TIME ENTRY USER GUIDE

Connect is Palco's online portal for Participants and Workers. It has everything you need if you're managing your own care or work schedule. You can use it anytime, day or night. Some things you can do on Connect include entering your work hours, connecting with Electronic Visit Verification (EVV), keeping track of your spending, updating your personal info, and accessing important documents like your W-2s and paystubs. This guide will explain every feature of Connect and how to use them. It's important to know that not all features apply to everyone. For instance, if your program doesn't allow vendor payments, you won't see that option. If you have any questions, you can talk to a Palco Customer Support Representative at 1-877-710-0457.

TABLE OF CONTENTS

DIFFERENT LANGUAGES

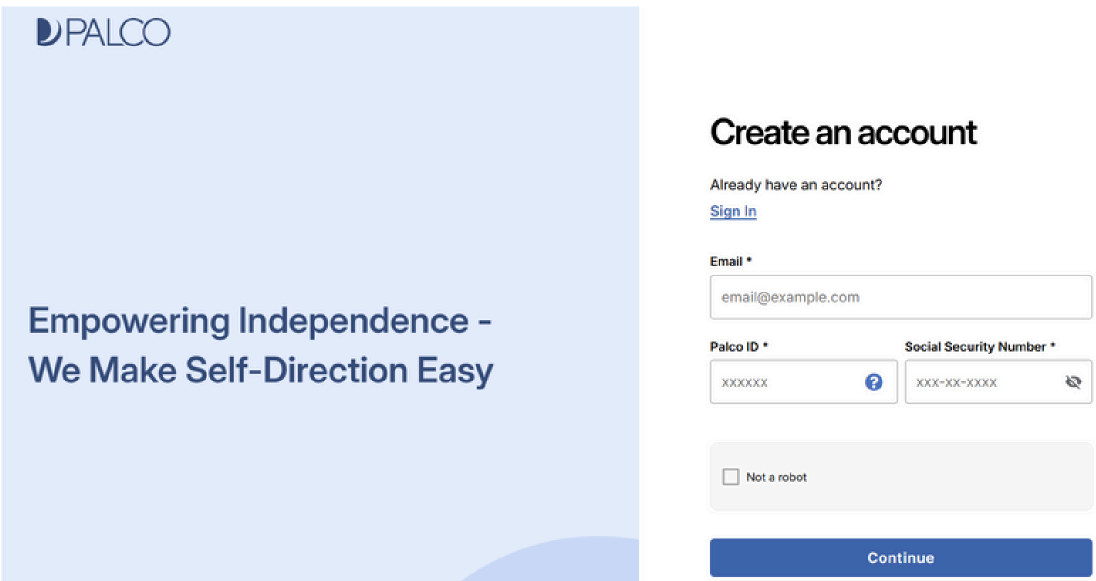
Many web browsers let you change the language of a webpage. This means you can use tools like Palco Connect in your own language. Palco suggests using Google Chrome for all their web pages. If you need help translating a page, check out this resource.

REGISTERING FOR CONNECT

In order to approve timesheets, both the Participant and worker must be registered in Palco's Connect application. In order to do this, they must be assigned an ID number by Palco. The ID number is issued via email after the enrollment process is complete. If you need assistance or do not know your ID number, contact the Palco Customer Service Team for assistance.

Follow the steps below to register for Palco Connect.

Step One: Visit the [Connect Registration Page](#).



Step Two: Once here, enter your email address, Palco ID, and Social Security number. These must be the exact email address and social security number that were provided during enrollment and the same Palco ID you obtained after becoming enrolled. If you are having trouble, make sure you have no spaces before or after any of the data elements. If that still does not work, contact Palco to verify that the data in the Palco system is correct.

Step Three: After clicking "Next," the user will be asked to create their own password. Once a password has been created, the user will be registered for Connect.

To use Connect in the future, use the [main landing page](#) and log in.

Passwords

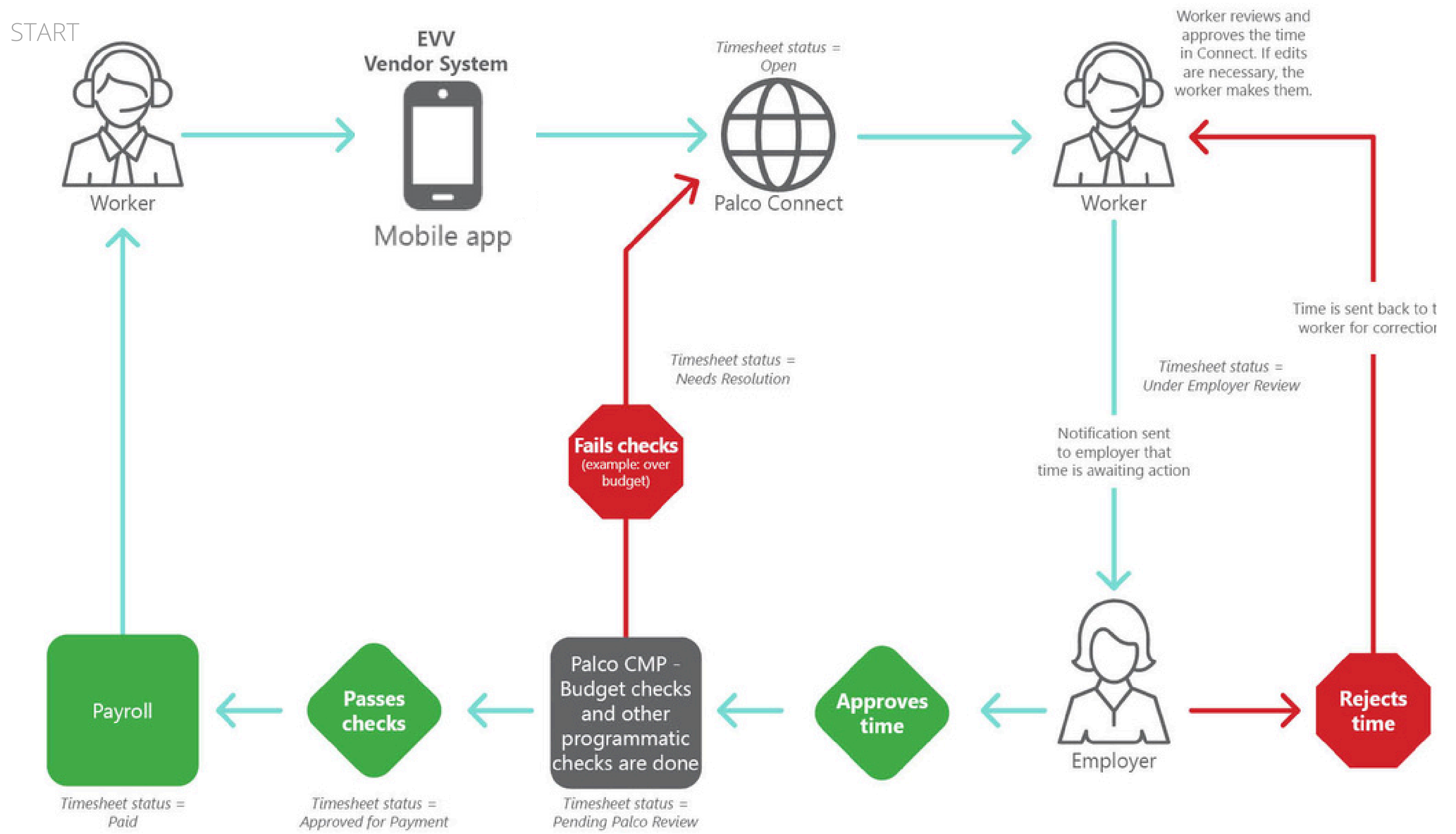
You can change your password at any time by clicking on "Forgot Password" from the main Connect landing page.

SECTION ONE: TIME ENTRY AND SUBMISSIONS

Electronic Visit Verification (EVV)

EVV is a federally mandated system which electronically verifies that home or community-based service visits occur by capturing and documenting six points of data: type of service, individual receiving services, individual providing service, location of the service and the time the service begins and ends. Once that time is recorded via EVV the shift is uploaded to Palco's online time portal called Connect. All program participants and their workers must be registered in Connect to review and submit their time for payment at the end of the pay period. Any edits to time entries will happen in Connect.

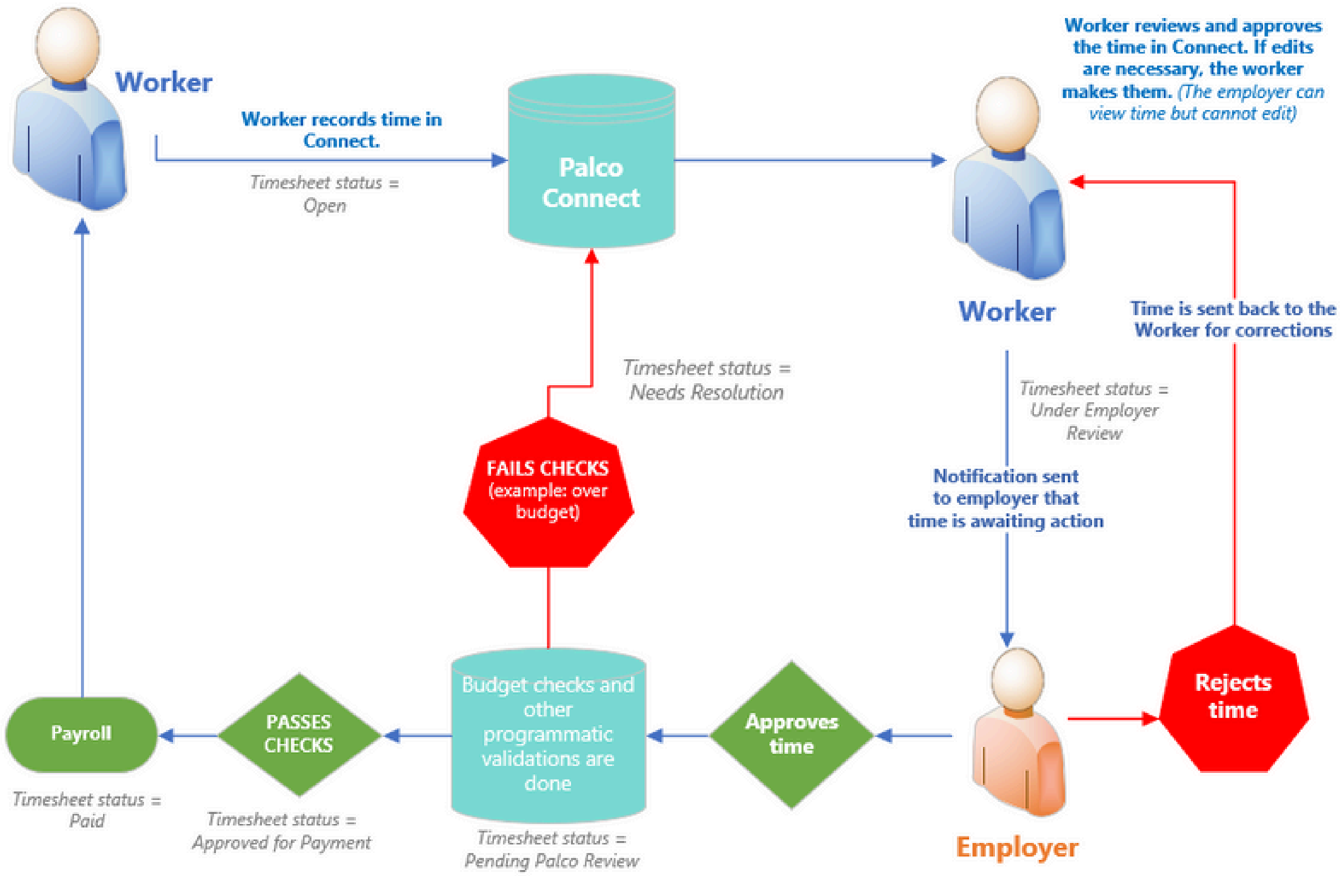
Here is how the process works:



EVV time entries will be inserted into the Connect application as an "Open" status for the **worker,** to review. The worker should access the portal per the instructions on the following pages and review and submit the time to the Participant. The Participant will then access Connect, make the final approval and submit to Palco for processing. If a timesheet is submitted to the Participant or Palco before all EVV shifts for that pay period have been imported, a new timesheet will be created in the system.

Online Timesheet Submission Workflow

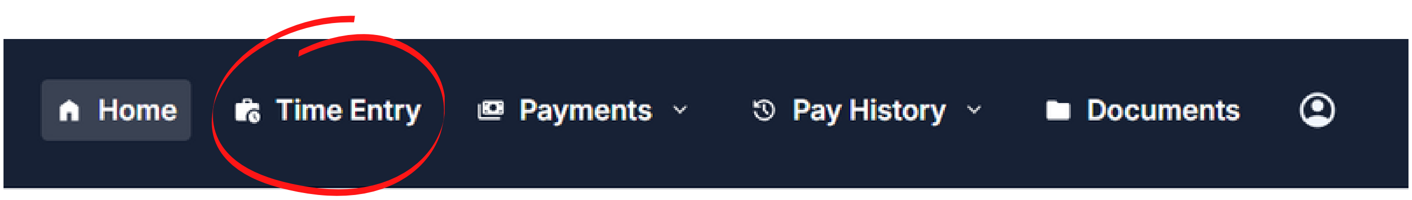
The following workflow outlines the process to manually record time in the Connect system. A timesheet is opened by the Worker, shifts are added and it is then submitted to the Participant for review and submission to Palco. Every timesheet requires a two approval process.



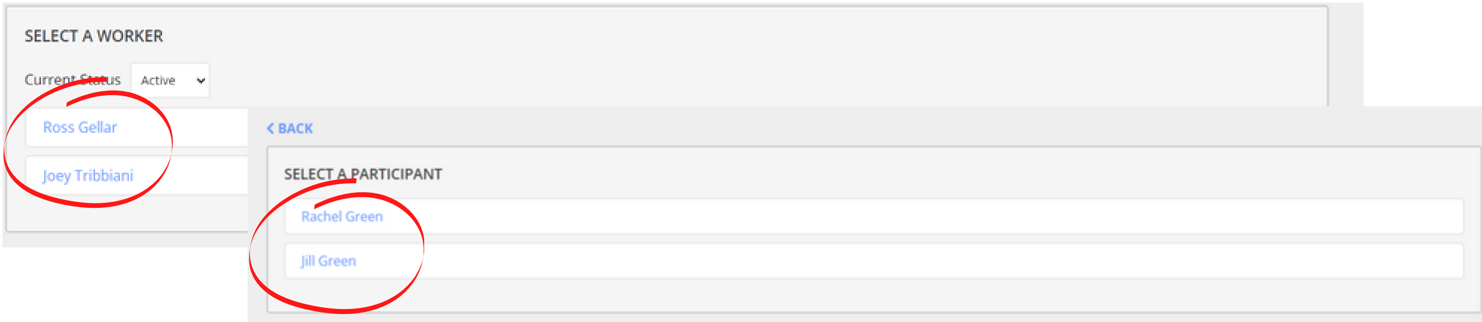
Entering Time In Connect

1. Login to the [Connect portal](#) with your username and password.

2. At the top of the screen, select the "Time Entry" tab.

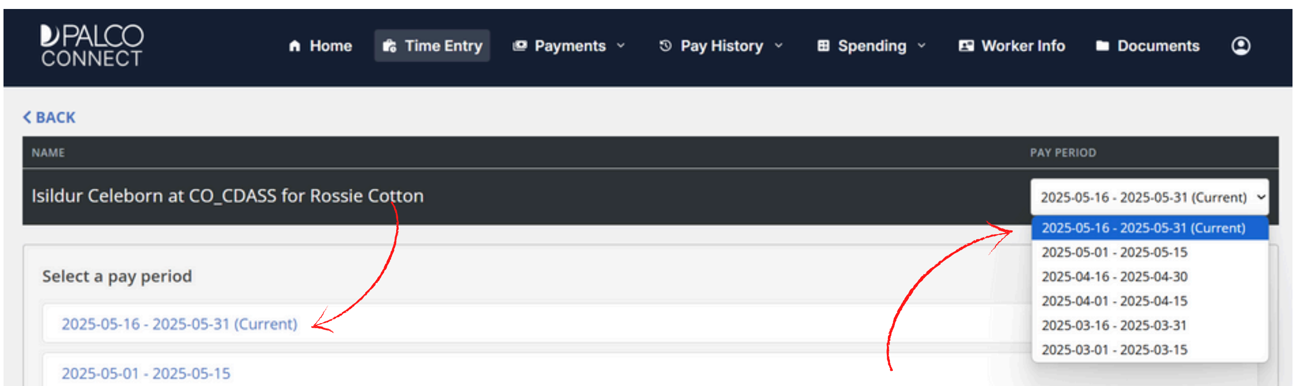


3. If you are the Participant and have more than one worker, or if you are the worker for more than one participant, select the worker or participant for whom services were provided.

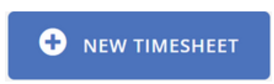


Participants can use the "Current Status" drop down to filter the list to view either Active or Inactive Workers. Inactive Workers will be those who were previously employed or new workers in the process of enrolling.

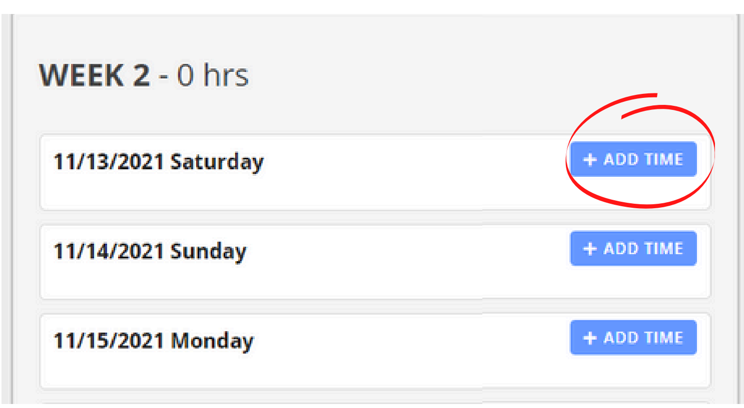
4. Select the pay period from either the center of the page or the dropdown at the top right of the screen.

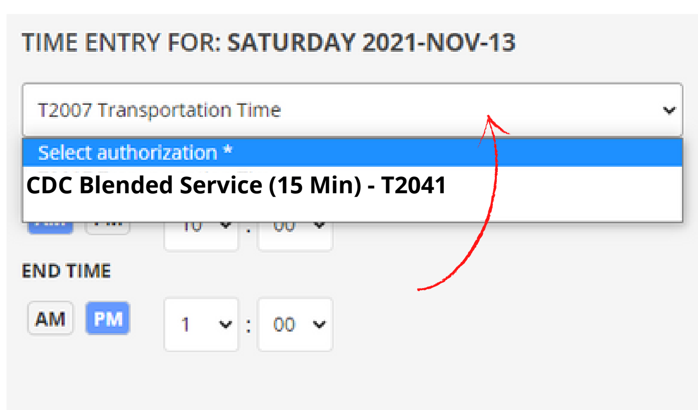


5. On the next screen, click the New Timesheet button:

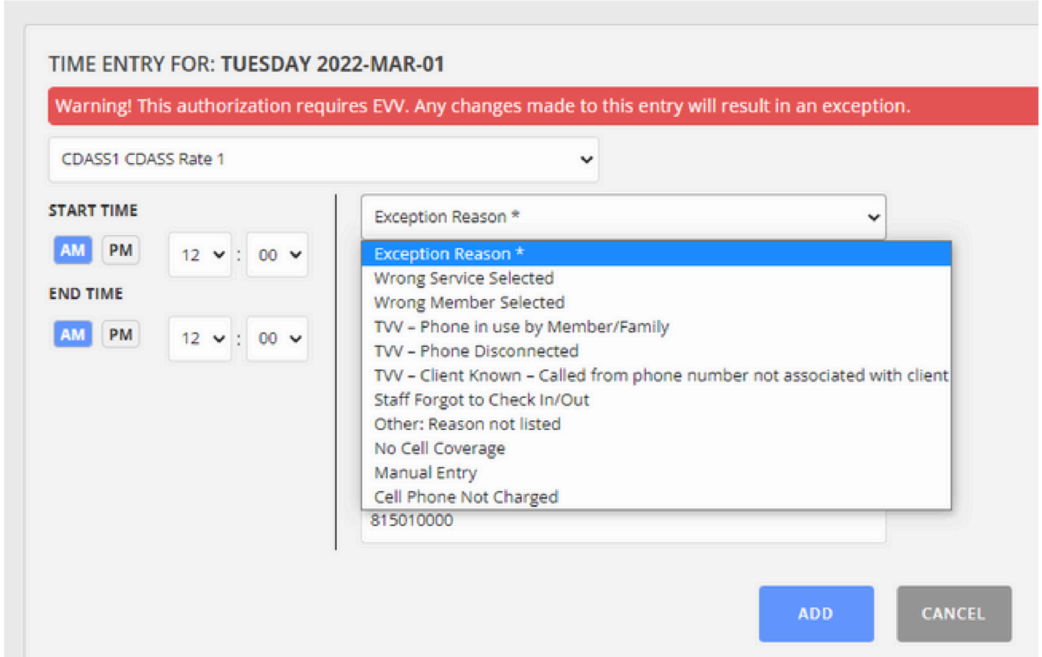


6. Locate the date on which you would like to enter time. Select Add Time button and choose the service that was provided form the "Select authorization" drop down.



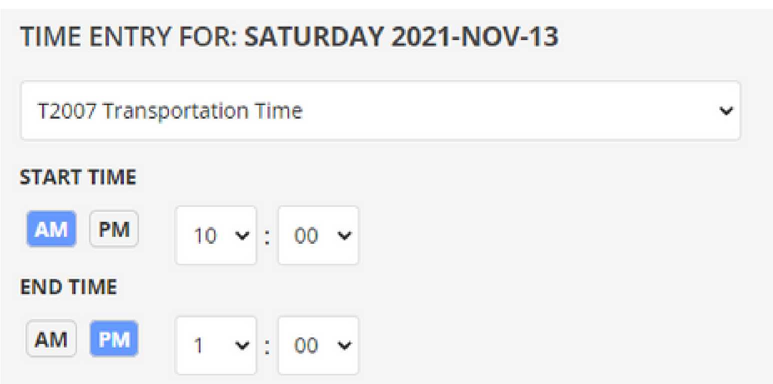


When manually entering a shift that requires EVV, the system will prompt the worker to select an exception reason for why the shift is manually being entered. If a worker is EVV exempt, this will not show.

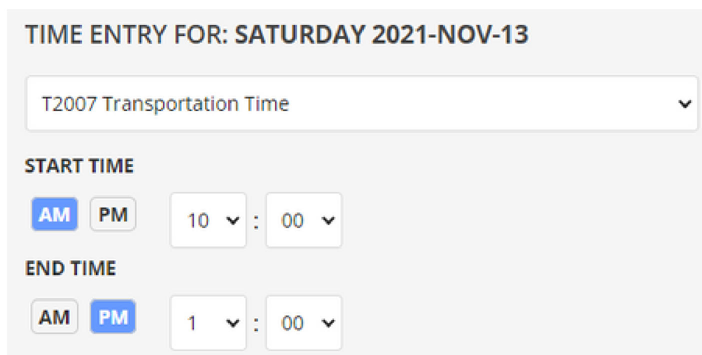


Specific edit reasons may vary based on program.

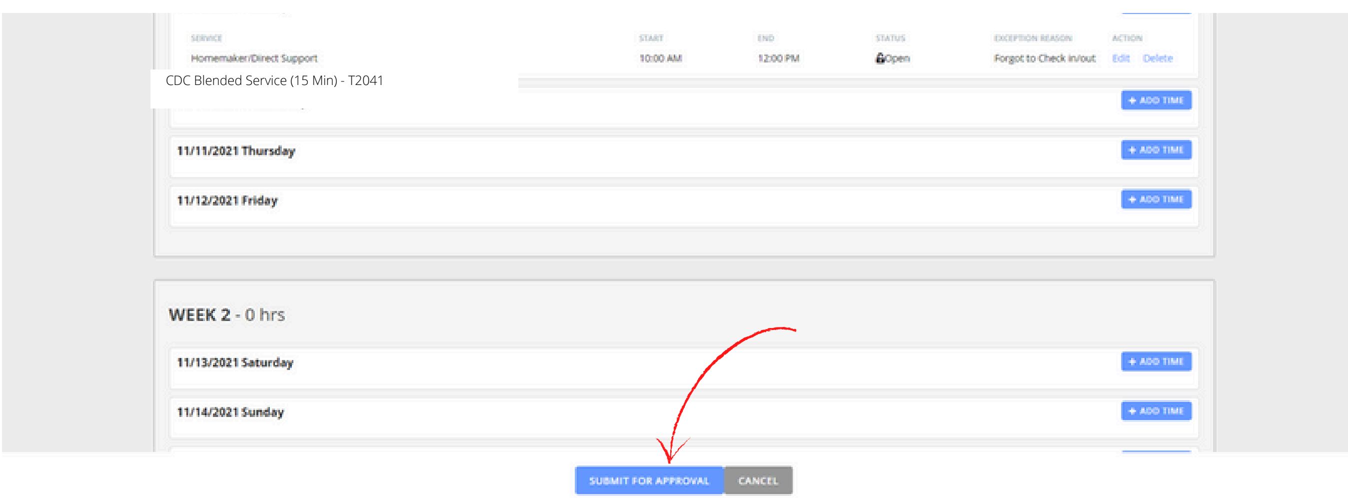
7. In the Start Time area, enter the time the shift started by selecting AM or PM, the hour, and the minutes of the shift.



8. In the End Time area, enter the time the shift started by selecting AM or PM, the hour, and the minutes of the shift.



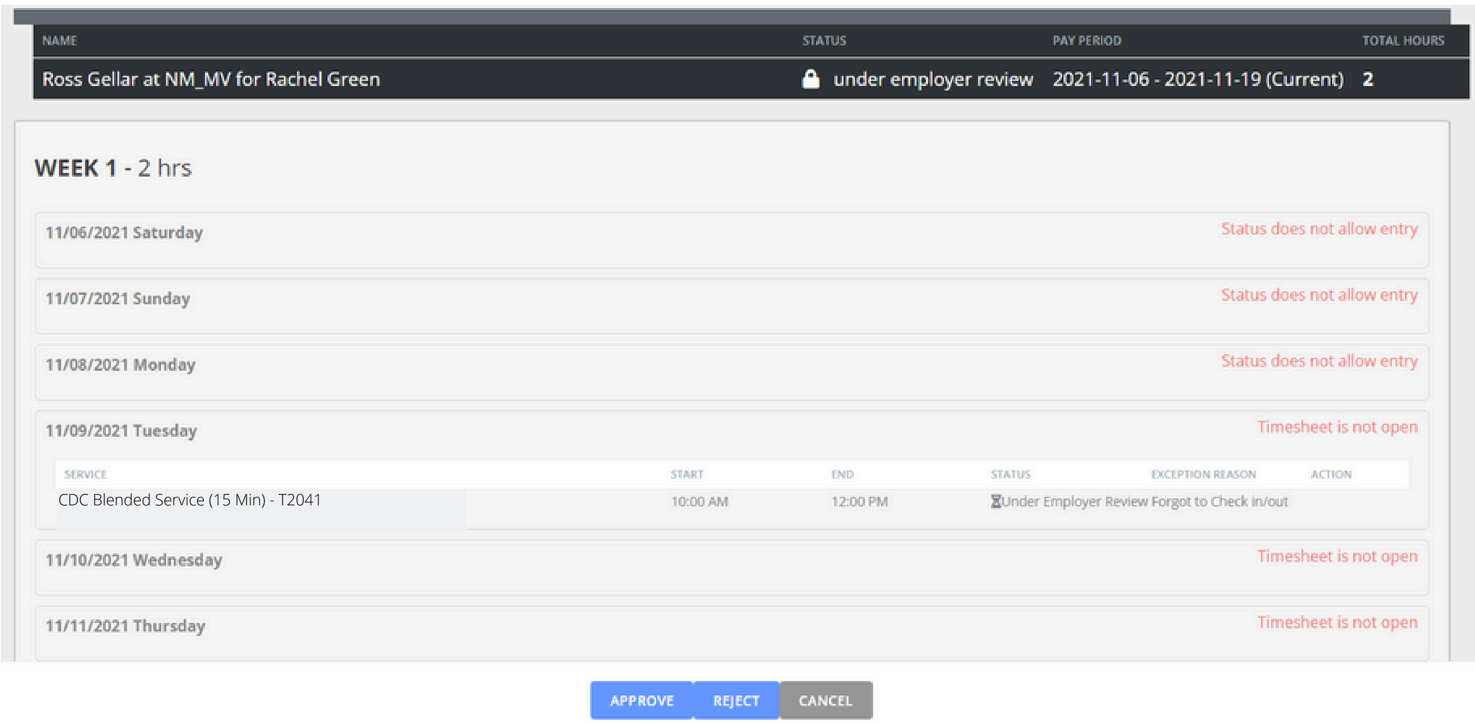
9. Once all shifts have been entered, do a final review to ensure everything for the period is accurate. Once you have reviewed, click "Submit for Approval" at the bottom.



Approving Time In Connect

Every timesheet requires two approvals- one by the Worker and one by the Participant. Once a timesheet has been created and submitted, the individual remaining to complete the approval can access Connect in order to approve. When a timesheet is pending the Employer or Worker review, it will be locked for edits.

1. Access Connect/the timesheet following the same steps 1-4 listed above. Once there, you will have a few options.



Approve:
Selecting "Approve" is your attestation as an Participant that all of the shifts are correct and true. It is important for you to review the shifts for accuracy because you are the Participant and responsible for all aspects of scheduling and managing your worker(s). Once you approve, the timesheet will be submitted to Palco for processing and payment. Palco will complete the necessary checks and validations to ensure payment is approved.

Reject:
Selecting "Reject" will deny the timesheet and send it back to the worker for corrections. You should only reject a timesheet if it is incorrect and requires an edit. Make sure the updates are done timely and resubmitted to you so you do not miss the payroll deadlines for pay day.

Please ensure you have reviewed the published payroll schedule including the date/time when all time must be submitted in order for workers to receive timely payment.

Timesheet Status

Timesheet Statuses are available so you can quickly and conveniently see the payment processing stage of a timesheet. An Participant can see the status of all timesheets for their workers and workers can see the status of any timesheet they have submitted in the Connect application's "Timesheet Overview" screen. Consult the chart below for status definitions.

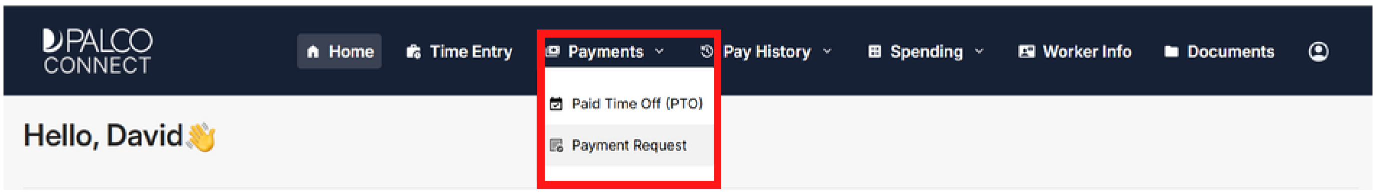
Status	Description
Open	A timesheet has been started by the participant or worker and is being edited. Only the person who started the timesheet can edit.
Under Employer Review	Time has been submitted to the participant for approval.
Needs Resolution	The participant has rejected the time and sent it back to the worker for correction. Changes can be made to the time at this stage.
Under Palco Review	Time has been approved and submitted by the participant to Palco. Palco is performing validations on the time to ensure it is payable.
Approved for Payment	Time has passed all Palco checks and validations. It is going through the final step of billing before it can be paid.
Paid	The timesheet is closed and paid.
Rejected	Palco rejected the timesheet for the reason listed in the portal. No changes can be made. To correct, a new timesheet must be started via Connect and will be recorded as an edited timesheet facing the same warnings as listed above.

SECTION TWO: VENDOR PAYMENTS

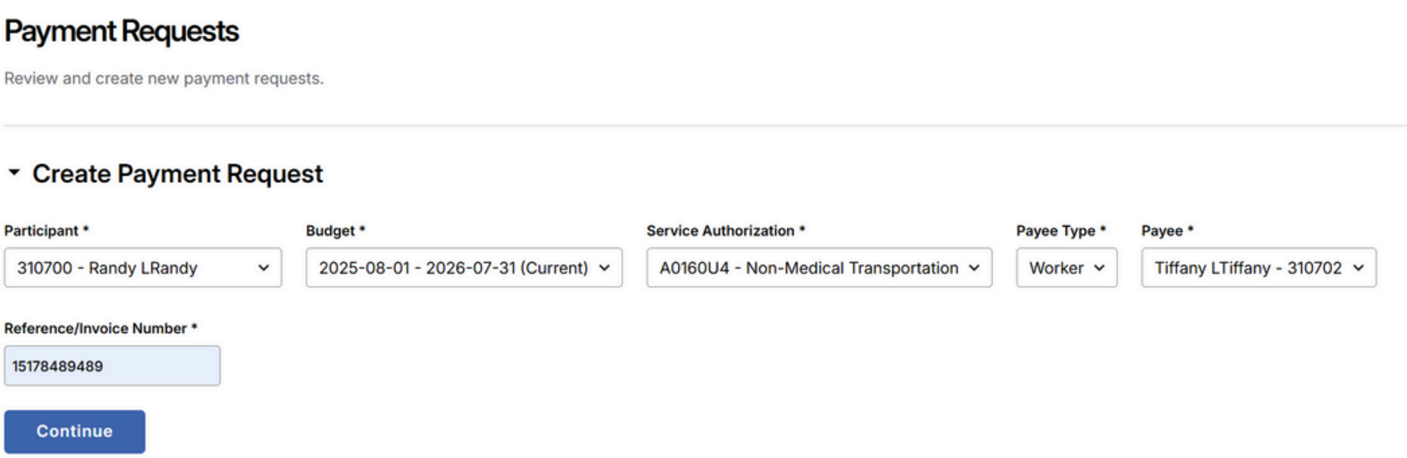
This section will provide valuable information for programs that authorize vendor payments. Connect grants Participants the ability to create their own payment requests and view the payable history. If this section is not visible for the user in Connect, the program does not allow it.

Entering Payment Requests

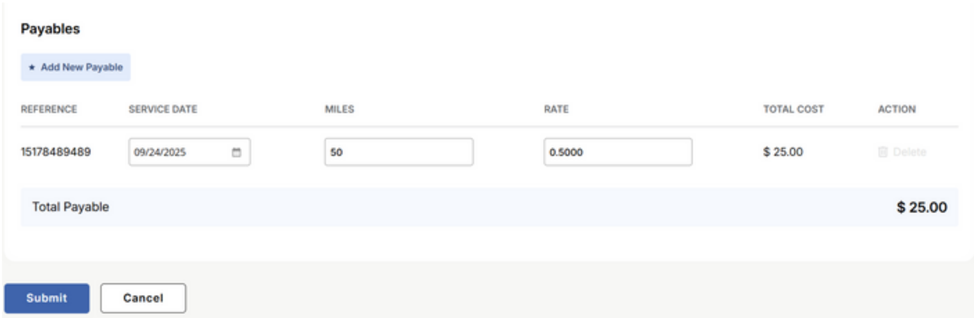
1. Login to the **Connect portal** with your username and password.
2. Click on "Payments" at the top of the screen and select "Payment Request."



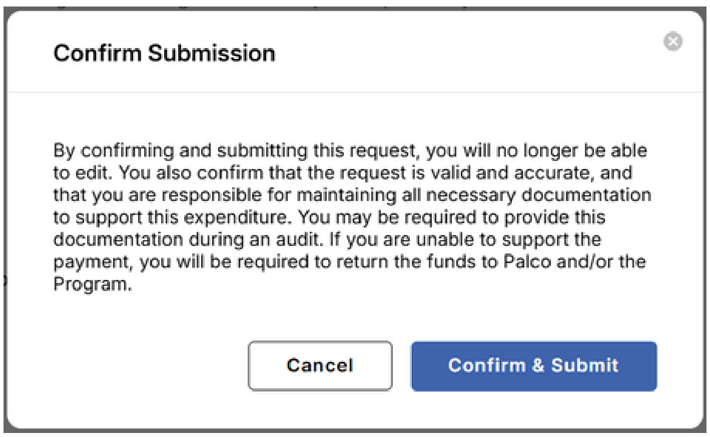
3. To create the payment request, the Participant will select the Participant, Budget, the Service Authorization, Payee Type, and Payee from the drop-down boxes. The Participant will also need to type in the Reference/Invoice number. The Participant will only see options that are applicable to the Participant and the Participant's budget. Once the information is filled out, click Continue.



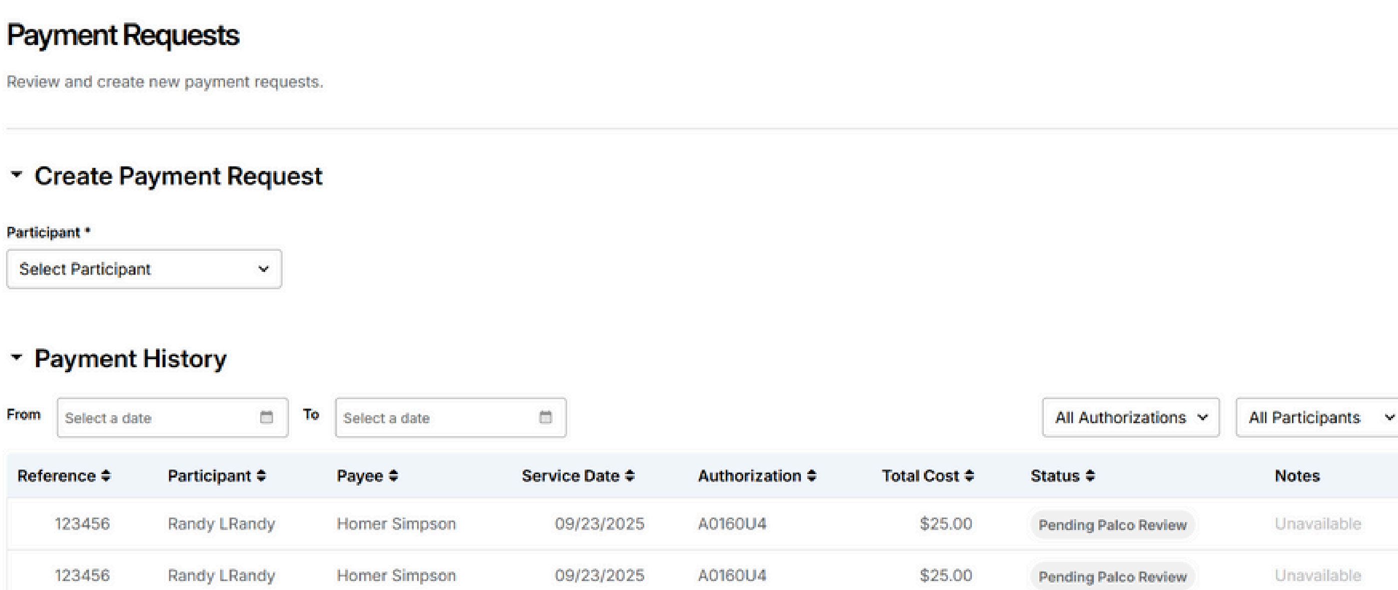
4. To add a payable, complete the payment request by adding the date of service, units, and the rate. To add more payables, click on Add New Payable to create a new line. Click Submit when you are finished.



5. Before being submitted, one final prompt will appear to finalize the payment request and determine if the Participant wants to move forward.



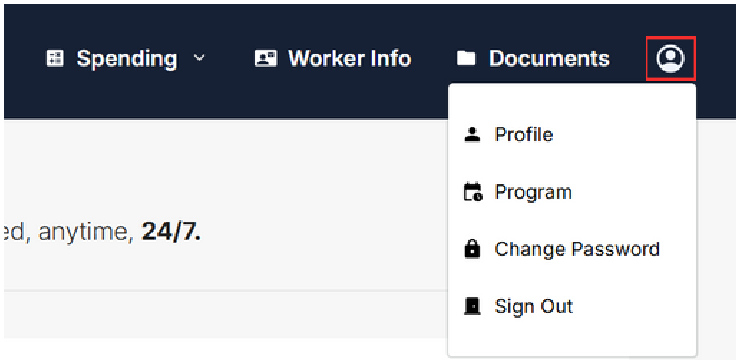
6. Once submitted, the Participant will see the payment request in the "Payment History" section. They will be able to follow the status as it goes through program checks and validation to determine if payment can be issued. Once issued, the status will change to "Paid."



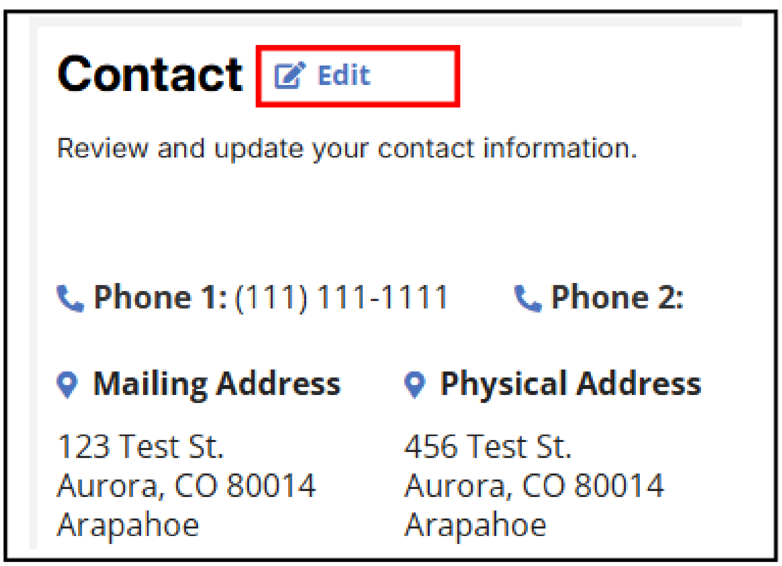
SECTION THREE: VIEWING AND UPDATING INFORMATION

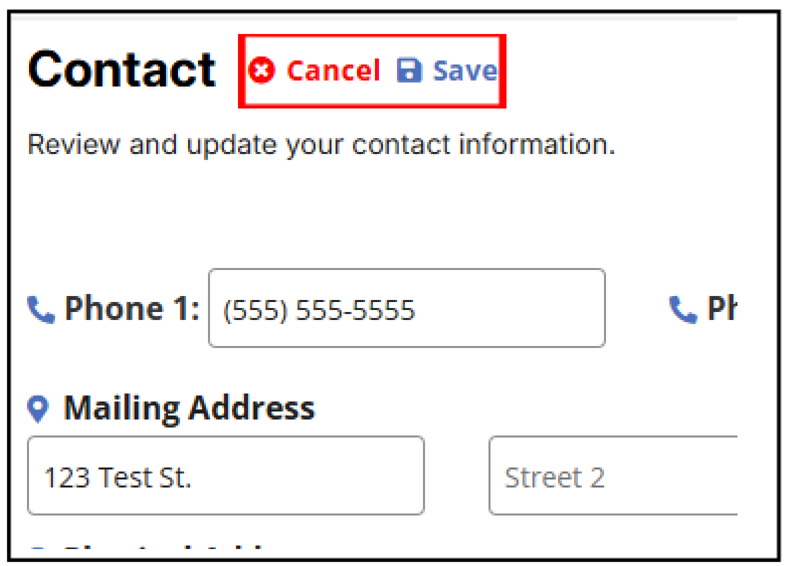
Updating Profile

To make Connect more self-service, Palco has added a feature where users are able to make changes to their information by navigating to their profile by clicking on the icon in the top right corner and clicking "Profile."

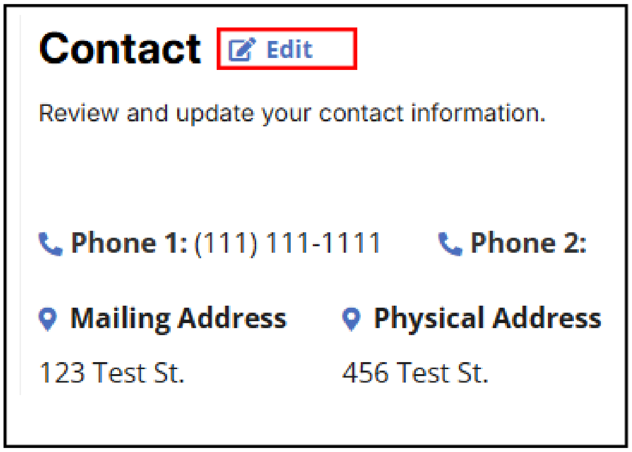


Employers will be directed to the Profile page directly where they will be able to edit their contact information. To make changes, the Participant will click on "Edit." This will allow the users to edit their contact information which includes phone number, Email, mailing address, physical address, and preferred communication. Once they are finished with any edits, the user will click on the "Save" option to update their information or the "Cancel" option to discard any changes they do not wish to make.

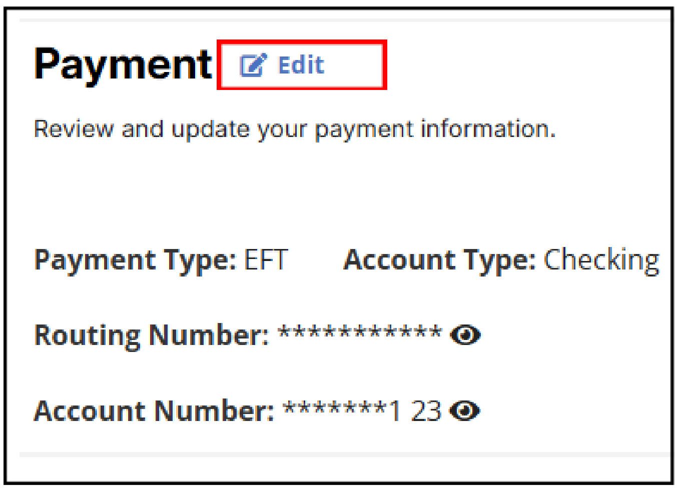




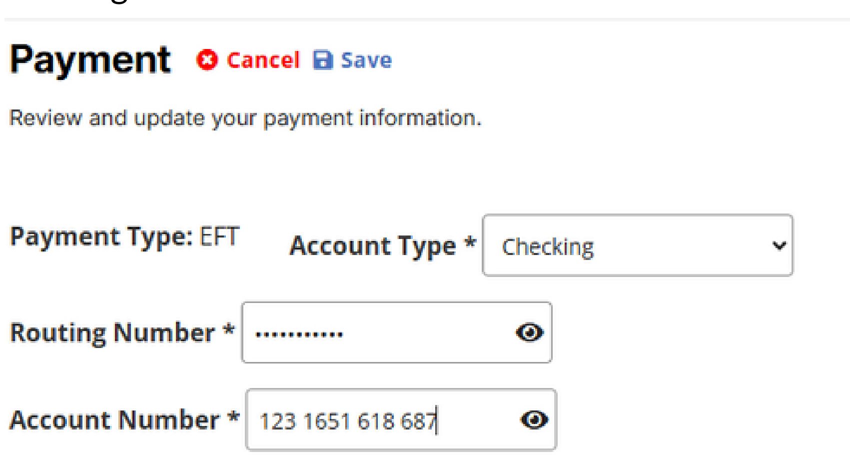
Employees will be directed to a page where it gives the option to change their contact information or their payment information. To edit the contact information, the employee will click on the Edit option next to "Contact." Once they do that, the employee will be able to change the information as seen in the instructions above.



To make changes to the payment information, the employee will click the Edit option next to "Payment."

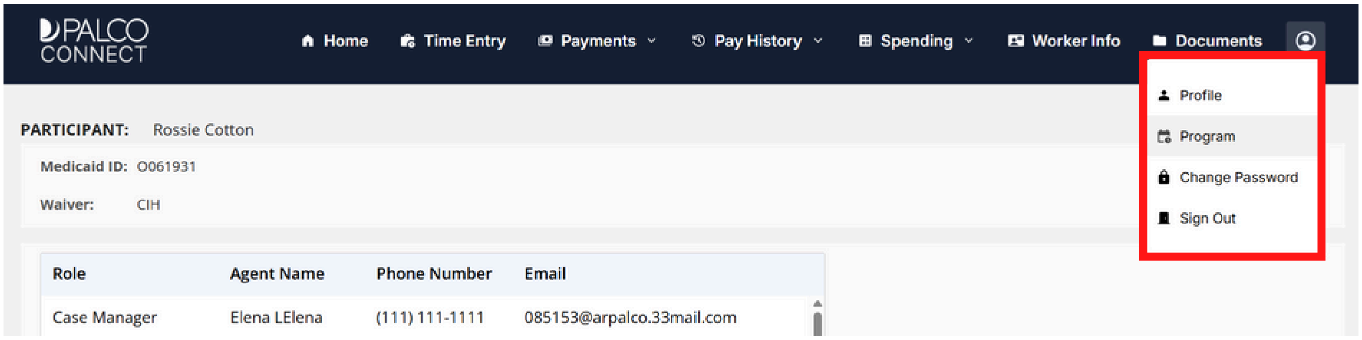


The employee can then change their payment information by inserting the information in the fields listed. To save the changes, the employee must click "Save" or to discard the information, the employee can click "Cancel" at any time. When updating payment info, please allow five business days for the change to take effect.



Viewing Program Information

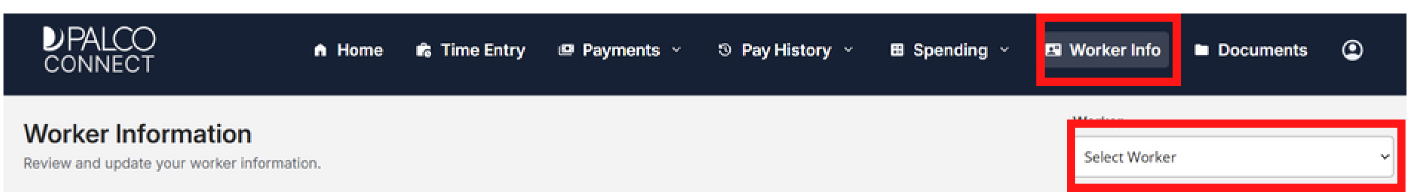
Employers can view program information by clicking the icon in the top left corner and selecting "Program." This feature will give the Participant a view of Program details specific to the participant. If this section is not visible for the user in Connect, the program does not allow it.



By clicking "Program," workers can view information related to EVV. They can view any exemptions or add their device ID if information changes.

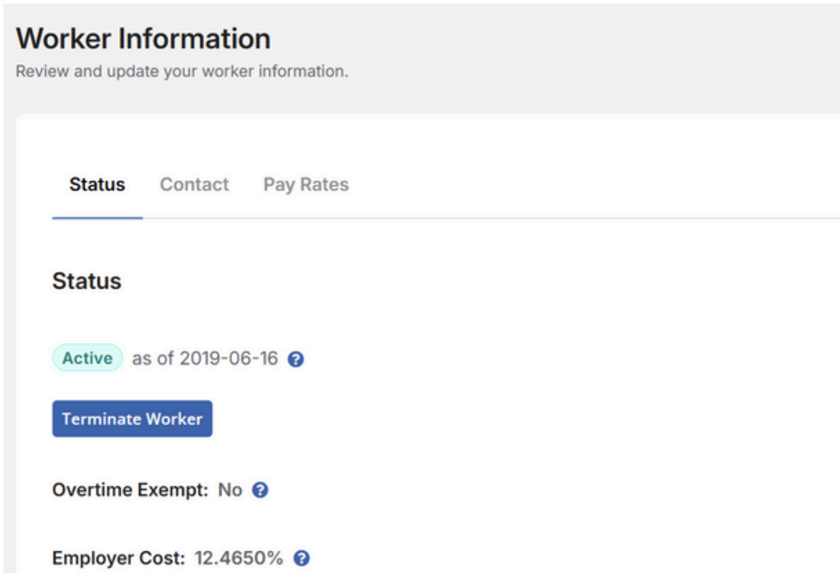
Viewing Worker Info

Employers can view worker information by clicking "Worker Info" from the top menu. If the Participant has multiple workers, they can select the workers from a drop down menu. Once a worker has been selected, the Participant can view that worker's status, contact information, and pay rates.



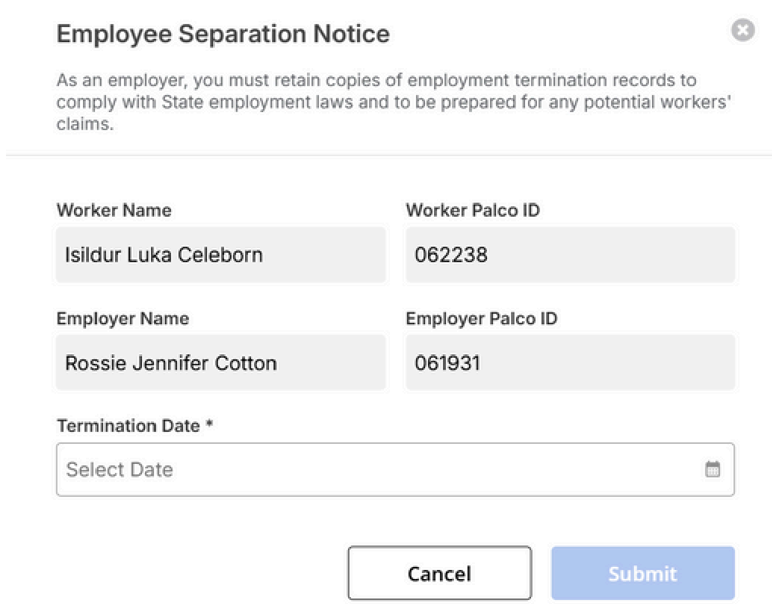
View Worker Status

Status gives information about the worker's current status, overtime exemption, and the employer cost. Some programs also grant the ability for an Participant to terminate a worker from this screen. If the Participant does not see this, the program does not allow it.



Employee Separation Notice

The Participant in self-direction is responsible for the management of workers including termination (when necessary.) It is important to notify Palco immediately when a worker is terminated or no longer employed for any reason to prevent fraud, waste, or abuse. Employers can notify Palco via the Employee Separation Notice section of Connect. Once submitted, the worker will be terminated in the system effective the date entered. You will need to contact Palco if anything changes.



Viewing Worker Contact Information

Once a worker is selected, the Participant can view the worker's contact information including Phone Numbers, Email, Mailing Address and Physical Addresses.

Status Contact Pay Rates

Contact

Phone 1: (111) 111-1111

Phone 2:

Email: isildur.celeborn@arpalco.33mail.com

Mailing Address:
123 Test St.
Aurora, CO 80014

Physical Address:
456 Test St.
Aurora, CO 80014

Viewing Worker Pay Rates

Employers can also view the pay rate of the selected worker. On some programs, Participants can adjust the pay rates for workers using the "Add Pay Rate" portion. If the Participant does not see this, the program does not allow it.

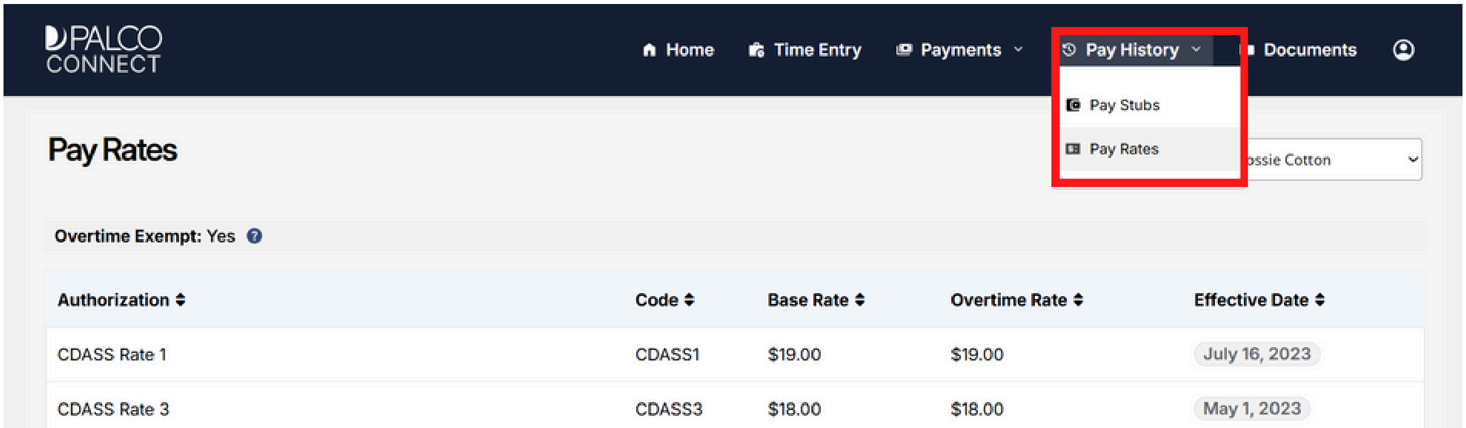
Pay Rates

Add Pay Rate

Authorization	Code	Base Rate	Overtime Rate	Effective Date
CDASS Rate 1	CDASS1	$19.00	$19.00	July 16, 2023
CDASS Rate 3	CDASS3	$18.00	$18.00	May 01, 2023
Homemaker Emergency	HME	$18.00	$18.00	June 16, 2019
Health Maintenance Activities Weekend	HMAW	$18.00	$18.00	June 16, 2019
Homemaker Training	HMT	$18.00	$18.00	June 16, 2019

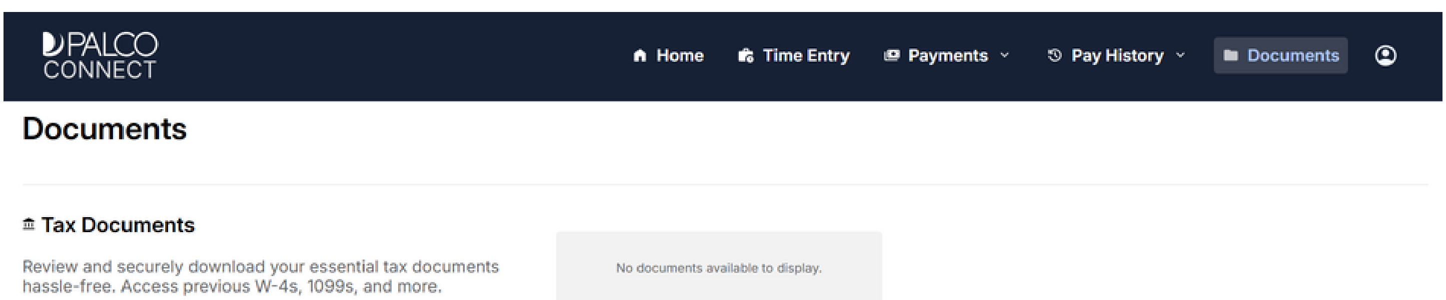
Viewing Pay Rates

Workers can now view their current pay rates by clicking on the "Pay History" option at the top of the page. If they are a worker for multiple participants, the worker can use the drop down box to choose the participant for which they would like to view their hourly pay rates.



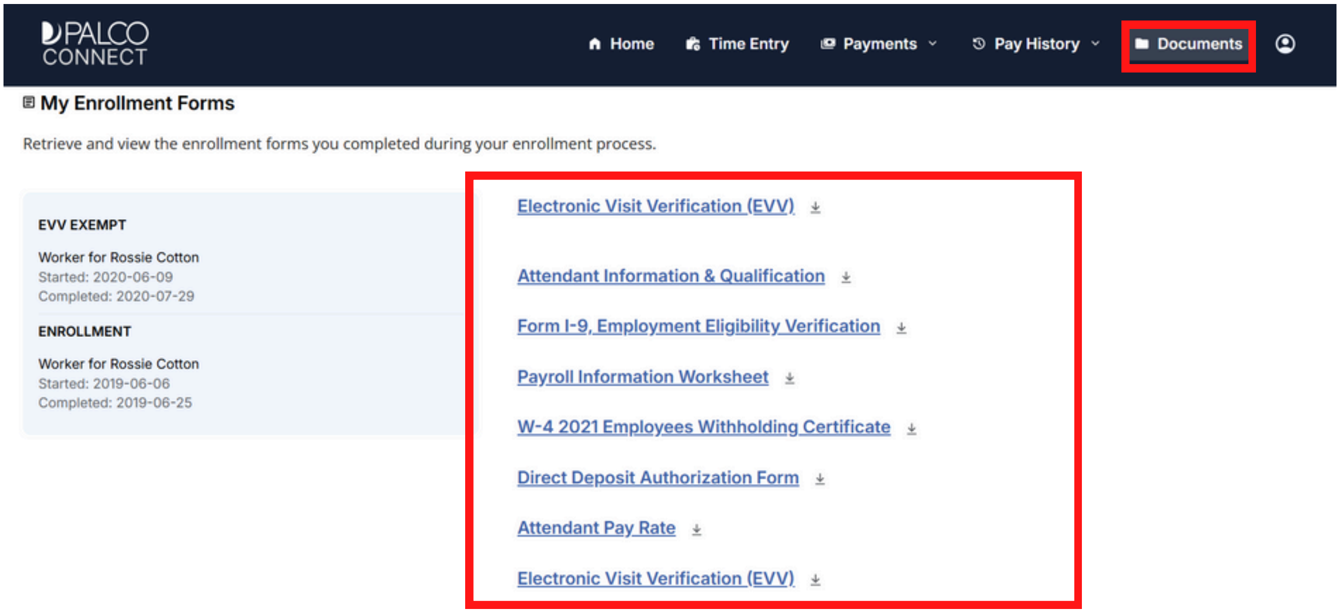
Viewing W-2 Documents

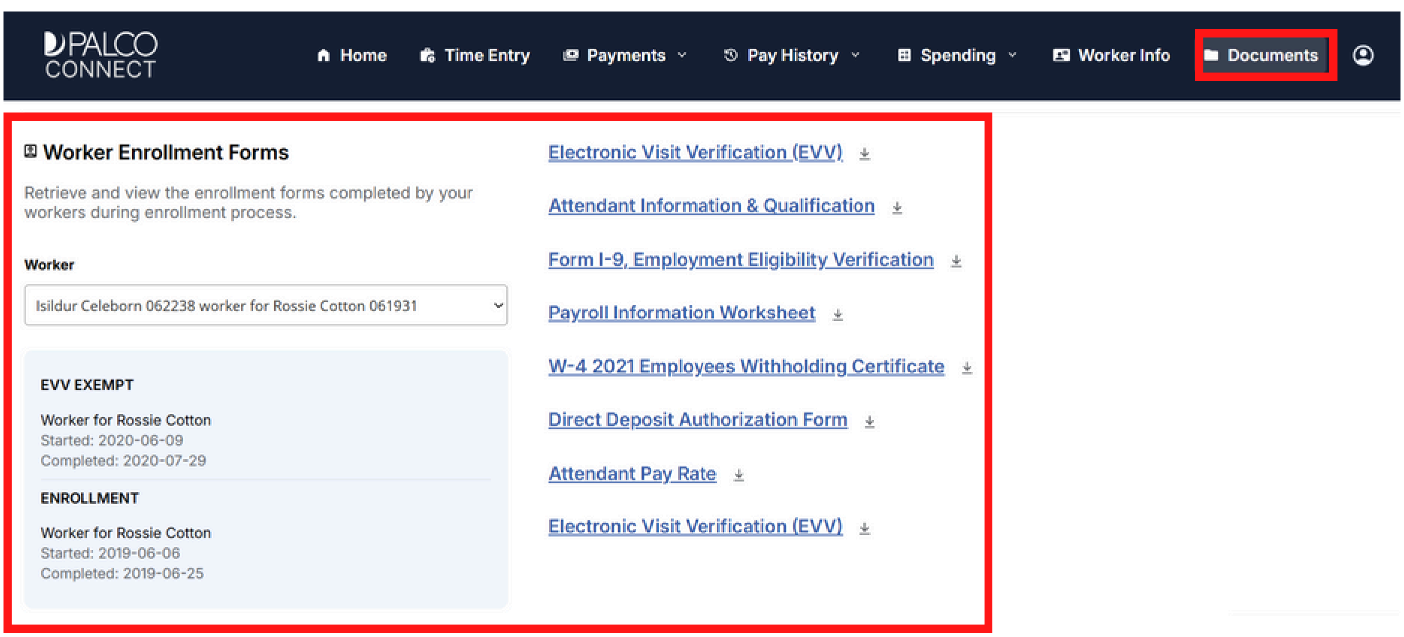
Workers can view and download their past and present W-2 Tax Documents by clicking "Documents" on the top of the page. Once here, the worker can select the tax document they wish to view by clicking the blue linked documents. This will open another window allowing the worker to view, download, and print the document for their records.



Viewing Enrollment Documents

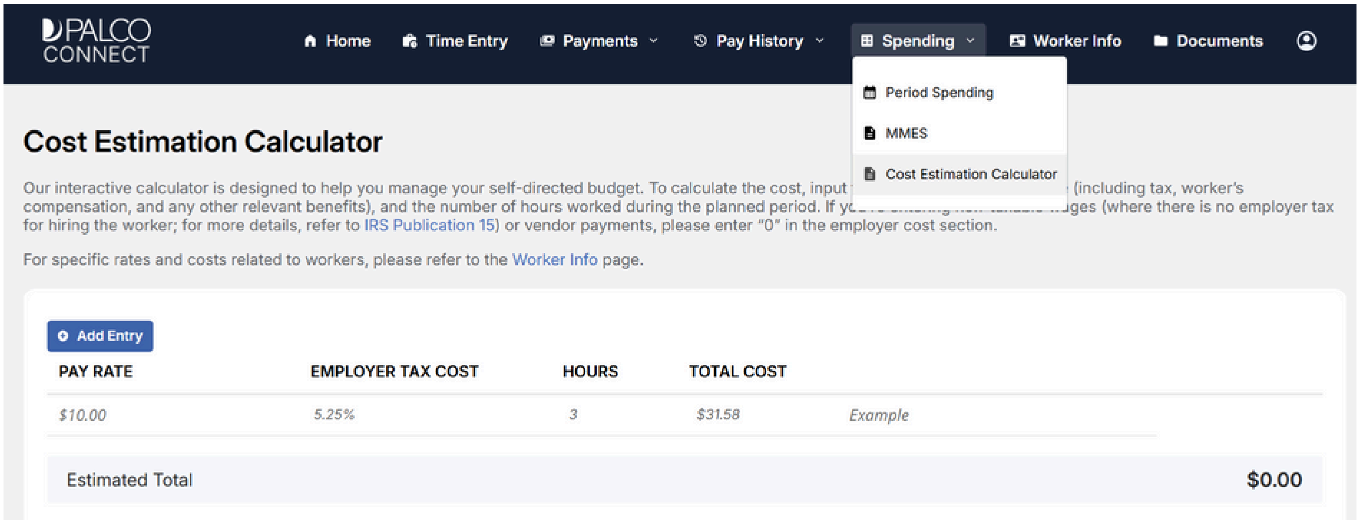
Both Employers and Workers have the ability to view Enrollment Documents by clicking the “Documents” on the top of the page. Once here, the worker can select the tax document they wish to view by clicking the blue link. This will open another window allowing the worker to view, download, and print the document for their records.





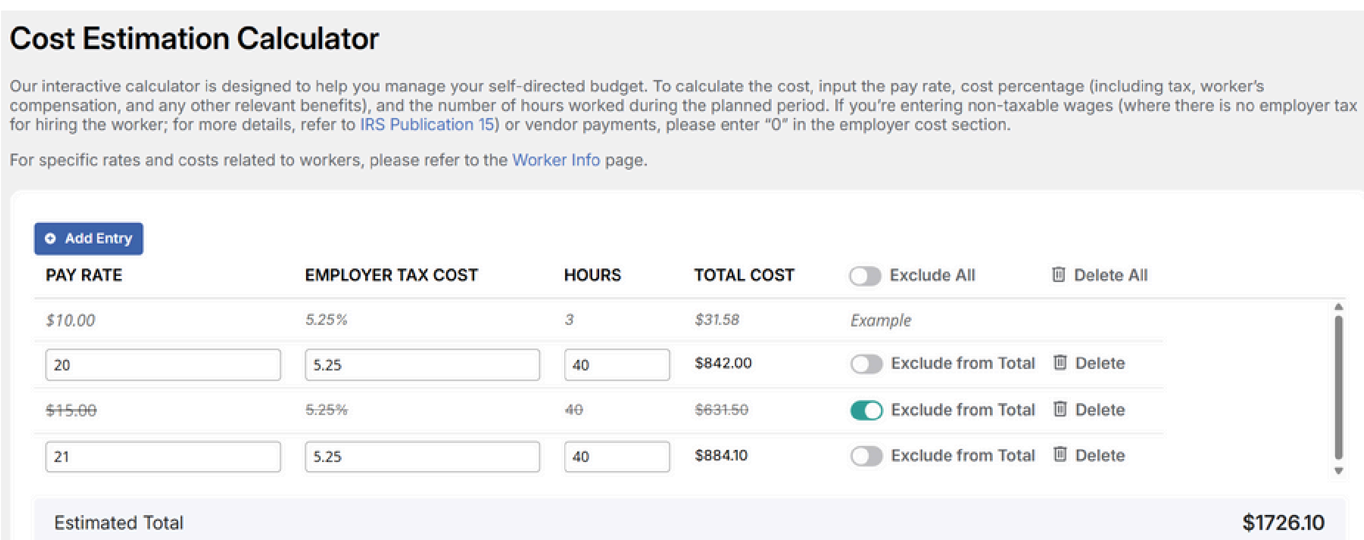
SECTION FOUR: CALCULATOR TOOL

The Cost Estimation Calculator is an interactive calculator tool that Participants can use to estimate and plan timesheet expenditures. Participants can navigate to the calculator by clicking on "Spending" and clicking "Cost Estimation Calculator."



Instructions are provided to assist the Participant while using the tool. Users can insert multiple pay rates, cost percentages, and hours worked in a each field to gather an estimated total of funds. This calculator can help in determining pay raises, Participant cost, work scheduling, and overall budget maintenance.

Example:



SECTION FIVE: VIEWING REPORTS

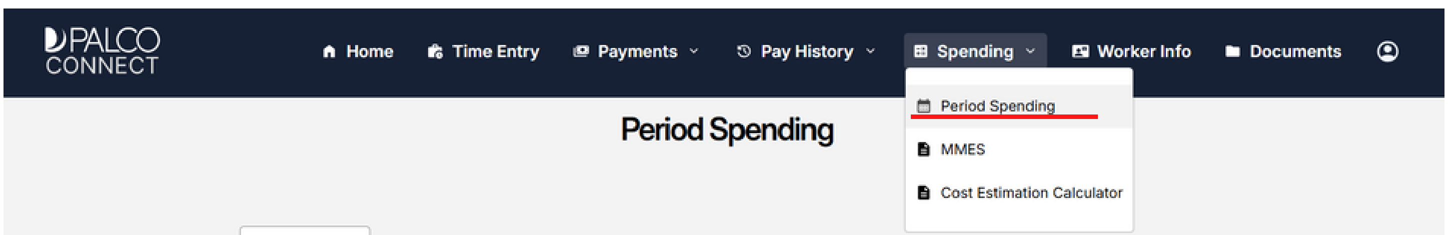
In addition to being Palco's time entry system, the Connect Portal also provides valuable reports to keep track of budget and employee payments. Two of those features are Period Spending and Pay History Both of these reports can be accessed by logging in to the Connect Portal.

Period Spending provide the Participant quick information to help you easily track your utilization.

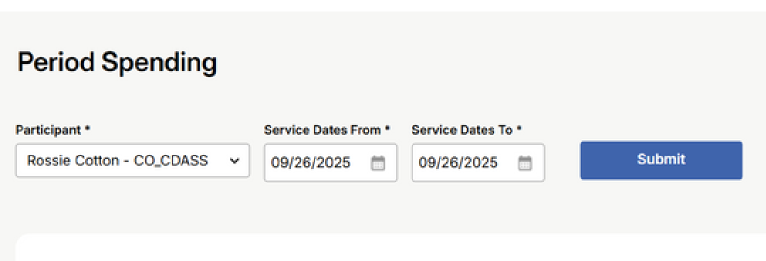
Pay History provides both the Participant and worker access to pay stub information and history.

Spending

Spending details are available only to the Employer. To access, login to Connect and select "Spending" from the tool bar in the top right of the screen. Then select “Period Spending.”



Once on the spending screen, you can enter the details for the date span you would like to see.

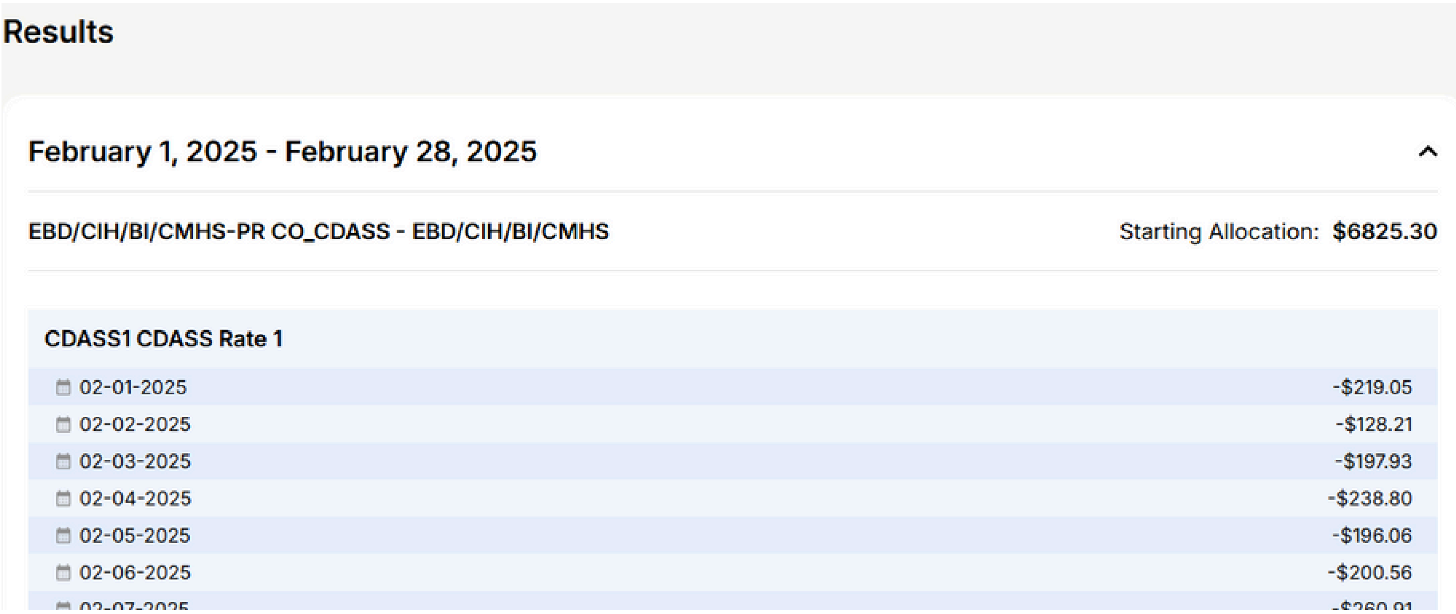


If you are an Participant for multiple participants, choose the participant you want to see utilization for.

Enter the start and end date for the span you would like to see, you can focus on one specific month or pull your entire program history if you want to see more info.

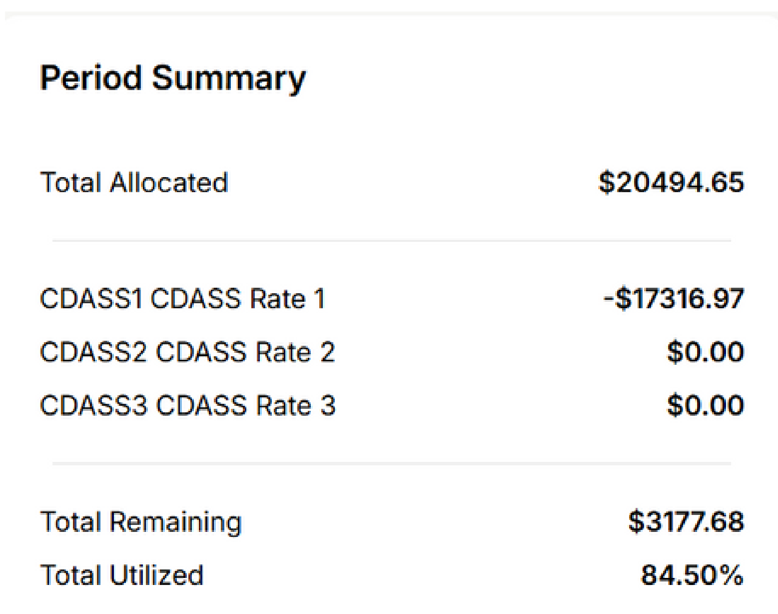
*Once you have set up all of your search criteria, hit **Submit**.*

Once you click Submit, the details will display.



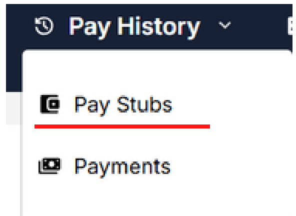
You will see the service code, dates, total utilized and total amount remaining for that specific period.

If you want to see multiple pay periods or months, enter those dates and multiple months will display. To the right of the results you will see a section called **Period Summary**. This section will total up all of the months within your search criteria and give you an overall snapshot of spending.



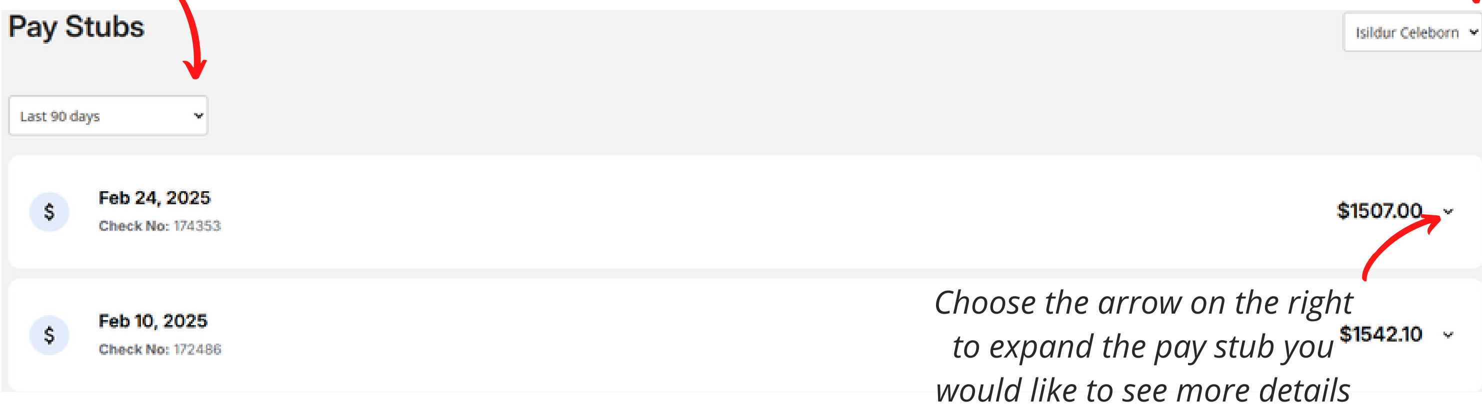
SECTION SIX: VIEWING PAYSTUBS

Payment details are available to both the Participant and the Worker. To access, login to Connect and select "Pay History" from the tool bar in the top right of the screen. Then, select “Pay Stubs” from the options.



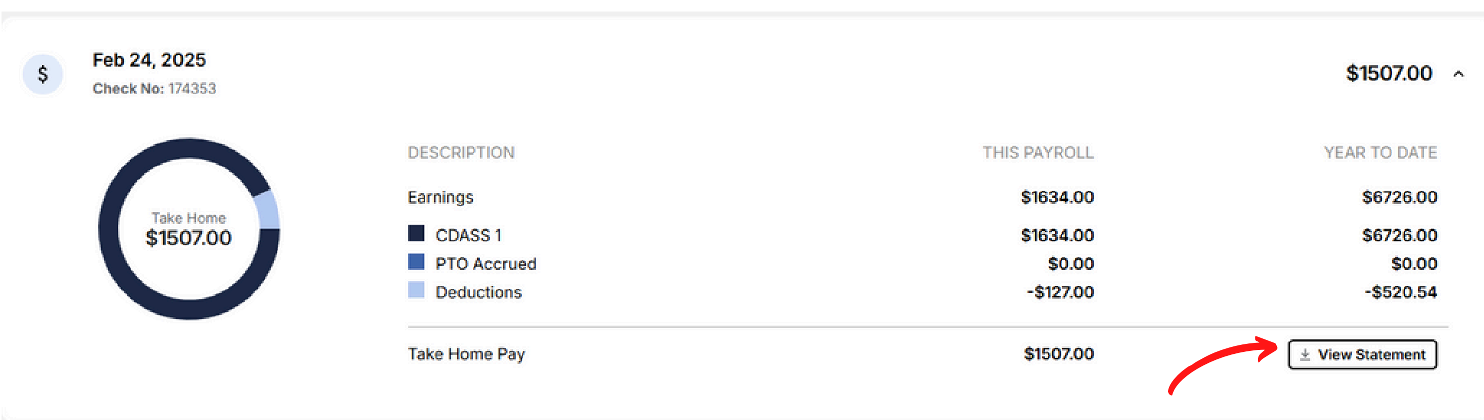
Select the time frame for what stubs you would like to see

If you are an Participant with multiple workers, you can select the worker you wish to see.



Choose the arrow on the right to expand the pay stub you would like to see more details on (shown below).

Within the expanded display more details on the payment can be seen.



By clicking on the "View Statement" link, a pop up will open with full stub details and ability to print.

SECTION SEVEN: FREQUENTLY ASKED QUESTIONS

How can I tell where my timesheet is at in the process?

The timesheet status is visible in Connect and will tell you where your timesheet is at in the process. You can view a list of statuses and their meaning on Page 8 of this user guide.

I am trying to register for Connect but I don't have my Palco ID.

For assistance with registering for Connect or verifying data elements for registering, contact Palco. You can also check your email to see if you received a notification from Palco containing your six digit Palco ID.

I went in to Connect to edit my time and it is locked, how come?

Check the status of the timesheet. Once time has been submitted to the Employer, it is locked for editing. The Employer must either reject the timesheet back to the Worker or approve it. A timesheet can only be open under one individual at a time.

How do I know when my timesheet will be paid or if it is payable?

Refer to the payment schedule located on the Palco website to determine when the specific pay period is scheduled to be paid. You can monitor the timesheet status to tell you where it is at in the process at any time by accessing the timesheet record in Connect.

Other Questions? Contact Palco!

Phone: 1-877-710-0457

Fax: 501-821-0045

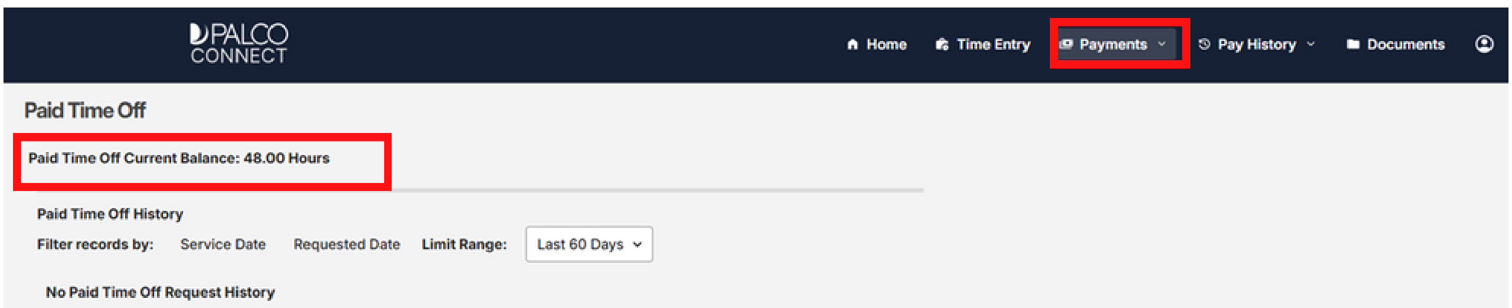
Email: support_NJ@palcofirst.com

Mail: Palco, Inc.
PO Box 13260
Maumelle, AR 72113

Addendum 3. I. f. Accrued Sick Time - NJ PPP

Worker Login and Access

- To view sick balance and accrual, Worker will access [Connect Portal](#) and log in using their credentials.
- Click on "Payments" and click "Paid Time Off (PTO) located at the top right of the screen.
- Worker can also monitor their PTO balance by viewing their most current paystub by clicking "Paystubs".
- PTO request must be within 30 days of PTO Date selected
- From 31-90 days, any submitted sick time requests will need to be approved Horizon.
- After requests 90+ days, sick time requests will be denied.



Worker View

Requesting Sick Time

- Paper form/fillable PDF must be filled out by the Participant and Worker, signed by both and a copy kept on file with the Participant.
- Participant can submit this form to Palco as an alternative to using the Connect Portal
- Paper form can be downloaded from the Palco website and is available as a fillable PDF.

Viewing Paystub Details on Sick Time Payments

- Payment details are available to both the Participant and Worker. To access, log in to Connect Portal and select "Paystubs" from the tool bar top right of screen.
- On the paystub you can see the accrual balance of the sick time for the Worker under "PTO Accrued" as well as any Paid Time Off that has been paid out.
- Paper form can be downloaded from the Palco website and is available as a fillable PDF.

Addendum 3. I. f. Accrued Sick Time (cont.)

Sick Time Policy

- **Sick Time Eligibility and Use**
  - Participants in the Personal Preference Program (PPP) must comply with applicable state and federal labor laws regarding paid sick time.
  - Workers accrue and use sick time in accordance with the New Jersey Earned Sick Leave Law and any program-specific regulations.

- **Sick Time Accrual in New Jersey**
  - Accrual Rate: Workers earn 1 hour of sick leave for every 30 hours worked, up to a maximum of 40 hours per year.
  - Start of Accrual: Sick time begins accruing on the first day of employment. However, worker must wait 120 days before using accrued sick leave.
  - Carryover Policy: Employees can carry over up to 40 hours of unused sick leave into the next benefit year.

- **Compliance with Tax Laws and Reporting Requirements**
  - All sick time usage must be reported accurately through Connect or by using 'Requesting Sick Time – Paper Form' to ensure proper tax withholding, employer contributions, and compliance with wage reporting requirements.
  - Workers and Participants must adhere to IRS guidelines and any state tax requirements when reporting sick time to avoid discrepancies in payroll processing.
  - Any sick time claimed must align with hours worked and must not exceed the allowable accrual limits.

- **Submission and Approval of Sick Time**
  - Workers must submit sick time requests through Connect or by using 'Requesting Sick Time – Paper Form' following the procedures established by Palco.
  - Participants or their authorized representatives are responsible for reviewing and approving sick time requests before submission to ensure accuracy.

- **Monitoring and Auditing**
  - **Palco and Horizon** reserve the right to audit or monitor all sick time submissions for accuracy and compliance with program policies and legal requirements.
  - Audits may include verification of reported hours, comparison with work schedules, and review of documentation supporting sick time claims.
  - Any discrepancies, fraudulent submissions, or noncompliant activity may result in corrective action, including repayment of improperly claimed funds, suspension of payroll processing, or further investigation as necessary.

- **Recordkeeping and Documentation**
  - Workers and participants must maintain accurate records of sick time usage, including supporting documentation if required.
  - Palco and Horizon may request additional documentation or clarification regarding sick time submissions as part of routine monitoring.

Addendum 3. I. f. Accrued Sick Time (cont.)

- **Noncompliance and Consequences**
  - Failure to adhere to the sick time policy may result in delayed payments, disqualification from the program, or further action as required by state and federal authorities.
  - Any suspected fraudulent activity will be reported to the appropriate regulatory agencies for review.

This policy is subject to change based on updates to state or federal regulations. Participants and employees are encouraged to review program guidelines regularly to ensure continued compliance.