into Connect and make the necessary correction. Please see the Time Entry user guide located on our website for detailed instructions.

## Can the EVV solution be used in rural areas?

The EVV Solution is designed to work across the state. The mobile application will work without cellular service and can upload information when service is restored or connected to WiFi. The telephony option can be used with any touchtone phone.

## What if I forget to clock in?

If you forget to clock in, you can manually enter the shift in Connect or adjust your clock in time when the shift imports.