



CHOICE. CONTROL. CARE.

PALCO IS PROUD TO BE THE FMS FOR THE WEST VIRGINIA PERSONAL OPTIONS PROGRAM

ABOUT US

As your Financial Management Service (FMS) provider, our goal is to aid in your success as the employer of your support workers. We assist you in hiring, paying for your choice of support workers and services, all within your state-approved personalized spending budget, and local rules.

Palco was the first FMS in the country, assisting the state of Arkansas, with their pilot of "self-direction" more than 20 years ago. You could say self-direction and Palco were the industry partners from the beginning. Today, we provide a variety of self-directed services to diverse populations across nine states. With a variety of diverse experiences and program implementations, Palco is a strong partner.

This foundation supports an unbeatable record to provide Financial Management Services, training, including payroll, accounts payable and receivable, tax calculation and processing, claims and billing, reporting, and general accounting services. We are also experts in Medicaid and U.S. Department of Veterans Affairs billing.

ABOUT WEST VIRGINIA PERSONAL OPTIONS

Personal Options is the self-directed service model within the Home and Community Based West Virginia Medicaid Aged and Disabled Waiver (ADW), Intellectual and Developmentally Disabled Waiver (IDDDW), and Traumatic Brain Injury Waiver (TBIW) programs. To participate in Personal Options, an individual must be medically and financially eligible for the eligible waiver services.

In Personal Options, the participant is an employer who hires individuals as an employee(s). Participants may advertise for an employee or hire friends or family members as their employee(s). As an employer they will be responsible for verifying the hours worked by employees and the tasks that were completed. A spouse, legal guardian, or legal representative acting as decision-maker on the participant's behalf cannot be hired as an employee. All employees must meet eligible waiver policy requirements such as age, training, background checks, etc.

Participants have an individualized monthly budget based on his/her assessed needs. Budget funds must be used to purchase needed eligible waiver services such as personal attendant services, RN assessments, and transportation. Case Management is also available to participants in the Personal Options program for no additional fee. Participants do not handle any money directly. All funds are handled by a Fiscal/Employer Agent.

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WEST VIRGINIA PERSONAL OPTIONS

Personal Options allows you to:

- Manage your monthly budget for Medicaid Waiver Services.
- Select, hire, and manage your own employees, including friends and family, to assist you with activities of daily living.
- Determine your employees' schedules and rates of pay (within federal and state limits and approved budget).
- Purchase goods and services, including assistive devices and home medications, to increase your independence at home and in the community.
- Purchase case management services, homemaker RN services, and homemaker transportation services as needed.

FINANCIAL MANAGEMENT SERVICES

Palco financial staff will assist you with responsibilities of managing your budget and being an employer. Palco will:

- File required paperwork for you or your program representative to become an employer.
- Perform payroll and tax functions, including processing timesheets and invoices and withholding federal and state taxes.
- Conduct criminal background checks on all applicants.
- Check provider and vendor qualifications.
- Conduct end-of-year tax reporting.
- Provide timely and accurate information for you to manage your monthly budget.

RESOURCE CONSULTANT SERVICES

Palco Resource Consultants are available to assist you with the responsibilities of self-direction. Palco will:

- Help you understand Personal Options.
- Help you develop a plan and budget to meet your needs.
- Provide information and resources to help you hire, train, and manage your employees.
- Provide information and resources to help you purchase goods and services.
- Help you with required paperwork for the eligible waiver programs and Personal Options.
- Help you select a representative to assist you as needed.

ADDITIONAL QUALITY ASSURANCE

Palco Resource Consultants and customer service representatives will monitor through frequent contact and home visits, help you complete required program documents, answer questions about Personal Options, and so much more.



Palco's new self-direction job board, PalCare, comes about through part of our efforts to improve the direct care workforce crisis and bridge the gap between self-directing employers seeking caregivers and caregivers seeking work. The best part? It's TOTALLY FREE and is now operational for all of our self-direction programs!

Note: PalCare is not for jobs related to Palco