

Enrollment Letter – New MexiCare

October 20, 2025

To complete Palco Enrollment, it is essential that both participants and caregivers, whether new or existing, have an **individual email** address established.

NEW ENROLLMENTS

To ensure your services transition effectively, both the participant (i.e., employer) and caregiver (i.e., employee) will need to complete enrollment packets. These packets are critical to ensure Palco can become the employer agent for your services so that your employee paycheck is correct.

If you enroll today, Paid Services will start on 12/21/2025.

For your convenience, Palco has a Participant/Employer Enrollment Packet and a Worker Enrollment Packet posted to our website. **You must enroll before 11/28/2025 to avoid any disruption in your services!** Once you complete your enrollment packets and Palco processes them, you will receive a welcome notification email with start date from Palco with your Palco IDs and important program information.

EXISTING ENROLLMENTS

To ensure your services transition effectively, both the participant (i.e., employer)/employer and caregiver (i.e., employee) will need to verify the accuracy of their information in Palco's system. These verifications are critical to ensure Palco can become the employer agent for your services so that your employee's paycheck is correct.

For your convenience, Palco will issue an email with your credentials to log in to our system and verify your information. Participants and caregivers will receive notification via email from Palco by November 15, 2025, with important information regarding your new enrollment paperwork. You must enroll no later than 11/28/2025 to avoid any disruption in your services! Your last service date with ARIS will be 12/20/2025 with pay date on 12/26/2025.

If a payment is issued by ARIS, then they will be responsible for reissuing the payment if the item is lost or stolen. ARIS will not process any timesheets after 12/22/2025.

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 an Informational Session, please scan this QR Code or visit the Palco link below!

Training Link: <https://register.gotowebinar.com/rt/4625847079203890272>

Training Dates

10/28/2025 at 1:00 - 2:00 pm MNT

11/13/2025 at 1:00 - 2:00 pm MNT



Resources

Palco offers a ton of great benefits to self-directing employers and their workers. Here are some great things you will want to note about partnering with Palco:

- ✓ Pay days are every other Friday following the published payroll schedule, unless otherwise noted on the payroll schedule due to a holiday or closure.
- ✓ Palco offers a fully online enrollment system that can enroll new workers in less than 3 minutes.
- ✓ Connect is the online timesheet portal that will be used by all self-directing Employers and Workers. Not only does Connect allow an efficient and error-proof way of entering time, it allows for you to access pay stubs, reports and annual tax documents. You can also update your contact details and manage worker details via the portal.
- ✓ A training library with resource guides and videos is accessible via the Palco website.
- ✓ Payroll Schedule posted on our Palco website. The first date of payment covered by Palco for dates 12/21/2025 – 12/31/2025 will be January 8th, 2026.

SUPPORT

Our trained and knowledgeable customer support team is ready to help! Starting on November 10th, 2025, you can contact the Palco Customer Support team at 866-710-0456, Monday-Friday between 8:00am and 5:00pm MST. Additionally, you can email them at customersupport@palcofirst.com.

Again, welcome to Palco!