

Thursday, December 12, 2024

## Welcome

Thank you for being a member of our Long Term Care Participant Direction Option (PDO) program. This letter is to let you know your payroll company will change on **2/1/25** from **GT Independence** to Palco. The services approved on your Plan of Care, employee's rate of pay, and the payroll schedule will stay the same.

## Key Dates

Date	Activity	Important Notes
1/26/2025	First pay period with Palco begins	
1/27/2025	Timesheets due to GT Independence for dates of service 1/12/2025-1/25/2025	Last GT Independence pay day is Friday 2/7/2025
1/27/2025	Last day to submit late timesheets to GT Independence	GT Independence will not process any timesheets after 1/27/2025
2/10/2025	First timesheets due to Palco for dates of service 1/26/2025-2/8/2025	Palco will process all timesheets going forward
2/21/2025	First pay day with Palco	For dates of service 1/26/2025-2/8/2025

## Next Steps

**We need your help to make this transition successful. Please review each of these steps carefully and be sure to complete each of these during this transition period.**

- Sign up for a Palco training! A list of trainings and instructions on how to sign up are on the next page.
- Update your contact information with Palco through the Enrollment QR code provided on page 3 of this letter.
- Complete your transition enrollment with Palco. Completing it online is quick and easy!
- Make sure your worker(s) complete their transition enrollment with Palco too.
- Sign up for our timesheet portal, known as Connect. You'll receive an email with instructions on how to sign up for Connect once you finish your enrollment.
- Start using Palco Connect to review and approve timesheets starting on 1/26/2025.



## Training Schedule

We are offering online training opportunities to help you get to know Palco. You will learn about enrolling with Palco, using Palco's EVV and timesheet portal, where to find Palco resources, contacting customer support, and more. The training sessions will be spread out over the next few weeks so you can choose the best time for you.

### Training Dates and Times:

- |                 |                 |
|-----------------|-----------------|
| ✓ 01/06 11:00am | ✓ 01/24 10:00am |
| ✓ 01/08 2:00pm  | ✓ 01/27 10:00am |
| ✓ 01/10 2:00pm  | ✓ 01/27 2:00pm  |
| ✓ 01/14 8:00am  | ✓ 01/28 10:00am |
| ✓ 01/16 2:00pm  | ✓ 01/29 2:00pm  |
| ✓ 01/20 8:00am  | ✓ 02/04 10:00am |
| ✓ 01/22 2:00pm  | ✓ 02/06 2:00pm  |

Scan the QR code  
to register:



Attend a Palco training session by *January 24th*.

## Enrollment

### Step 1: Join us for Training!

Attend one of our training sessions to get help with the switch to Palco. We want to make this change easy for you, and the training session will show you how.

### Step 2: Enroll with Palco by 01/24/2025

Participants, PDO Representatives, and Direct Service Workers need to complete an online transition enrollment with Palco. If you need help completing your online enrollment, you can reach out to our Customer Support team at 1-866-675-1963.

Enrolling online is the fastest and easiest way to complete your enrollment with Palco!



**To complete your online enrollment, scan this QR Code and enter your personal information to verify your identity and access your enrollment. If you experience any issues, contact the Palco Customer Support team at 1-866-675-1963 for assistance.**

**1. Participant Transition Packet**

This packet allows Palco to assist you with certain employer duties like payroll and taxes.

**2. Worker Transition Packet(s)**

Make sure your worker(s) fill out their packets too. This helps us verify the worker's payroll information to make sure everything goes well with their first paycheck from Palco.

*Enrollment QR Code:*



You can also access enrollment packets on [palcofirst.com/florida/](http://palcofirst.com/florida/). These enrollment packets are pre-filled with Palco's information. They also include specific instructions on how to complete each form. Once completed, submit the entire packet to Palco following the instructions contained in the packet.

## Additional Support at Palco

Our friendly Customer Support team is here to help you!

**Call Us:** (866) 675-1963; Monday - Friday, 8:00 am to 8:00 pm EST.

**Email Us:** [customersupport@palcofirst.com](mailto:customersupport@palcofirst.com)

Check out [palcofirst.com/florida/](http://palcofirst.com/florida/) for helpful materials and training videos!

You can also contact **Sunshine Health Member Services** at **1-866-796-0530**, available Monday – Friday, 8 a.m. to 8 p.m. Eastern Time.



## Frequently Asked Questions

**1. When do we start submitting timesheets to Palco?**

Your DSW will start submitting timesheets with Palco on 1/26/2025.

**2. Will there be a disruption in my workers' payments?**

No, your worker(s) should not experience a disruption in their paychecks. However, we need your help to make this successful. That means we need you and your worker(s) to complete the steps discussed on page 1 of this letter. This includes completing the online transition enrollment by 1/24/2025, attending a training session, and ensuring that time sheets are submitted based on Palco's pay schedule. Please ensure you and your workers complete all transition activities so you don't experience any issues.

**3. Do I have to transition to Palco?**

Yes. Sunshine Health members in the PDO program must switch to Palco.

**4. Who will send my worker their W-2 form?**

GT Independence will send workers their W-2 by the end of January 2025 for all payments issued in the 2024 calendar year.

In January 2026, workers will receive two W-2 forms, one for all payments issued in the 2025 calendar year by GT Independence, and one for the payments issued in the 2025 calendar year by Palco.

**5. Where can I find additional training materials and resources?**

The Palco website includes helpful information for PDO members and their Direct Service Workers such as training materials and video recordings, EVV and timesheet portal user guides, enrollment packets and more. Visit: [www.palcofirst.com/florida](http://www.palcofirst.com/florida)

**Again, welcome to Palco!**



Sunshine Health provides free aids and services to people with disabilities, such as qualified sign language interpreters, written information in other formats (large print, audio, accessible electronic and other formats), and free language services to people whose primary language is not English, such as qualified interpreters and information written in other languages.

This information is available for free in other languages. Please contact Member Services at 1-866-796-0530, TTY 1-800-955-8770 Monday through Friday, 8 a.m. to 8 p.m.

Esta información está disponible en otros idiomas de manera gratuita.

Comuníquese con nuestro número de servicio al cliente al 1-866-796-0530, TTY 1-800-955-8770 de lunes a viernes, de 8 a.m. a 8 p.m.

Si oumenm, oubyen yon moun w ap ede, gen kesyon nou ta renmen poze sou Sunshine Health, ou gen tout dwa pou w jwenn èd ak enfòmasyon nan lang manman w san sa pa koute w anyen. Pou w pale avèk yon entèprèt, sonnen nimewo 1-866-796-0530 (TTY 1-800-955-8770).

Nếu quý vị, hay người mà quý vị đang giúp đỡ, có câu hỏi về Sunshine Health, quý vị sẽ có quyền được giúp và có thêm thông tin bằng ngôn ngữ của mình miễn phí. Để nói chuyện với một thông dịch viên, xin gọi 1-866-796-0530 (TTY 1-800-955-8770).

