NEW MEXICO SELF-DIRECTED PROGRAMS NEWSLETTER

APRIL 2025

STOP PAYMENT REQUESTS (SPR) FORMS

WHAT IS A STOP PAYMENT REQUEST?

A Stop Payment Request is a form used when a check has not been received, is lost, stolen, or damaged, and needs to be reissued. The check can be reissued as a paper check, a Money Network Card, or returned to the participant's budget. Make sure to complete all fields on the form; incomplete forms will not be processed.

IF I DON'T GET MY CHECK, HOW OFTEN SHOULD I FILL OUT THE SPR FORM?

You only need to send in one form. Also, the form can only be sent in if it has been over 30 days from the check date.

If your check is damaged or unusable, please send it to:

Palco
P.O. Box 13260
Maumelle, AR 72113

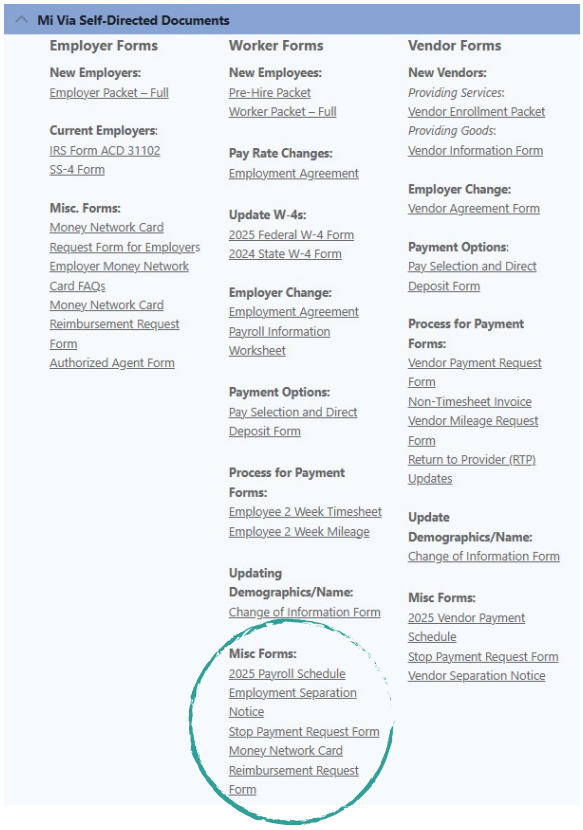
Please submit the SPR form with it.

WHAT IF I DO NOT KNOW THE CHECK NUMBER, CHECK DATE, OR AMOUNT?

If any of this information is missing, your SPR request will be denied and not processed. It's important to provide this information, as it helps determine if the check has been cashed. If you do not have the details, you can call the Consolidated Customer Center at 1-800-283-4465, option 5, to obtain the information.

PAY SCHEDULE

Payroll is paid on a two-week basis. The two weeks' pay period ends on a Friday, and the payroll is paid two weeks from that Friday. You can get a copy of the payroll schedule on Palco's website. Just click on the program and you can find it under the "Misc. Forms" section.



Mi Via Self-Directed Documents

Employer Forms

New Employers:
Employer Packet – Full

Current Employers:
IRS Form ACD 31102
SS-4 Form

Misc. Forms:
Money Network Card Request Form for Employers
Employer Money Network Card FAQs
Money Network Card Reimbursement Request Form
Authorized Agent Form

Worker Forms

New Employees:
Pre-Hire Packet
Worker Packet – Full

Pay Rate Changes:
Employment Agreement

Update W-4s:
2025 Federal W-4 Form
2024 State W-4 Form

Employer Change:
Employment Agreement
Payroll Information Worksheet

Payment Options:
Pay Selection and Direct Deposit Form

Process for Payment Forms:
Employee 2 Week Timesheet
Employee 2 Week Mileage

Updating Demographics/Name:
Change of Information Form

Misc Forms:
2025 Payroll Schedule
Employment Separation Notice
Stop Payment Request Form
Money Network Card Reimbursement Request Form

Vendor Forms

New Vendors:
Providing Services:
Vendor Enrollment Packet
Providing Goods:
Vendor Information Form

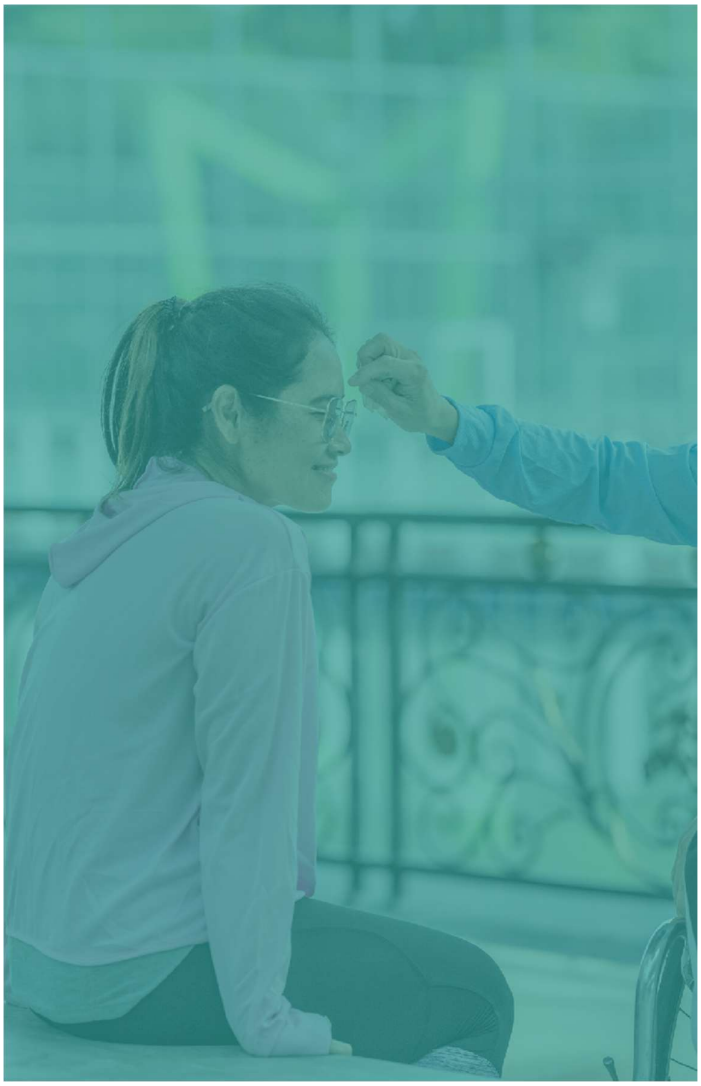
Employer Change:
Vendor Agreement Form

Payment Options:
Pay Selection and Direct Deposit Form

Process for Payment Forms:
Vendor Payment Request Form
Non-Timesheet Invoice
Vendor Mileage Request Form
Return to Provider (RTP) Updates

Update Demographics/Name:
Change of Information Form

Misc Forms:
2025 Vendor Payment Schedule
Stop Payment Request Form
Vendor Separation Notice



FORM W-2 WAGE & TAX STATEMENT

WHEN ARE W-2S SENT OUT?

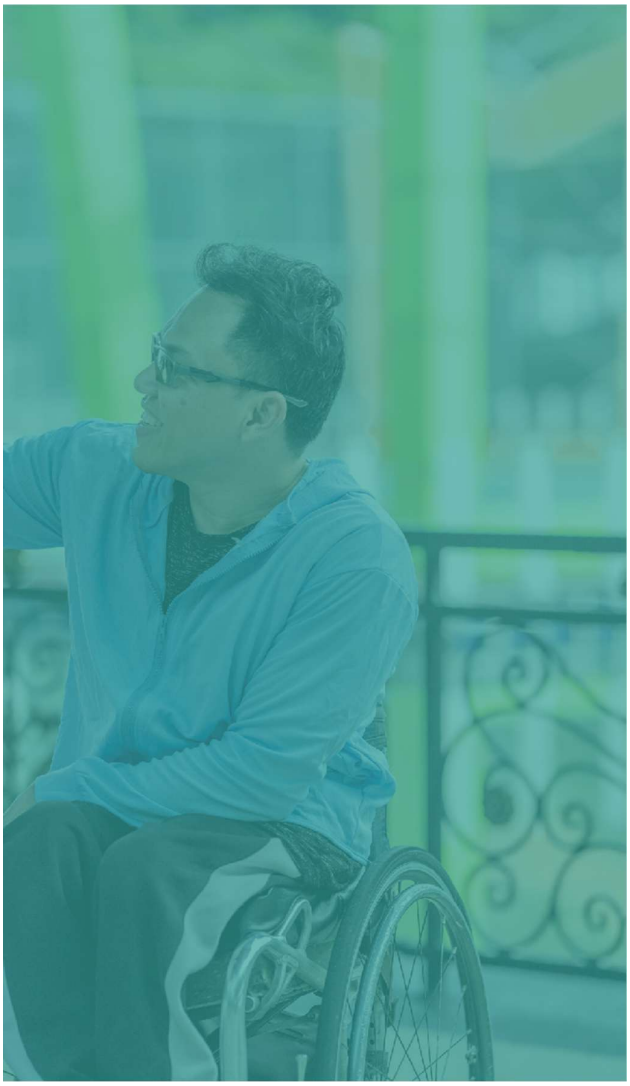
Palco mailed out the 2024 W-2s to employees on January 31.

WHAT IF I HAVE NOT RECEIVED MY W-2?

If you have not received your W-2 by February 15, contact the Consolidated Customer Center at 1-800-283-4465, option 5.

THE W-2 WAS SENT TO THE WRONG ADDRESS

Call the Consolidated Customer Center at 1-800-283-4465, option 5 and they an update your mailing address. They can also have the W-2 mailed or emailed to you.



MY W-2 HAS SOME INCORRECT INFORMATION. WHO DO I CONTACT?

Call the Consolidated Customer Center at 1-800-283-4465, option 5. They will submit a ticket to the Conduent team who will be able to reach out to Palco to get this information corrected.

WHY DID I RECEIVE MORE THAN ONE W-2?

If you work for more than one employer, you will receive W-2s for each. If your participant changes programs, for example changes from Support Waiver to Mi Via, you will receive two W-2s.

WHAT IF I DO NOT SEE ANY TAXES WITHHELD ON MY CHECK?

Send in a W-4 to Conduent showing that there needs to be taxes withheld. Conduent will enter your withholding information.

WAGE GARNISHMENTS

WHAT ARE WAGE GARNISHMENTS?

- Child support: A judge can order wage garnishment to pay for child support. The amount garnished depends on the number of children or spouse being supported.
- Unpaid taxes: The government can garnish wages for unpaid taxes. The amount garnished depends on the amount owed and the number of dependents claimed.
- Student loans: A lender can garnish wages for defaulted federal student loans.
- Consumer debt: A creditor can garnish wages for unpaid credit card debt, personal loans, or other consumer debts.
- Unpaid medical bills: A creditor can garnish wages for unpaid medical bills.
- Unpaid fines: A court can garnish wages for unpaid fines, court costs, restitution, or other fees.

MONEY NETWORK CARD INFORMATION

I HAVE NOT RECEIVED MY MONEY NETWORK CARD. WHO DO I CONTACT?

Palco can only request the first card, which can take up to two weeks to receive. Once the card is sent out, if you need a replacement or have not received the Money Network Card, call 1-888-913-0900.

I WAS ISSUED FUNDS ON MY CARD, BUT DECIDED NOT TO USE THE FUNDS. WHAT DO I DO?

If you don't want to use the funds, you can fill out a stop payment request and check the box to return the funds to the budget. If the payment is over 180 days old, you can call the Consolidated Customer Center at 1-800-283-4465, option 5 and request Conduent get the funds returned to the budget. Keep in mind that it does take a while to pull the funds from the card and return them.

I SPENT MORE WITH THE CARD THAN WHAT WAS APPROVED. HOW CAN I PAY THIS BACK?

An adjustment would need to be made. First, send the amount that was overspent to Palco with a money order or a cashier's check. Once this is sent, call the Consolidated Customer Center at 1-800-283-4465, option 5. They can put in an adjustment request for Conduent.

MONEY NETWORK CARD VALIDATION

WHAT IS THE MONEY NETWORK CARD VALIDATION? IS THIS THE SAME AS A VENDOR PAYMENT REQUEST FORM?

The Money Network Card Validation is not the same as a Vendor Payment Request form. The validation is an audit done by Conduent to ensure that money issued to the card is used correctly. Everything over $200 is audited and one out of five payments under $199 is audited.

HOW OFTEN IS THE AUDIT DONE FROM WHEN THE FUNDS ARE APPROVED ON THE MONEY NETWORK CARD?

Conduent will perform outreach 90 days after Vendor Payment Requests are approved for that purchase.

WHERE CAN RECEIPTS BE SUBMITTED?

Email:
MNC.Validations@conduent.com
Fax:
1-866-302-6787
Drop off:
1720A Randolph Rd.
Albuquerque, NM 87106
Mail:
CONDUENT
P.O. Box 67460
Albuquerque, NM 87125-7460
Please make sure you submit the Money Network Card Validation cover sheet with any receipts

WHAT RECEIPTS CAN I USE?

The receipts that are accepted would be the store receipt, online order confirmation or the Money Network Card statement. The receipt must show the items that the Vendor Payment Request was approved for along with the vendor. For example, a Vendor Payment Request was approved for $565 for Best Buy for office supplies. A receipt of the purchase must show Best Buy with the office supplies being purchased on the Money Network Card.

HOW LONG DO I HAVE TO SUBMIT MY RECEIPT?

You have 15 days after we contact you. Conduent will sent two emails and will call with the second email.

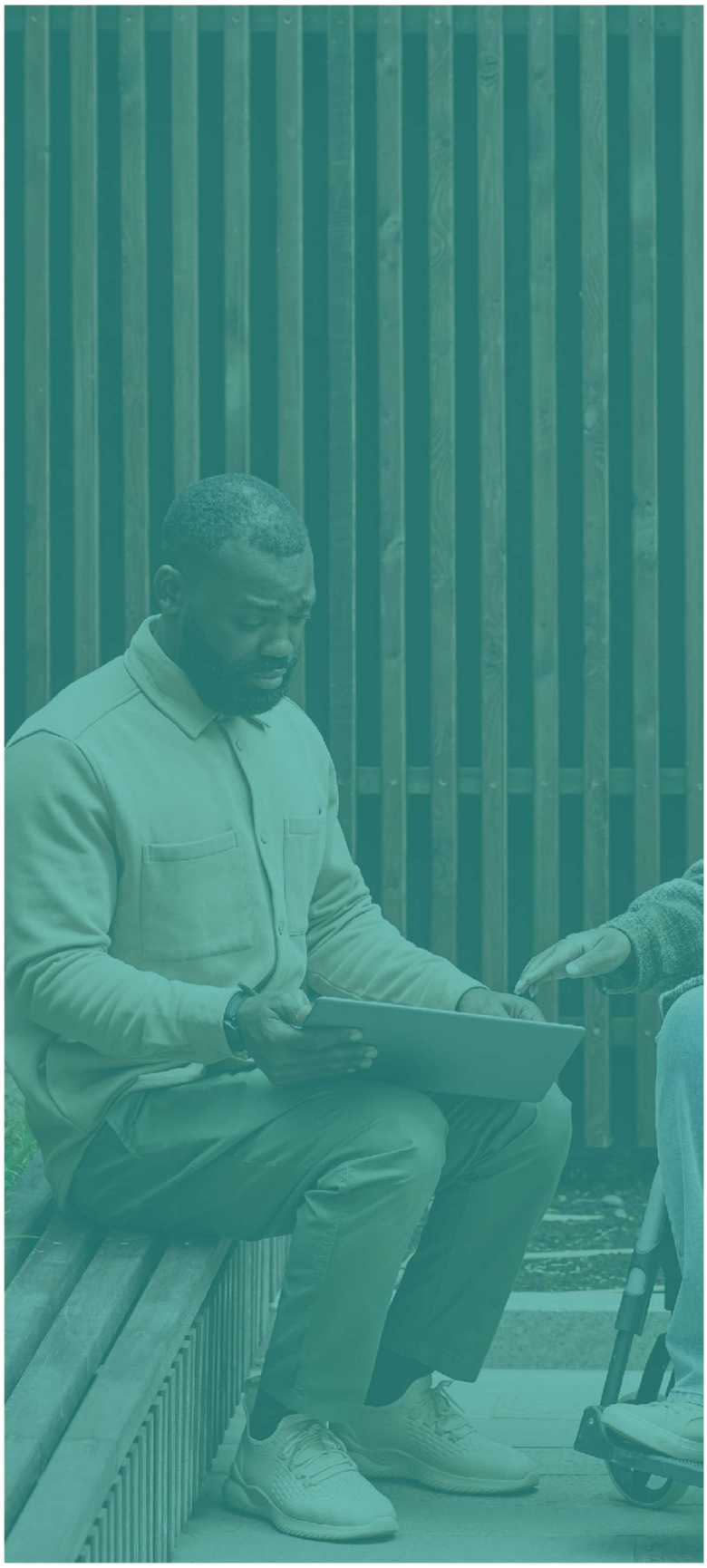
WHAT IF I HAVE NOT USED THE FUNDS YET?

The Money Network Card Validation cover sheet can be used without a receipt. In the note section, mark that the funds have not been used. You can also call the Consolidated Customer Center at 1-800-283-4465, option 5 and have them tell Conduent you have not used the funds. When you've made the purchase, send the receipt with the Money Network Card Validation cover sheet so Conduent can complete the audit.

WHAT IF THE FUNDS WERE USED BUT FOR THE INCORRECT VENDOR?

If the funds were used at a different vendor than what was on the request, the employer will fail the audit.

INFORMATION FOR EMPLOYERS – NEW MEXICO DEPARTMENT OF WORKFORCE SOLUTIONS (DWS)



TYPES OF LETTERS SENT OUT:

- Account termination
- Demand letters
- Non-filer reminder
- Quarterly Reports (two-page documentation)

WHY DO EMPLOYERS RECEIVE THESE LETTERS?

These letters are issued quarterly by New Mexico Workforce Solutions, typically when they identify an inactive or terminated account. These letters are not related to any actions (or lack thereof) on the employer's part, as Palco is responsible for opening these accounts, and sometimes they are deactivated without prior notice.

- **Demand Letters:** This letter indicates that the employer's Wage Detail Report for the specified quarter is due. No action is required from the employer, as Palco will file the report on their behalf.
- **Account Reactivation Letter:** This letter informs the employer whether their request to reactivate their Unemployment Insurance tax account has been approved or denied. The letter also provides details on when the next Wage Detail Report is due and the applicable rate, which Palco will manage.
- **Non-Filer Reminder:** These letters are sent out due to the former Financial Management Agency (FMA) which was TNT who had opened a GRT account in error. GRT is not a tax that is relevant to the employers. For Palco to close these accounts that were opened in error, Palco will need an updated Form ACD-31102.

HOW LONG DOES IT TAKE TO RESOLVE THIS PROCESS?

The process of setting up or reactivating an account can take anywhere from a few days to several weeks.

HOW IS THIS PROCESS HANDLED IF THE EMPLOYER HAS NOT SET UP A TAXPAYER ACCESS POINT (TAP) ACCOUNT WITH NM TAX & REV?

- When an employer is linked to a participant, they complete the Employer Packet. This packet includes the NM ACD 31102 form, which is the Tax Information Authorization Tax Disclosure.
- The form expires three years from the date it is signed. The most recent version accepted by NM Tax & Rev is dated 3/27/2023. Any older versions on file will not be accepted.
- By filling out this form, the employer authorizes Palco as the Financial Management Advisor (FMA) to act on their behalf in matters related to NM Tax & Rev, including access to the Taxpayer Access Point (TAP).

WHAT SHOULD AN EMPLOYER DO IF THEY ARE NO LONGER IN THE PROGRAM BUT CONTINUE RECEIVING LETTERS FROM NM TAX & REV REGARDING THE GRT ACCOUNT?

If the employer was not enrolled when Palco took over as the FMA, they should contact the New Mexico Tax & Rev Department directly to close the GRT account. The employer should explain that they ceased business as a domestic employer on [DATE] and request that the wage withholding account be closed as of that date. Additionally, they should inform NM Tax & Rev that the GRT account was opened in error by TNT (the former FMA) and that, as a domestic employer, they are not liable for the GRT.

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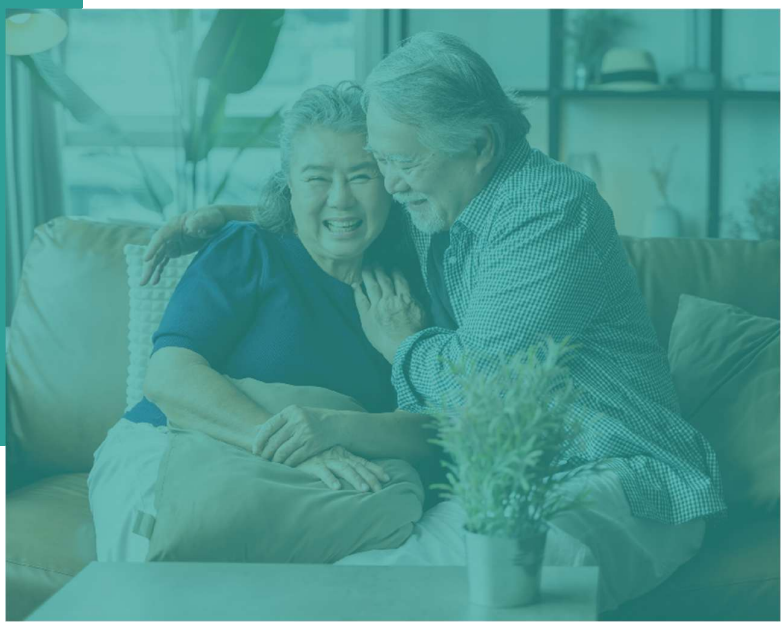

IRS FORM SS-4

WHAT IS IRS FORM SS-4?

IRS Form SS-4 is a document included in the Employer Packet, allowing Palco to apply for a Federal Employer Identification Number (FEIN) on behalf of the employer.

WHAT IF THE EMPLOYER ALREADY HAS A FEIN?

If the employer already has a FEIN, please provide a copy of the FEIN assigned by the IRS.

WHAT SHOULD THE EMPLOYER DO IF THEY RECEIVE A REQUEST FOR AN UPDATED SS-4 FORM TO BE ON FILE?

- The New Mexico Department of Workforce Solutions has updated its requirements for applying for a SUTA account. They now require proof of the FEIN, which can be provided in the form of a CP 575 or 147C letter.
- Once the SS-4 form is on file, Palco can request the CP 575 or 147C letter from the IRS.
- Palco has found that some employers are missing their SS-4 forms, which is preventing the completion of their SUTA account applications.
- If the employer receives a request for an updated SS-4 form, please ensure the employer completes the form and submits it to Conduent.

PALCO Empowering Independence

CONDUENT