



# 2024 QUARTER 2 NEWSLETTER



## PALCO CELEBRATES JULY AS DISABILITY PRIDE MONTH



There is an awareness month, week, or day for just about everything. Picking a specific time frame to start conversations around an illness, group, or cause is a great way to raise awareness for that cause.

One awareness month we are excited to tell you about is Disability Pride Month.

The first Disability Pride Month celebration was a parade in downtown Chicago in 2004. New York, Madison, and Los Angeles have held parades over the years. Disability Pride Month is not yet recognized as an official observed event in the United States. However, more and more cities are beginning to recognize the month and celebrate it.

July was chosen as the official Disability Pride Month. This was to coincide with the anniversary of the Americans with Disabilities Act being passed.

Check out our full blog post on Disability Pride Month at <https://palcofirst.com/everything-you-need-to-know-about-disability-pride-month/>.



# CEO CORNER



Together, we have demonstrated the incredible impact that can be achieved when every member of our organization works collaboratively toward a common goal.



Teamwork, passion, and planning. These three words have defined Palco over the past quarter.

Over the past few months, our team has been busy at work with implementing several programs across the country. As Q2 closes, I am filled with an immense sense of pride as I reflect back on our collective achievements.

The success we have experienced is not merely the result of individual efforts, but a testament to the power of teamwork. Together, we have demonstrated the incredible impact that can be achieved when every member of our organization works collaboratively towards a common goal. It's this unity that sets Palco apart and drives our unwavering commitment to serving our customers with excellence.

What truly sets us apart is our shared passion for the people we serve. Each day, we come to work not just to fulfill our roles, but because we genuinely care about making a difference in the lives of our customers. This passion fuels our innovation, our dedication, and our relentless pursuit of excellence. It's this passion that drives us to go above and beyond, to exceed expectations, and to continually raise the bar for ourselves and our industry.

Furthermore, our success is not accidental; it's the result of meticulous planning and foresight. By investing time and resources into planning for scalability from the outset, and tailoring our tools to be configurable, we have positioned ourselves for sustainable growth and long-term success. This proactive approach has enabled us to adapt swiftly to changing circumstances, seize opportunities, and expand our reach without compromising the quality of our service. As we look towards the future, we will continue to harness the power of teamwork, passion, and strategic planning to achieve even greater heights together.

**Alicia Paladino**  
*Chief Executive Officer*

# SYSTEM FEATURE SPOTLIGHT

## Connect Enhancements

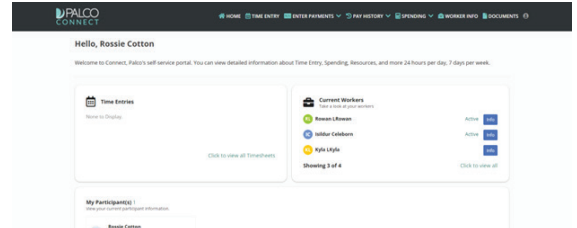
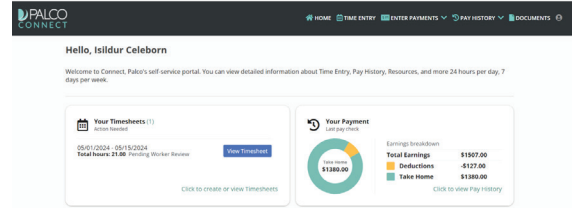
Palco has released an updated version of its time entry portal, Palco Connect. Within this new version, both workers and employers have access to new dashboard features including information about Time Entries, Payments, Worker Information, and Participant Information surrounding spending. This feature is currently available for limited programs and will be rolling out to more system users later in 2024.

**Your Timesheets** dashboard will only display timesheets in the following statuses: "Pending Worker Review"; "Pending Employer Review"; and "Needs Resolution". If a timesheet is in this status, it will display in the dashboard with a link that will direct the user to the exact timesheet needing action. If there are no timesheets in these statuses, there will be none to display, and the user can click to jump to the current time entry feature.

**Your Payment** dashboard will list the worker's most current paystub. If a worker has more than one employer, it will show the most current paystub. The hyperlink in this dashboard will jump the user to their paystub(s) for view and download.

**Current Workers** dashboard is a snapshot of the worker information and status. The "info" button next to each worker will jump the user to the worker info feature with more applicable information.

**My Participant(s)** dashboard is a snapshot of the participant information. The information that is displayed includes the Waiver, Certification Period, and buttons to "View Spending" and "View MMES (Monthly Member Expenditure Statement)."



## PALCO CHOICE REACHES MILESTONE AND EXPANDS MARKETING EFFORTS



EST. 2023

We are thrilled to announce that Palco Choice has achieved a significant milestone, surpassing 100 clients served across the state. This achievement marks a pivotal moment in our journey as we continue to expand and enhance our presence in the home care agency sector.

In tandem with our growth, we have launched robust marketing campaigns throughout the state. These initiatives are designed not only to increase awareness of Palco Choice but also to highlight the comprehensive range of services we offer in the home care agency space.

# PALCO NAMED NUMBER ONE FMS IN STATE FOR FIFTH YEAR IN A ROW

# COLORADO

(CHANDA) EST. 2024

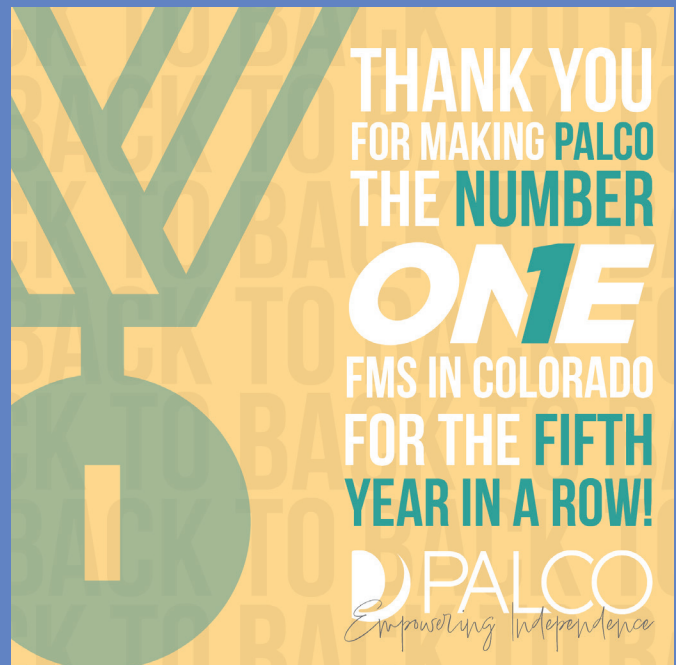
(CDASS) EST. 2019

With the start of a new contract, rate revisions soon going into effect, and EVV exemption forms due all with a July deadline, things in the world of CDASS have been busy and rapidly upgrading.

With the new contract comes some technological advancements within our internal systems which have slowly been released over the past few months in preparation for the July contract date. We have received great feedback in regards to these advancements from case management staff stating the upgrades to our systems make it more user friendly on their end.

Our enrollment and processing staff have been working hard to ensure EVV exemption forms and rate revisions are processed in a timely manner as well as providing clear tracking of what items are still outstanding for outreach.

Staff members have attended multiple case management fairs in the last quarter to spread awareness of the services we provide for the CDASS waiver options as a whole and feel these events have been an amazing outreach opportunity. This has given us the opportunity to meet many case management and hospital staff face to face and answer questions-filling gaps in the understanding of Palco's role in the CDASS program. We will continue this outreach throughout the summer with the goal of reaching as many case management agencies face to face and providing resources



to ultimately assist in understanding self-direction and the benefits it offers.

With so much happening in the CDASS program, one thing remains the same and that is Palco being ranked as the number one FMS for customer satisfaction, now for the 5th year in a row.

HCPF recently conducted their annual survey of all CDASS employers, and the results revealed the title remains with Palco for another year. At Palco, we take our customer service efforts very seriously and consider these survey results a direct reflection of the dedication and hard work our staff put in every day to continue meeting the needs of our CDASS stakeholders.

# EMPLOYEE SPOTLIGHT

## *Oksana Januszanis, Client Engagement Manager*



### **Where are you from?**

I'm originally from Lviv, Ukraine and came to the USA in 1996 but (prior to the war) I visited my family almost every year. Locally I have been a New Jersey resident for most of my life – I spent 6 years down in Nashville but have recently relocated back to New Jersey to be closer to family.

### **What are some of your hobbies/what do you like to do?**

I am currently in my "mommy era" so hobbies feel like a long-lost memory but one day I would like to get back to traveling, reading books that have more words than pictures, and hopefully opening a pit-bull rescue sanctuary.

### **Do you have any kids or pets?**

In no particular favorite order, I have a pit-rot mix who just turned 6 – Kane. He is the one who taught me patience, understanding and convinced me to give him some human siblings. I also have two beautiful girls – Anastasia who is 2 ½ and Oleksandra who is 7 months old.

### **Anything you would like to add about yourself (fun facts, community service, family, etc.)?**

Most people cannot pronounce my married last name (my family included) but the trick is to ignore the Z – Janus(z)anis. Now I know what you're thinking, with such a long last name – why would she give her children such long first names? That's a story for another time!

### **Tell us about your role at Palco.**

I am the Client Engagement Manager for New Jersey, focusing on Palco's implementation of PPP and transition of families from the former FMS. My goal is to keep our project on time and running smoothly while helping the client take on the new role of Support Brokerage.

### **What do you love about Palco?**

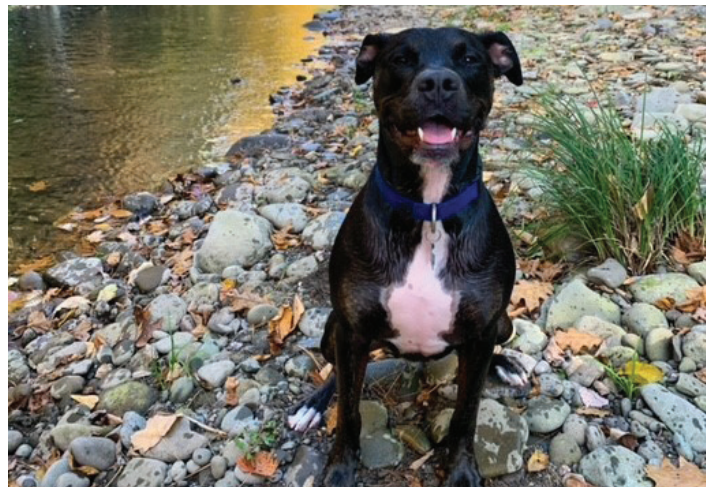
I love the people – everyone is so welcoming and willing to collaborate and assist on this project. Its refreshing to work with individuals who are straight forward and tell you the truth – not sugar coat to reach unrealistic expectations.

### **What motivates you?**

The client is the client but my client is the families that we support. I've been associated with this program for over 20 years and almost any town I end up in, I can name a few families I was a consultant for. These individuals are part of my community and I want them to get the respect, the support, and the best care to help them lead healthy and independent lives for as long as possible.

### **Fun Fact:**

I grew up speaking 6 languages – Ukrainian, Russian, Polish, German, French and finally English was the hardest to learn. Unfortunately, I lost most of it when I moved to the US and didn't use it daily, but I can get around when I travel.



## IDAHO CONTINUES TO GROW

# IDAHO

EST. 2023

Palco enrollments are soaring as we welcome many new participants each week. Word is spreading about Palco and the advantages we offer to participants and their families.

Palco offers advantages other F/EAs may not offer, including direct deposit for vendors. This means your vendors can have their payments in their accounts on payday and do not have to wait to get a check in the mail. Just have your vendors fill out our Pay Selection form.

Palco is excited to offer the option of Difficulty of Care (aka 2014-07) to the families we serve. Speak with a tax professional to see if you may qualify or visit this website to learn more: <https://www.irs.gov/individuals/certain-medicaid-waiver-payments-may-be-excludable-from-income>.

If you qualify for this tax exclusion, please let Palco know by filling out our Payroll Information Worksheet.

## RESOURCES FOR KS WORK

# KANSAS

EST. 2019

Palco's website, [www.palcofirst.com](http://www.palcofirst.com), offers numerous resources to aid participants, employers and workers for the KS Work program. There are resources specific to the KS Work program in the Kansas section of the Palco site, which is located at [www.palcofirst.com/kansas](http://www.palcofirst.com/kansas).

The available resources include EVV and time entry (Connect) user guides, training slides and videos, and important enrollment documents. The enrollment documents include the initial intake form needed to start the enrollment process with Palco, as well as documents to help you make updates to your tax withholdings.

If you need assistance with locating or completing any of the forms on the Palco website, please contact our Customer Support team at 866-710-0456.

## NOW SERVING THE PINE TREE STATE

# MAINE

EST. 2023

We're thrilled to announce a significant milestone at Palco as we embark on our journey to empower individuals through Maine's self-directed services. We celebrate serving our inaugural client, marking a pivotal moment in our commitment to personalized care and support.

At Palco, we are dedicated to expanding our reach and impact. We're actively engaging with participants eligible for Sections 18, 20, and 29 waivers, fostering a community where choice, independence, and quality of life are paramount. Our tailored approach ensures each individual receives the precise support they need to thrive, championing autonomy and dignity in every step of their journey.

Join us as we continue to redefine empowerment in healthcare, driven by compassion and innovation. Together, we're building a brighter future where personalized care meets unlimited potential.

**Dear Mark,**

What is something that Palco is looking forward to in the second half of 2024?

**Answer:**

Palco has a lot of exciting activity happening in 2024. One of the biggest things happening is several new program implementations. Soon, you will see a new company added to the family of companies Palco operates. This company is called Paloma Home Care. We are currently working on becoming a self-directed agency provider in New Mexico to serve even more stakeholders in the land of enchantment. Paloma Home Care currently operates an office in Albuquerque and will be servicing counties within a 100-mile radius of this office. This company will be a co-employment model where traditional agency care is partnered with self-directed service delivery philosophies to provide the most support and individualized care to members. As our provider application and implementation phase completes, we look forward to engaging in marketing to spread the word across New Mexico and continue the growth of our organization. We are grateful for the last 25 years of service Palco has provided to people with disabilities and we look forward to the next 25 as well.



## END OF FISCAL YEAR 2024 APPROACHING FOR NEVADA SELF-FUNDED PROGRAM



**EST. 2013**

Fiscal Year 2024 for the Nevada Self-Funded program ends on 6/30/2024, and Fiscal Year 2025 begins on 7/1/2024. All timesheets and Vendor Payment Requests from Fiscal Year 2024 are due to Palco by 7/15/2024.

To ensure that both workers and vendors are

paid timely, please make sure that timesheets and Vendor Payment Requests are submitted by 7/15/2024 so that they can be paid timely. If you have any questions regarding the status of a timesheet or payment, please contact our Palco Customer Support team at 1-866-710-0456 for assistance.

## PALCO EXPANDS BUSINESS IN MICHIGAN



EST. 2024

As Summit Pointe CMH's principal financial intermediary in southwest Michigan has resulted in a wonderful working relationship with Calhoun County. Networking with other regional CMHs and statewide ICOs seeking improvements in fiscal intermediary services and self-determination was made easier thanks to our partnership with Summit Pointe CMH.

Palco will be present at the CMHA Self-Determination Conference, which is scheduled for August 26 and 27 at the Shanty Creek Resort. We are excited to connect and network with everyone in attendance.

As the implementation of electronic visit verification draws near, Palco is excited to roll out our new Palco EVV system for all of our partners in Michigan, beginning September 3. The Palco EVV system will combine all shift logging tasks into one simple and quick solution that meets the standards of the 21st Century Cures Act. Our goal is to give Michigan the greatest self-determination tools and resources possible!

## PALCO CONTINUES WORK WITH CONDUENT



EST. 2020

Our contract with Conduent has been renewed for one more year! We will continue the work that we do for the individuals receiving services in New Mexico.

On July 1st Centennial Care will officially transition to Turquoise Care.

Turquoise Care is the New Mexico Medicaid Managed Care program.

Four MCOs were selected to provide services to members enrolled in Turquoise Care. Those four MCOs are:

- Presbyterian Health Plan
- Blue Cross Blue Shield of NM
- United Healthcare Community Plan of NM
- Molina Healthcare of NM

Existing members were able to select their MCO during the open enrollment period (April 1 through May 31, 2024). The goal for all members is to provide uninterrupted services through this transition.

For more information on the transition from Centennial Care to Turquoise Care you can visit <https://www.hca.nm.gov/turquoise-care/>.





## PALCO URGES PROGRAM INDIVIDUALS TO KEEP AN EYE OUT FOR FRAUD

# OHIO

EST. 2018

Fraud is becoming a greater concern in our world today. Advances in technology have provided a new way for scammers to work and it is critical that everyone be vigilant when it comes to their personal information. It is a best practice never to share your user name or password for logging into any online account with anyone. If you do suspect that your information has been compromised, please

contact our Customer Support team as soon as possible to report this. We can assist with updating information in our system, such as email addresses and bank account information. This can be a very stressful time and knowing the actions that need to be taken ahead of time will help with minimizing the additional risk to your personal information. We are here to help!

## PALCO CONTINUES TO IMPLEMENT SMOOTH TRANSITION IN THE MOUNTAIN STATE

# WEST VIRGINIA

EST. 2024

We're excited to share some key updates on our operations for the IDDW, TBIW, and ADW programs. Currently we are serving approximately 5,400 members with the support of about 8,000 dedicated workers. Our PALCO team successfully implemented a changeover from the previous state vendor within an eight-week timeline, working diligently to ensure a smooth transition for the nearly 14,000 individuals impacted by the change in FMS providers in West Virginia.

We are proud to report that we have paid a comparable number of workers in comparison with

the previous vendor during the transition period. Our ongoing focus is making operations more efficient, giving West Virginia resource consultants more time to directly engage with program members.

In response to valuable customer feedback, we are also exploring potential system upgrades to further enhance our services. Thank you for the continued PALCO family support and commitment to our shared mission of positively impacting those we serve.

# PALCO IN THE COMMUNITY

## Strike the Match

In May, Palco was a proud sponsor of the Chanda Center for Health- Big Event. This 19th annual fundraising event, Strike The Match, set out to raise \$400,000 and allow the Chanda Center for Health to pay off the balance of their mortgage note and allow them to own their building.

The building located in Lakewood, CO provides an inclusive space for people with disabilities to access acupuncture, massage, chiropractic, physical therapy, behavioral health, care coordination, and dental care through various programs. Palco began a partnership with the Chanda Center for Health in 2023 when we were chosen to facilitate their remote services program, expanding services beyond the walls of their building.

Through the generous donations of event sponsors and attendees, the Chanda Center for Health met their fundraising goal during the event. Attending this event gave our Colorado-based Palco staff an even greater understanding of the impact these services play in the lives of the individuals we serve, and an appreciation for the small but impactful role we play in facilitating access to these services. For information on the Chanda Center for Health, visit: Chanda Center For Health (Integrative Collaborative Health Services). You can learn more about our Remote Services partnership here: <https://palcofirst.com/chanda-center-remote/>.



*From left:  
Savanna Gentry,  
Client Engagement  
Specialist; Jason Smith,  
Business Development  
Specialist; Mark Biviano,  
President/COO; Alicia  
Paladino, CEO*

## IMPORTANT DATES!

- 7/23** - Colorado TRE Provider Fair
- 8/19** - Advancing States HCBS Conference, Baltimore, MD
- 8/26** - Michigan Self-Determination Conference
- 10/2** - Synergy Conference

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866.710.0456  
[www.palcofirst.com](http://www.palcofirst.com)

