

August 22, 2025

Palco, Inc. is excited to be the new payroll company for the ComCare Program starting in October 2025. Until the transition is complete, you will continue to work with your current payroll company. Palco is an industry leader in financial management services for several programs across the country. With more than 25 years of experience, we have supported individuals and their families in self-directing their services. It is our goal during this transition to make sure you have no interruption in services and that we maintain existing processes as much as possible.

KEY DATES

Date	Activity	Important Notes
9/1/25	Last pay period with Morning Sun begins.	
9/19/2025	Timesheets due to Morning Sun for dates of service 9/1/2025 – 9/15/2025. Timesheets are due by noon!	Last Morning Sun pay day is Tuesday 9/30/2025. Morning Sun will not process any time after this date so be sure you have submitted everything!
10/2/2025	First timesheets due to Palco for dates of service 9/16/2025 – 9/30/2025.	Palco will process all timesheets going forward.
10/8/2025	First Payday with Palco.	Dates of service 9/16/2025-9/30/2025

ENROLLMENT

To ensure your services transition effectively, both the consumer/employer and caregivers will need to complete enrollment packets. These packets are critical to ensure Palco can become the employer agent for your services so that your caregiver's paycheck is correct. For your convenience, Palco will be sending every consumer/employer, authorized representative, and caregiver a customized link on or before 8/30/2025 to get your enrollment started. If you have not received an email with your customized enrollment link by this date, you can visit the Palco website (www.palcofirst.com/ohio) to obtain a copy of a blank enrollment packet, or contact us for support at 866-710-0456 or customersupport@palcofirst.com. **You must enroll before 9/16 to avoid any disruption in your services!**



Once you complete your enrollment packets and Palco processes them, you will receive a welcome notification email from Palco with your Palco ID and important program information.

TRAINING

We are planning several virtual training sessions to introduce you to Palco and what we do, our enrollment processes, time entry, and more! Training times will be staggered throughout the next several weeks to meet your scheduling needs.

To register for a training, please scan this QR Code or visit the Palco website!

Dates and Times:

- ✓ Tuesday, Sept. 2nd at 2:00PM (EST)
- ✓ Friday, Sept. 5th at 10:00AM (EST)
- ✓ Monday, Sept. 8th at 2:00PM (EST)
- ✓ Wednesday, Sept. 17th at 12:00PM (EST)



RESOURCES

Palco offers a ton of great benefits to self-directing consumers/employers and their authorized representative and worker(s). Here are some things you will want to note about partnering with Palco:

- ✓ Pay days follow the published payroll schedule, which is typically the 8th and 23rd of the month, unless otherwise noted on the payroll schedule due to a holiday or closure.
- ✓ Palco offers a fully online enrollment system that can enroll new caregivers in less than 3 minutes.
- ✓ Connect is an online portal that will be used by all self-directing consumers/employers and caregivers. Connect gives you access to your completed enrollment documents, caregiver pay stubs, reports and annual tax documents. You can also update your contact information and manage caregiver information.
- ✓ A training library with resource guides and videos is accessible via the Palco website.

SUPPORT

Our trained and knowledgeable customer support team is ready to help! You can contact the Palco Customer Support team at 866-710-0456, Monday-Friday between 8:00am and 5:00pm EST. Additionally, you can email them at customersupport@palcofirst.com.

Again, welcome to Palco!