

9/18/2025

Welcome!

Starting August 2025, Palco, Inc. will be taking over as the Financial Management Agency (FMA) for the Personal Preference Program (PPP) for members enrolled in Horizon NJ Health. Palco will help with signing up, paying workers, and answering questions. Horizon NJ Health will continue to help with Support Brokerage and managing cash plans.

Palco will assist you with:

- Transitioning you and your current workers.
- Enrolling new workers.
- Paying workers and sending them their annual tax forms.
- Managing taxes and workers' compensation insurance.
- Answering questions about enrollment, pay, services, and more.

Palco provides an Electronic Visit Verification (EVV) system, and an online timesheet portal called **Connect**. You will receive more information on how to use **Connect** once we confirm you've signed up. This easy-to-use tool helps you and your workers:

- Update your contact information.
- View paystubs and tax forms.
- Track budgets and spending.

Key Dates

Date	Activity	Important Notes
11/01	1 st pay period with Palco begins.	
11/03	Time submitted to PPL for October dates of service.	Pay Day 11/12.
11/03	Timesheets due to Palco.	Palco will process all timesheets going forward.



11/12	First pay day with Palco.	Dates of service 11/01-11/03
12/15	Last day to submit any late time to PPL.	PPL will not process any time after 12/15; be sure you submitted everything!

What's Next?

Check List:

- ✓ Update your contact information with Palco through the Enrollment QR code provided.
- ✓ Sign up for webinar training with Palco (see below).
- ✓ Complete your online transition enrollment with Palco.
- ✓ Make sure your worker completes their online transition enrollment with Palco.
- ✓ Sign up for **Connect**.
- ✓ Start using EVV and Palco Connect to send in timesheets starting from 11/01/2025.

Training Schedule

We're setting up online training to help you get to know Palco and learn more about the transition. You'll learn about enrolling, EVV, Palco resources, customer support, and more. The training sessions will be spread over the next few weeks so you can choose the best time for you. To register for a training, please scan this QR Code!



Course Dates and Times:

- | | |
|---------------------|---------------------|
| ✓ 09/24 3:00 p. m. | ✓ 10/13 10:00 a. m. |
| ✓ 09/26 3:00 p. m. | ✓ 10/15 4:00 p. m. |
| ✓ 09/29 4:00 p. m. | ✓ 10/21 1:00 p. m. |
| ✓ 10/03 11:00 a. m. | ✓ 10/23 10:00 a. m. |
| ✓ 10/06 11:00 a. m. | ✓ 10/27 11:00 a. m. |
| ✓ 10/08 3:00 p. m. | ✓ 10/29 4:00 p. m. |



☐ **Attend a Palco training session by *October 31, 2025.***

Transition Support

Step 1: Join us for Training!

Come to our Palco transition training to get help with the switch to Palco. We want to make this change easy for you, and the webinar will show you how.

Step 2: Enroll with Palco by 10/31/2025

Both the Participant/Authorized Representative (AR) and the Workers need to fill out a transition packet with Palco. These packets allow Palco to handle your services and make sure your workers get paid correctly. You can fill out the packets online. If you cannot do it online, you can get a packet from our website or ask our customer support team for help.



To complete your 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 to get assistance.

1. Participant/AR Transition Packet

This packet allows Palco to manage your financial details and take over all the money matters for you.

2. Worker Transition Packet

Make sure your workers fill out their packets on time. This helps us check payroll info and make sure everything goes well with the first paycheck from Palco.



Additional Support at Palco

Our friendly Customer Support team is here to help you!

Call Us: (877) 710-0457; Monday to Friday, from 8:00 am to 5:00 pm EST.

Email Us: Support_NJ@palcofirst.com

Check out our Palco PPP website for useful materials and training videos:

<https://palcofirst.com/new-jersey-ppp>

FAQ

1. When do I start submitting timesheets to Palco?

- a. As of 11/01/2025 you start submitting timesheets to Palco
- b. Until 10/31/2025 you will still work with Public Partnerships, LLC (PPL).

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

- a. No. If you complete the transition by 10/31/2025 and submit timesheets based on Palco's pay schedule, there will not be a break in workers' payments. Please ensure you complete all the transition activities to ensure you don't experience any issues.

3. Do I or my worker need to re-enroll in the Personal Preference Program (PPP)?



- a. Both you and your worker need to complete transition paperwork to move from PPL to Palco. You are not re-enrolling in the PPP program.

4. Will I have a Financial Consultant, and when will I get their contact info?

- a. With Palco you will have an Enrollment Specialist that can help you with the transition. You will also be assigned a Horizon NJ Health Support Counselor for ongoing program support.

5. Do I have to transition to Palco?

- a. Yes, if you are enrolled in Horizon NJ Health, you do have to switch over to Palco as of 11/01/2025.

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

- a. PPL will send the worker their W-2 by the end of January for all payments issued in the 2025 calendar year.

7. Where can I find additional training materials and resources?

- a. The Palco PPP webpage is full of helpful information such as training recordings, user guides, forms and more. Visit the page here:
<https://palcofirst.com/new-jersey-ppp>

Again, welcome to Palco!

