

Personal Preference Program (PPP)- Transition Training Frequently Asked Questions (FAQ) Resource

Last Updated: 10/13/2025

Overview: 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. Horizon NJ Health will help with Support Brokerage and managing cash plans. Palco will assist 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 submit timesheets electronically, update your contact information, view paystubs and tax forms, and track budgets and spending.

The following pages contain Frequently Asked Questions from the webinar transition trainings hosted by Palco in the Fall of 2025. To view a register for training or view a recorded training, visit: <https://palcofirst.com/new-jersey-ppp>

If this document or attending training does not answer your questions, the Palco customer support team is here to help! Call us at (877) 710-0457 Monday to Friday, from 8:00 am to 5:00 pm EST. You can also email us at Support_NJ@palcofirst.com and check out our Palco PPP website for useful materials and training videos: <https://palcofirst.com/new-jersey-ppp>



Transition

Question	Answer
1. Do I have to transition to Palco?	Yes, if you are enrolled in Horizon NJ Health, you do have to switch over to Palco.
2. Where can I find additional training materials and resources?	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
3. Will I have a Financial Consultant, and when will I get their contact info?	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.
4. Can I view a copy of the training slides?	Yes, you can view the transition training slides by clicking here .
5. I heard people are transitioning from PPL to Palco in cohorts, how do I know what cohort I am in?	Horizon is in charge of determining the cohorts. If you have not been communicated with, you can reach out to Palco to determine if your information has been transferred yet or contact Horizon to determine if you are in a future cohort. All Horizon members and workers must transfer to Palco by 12/1/2025.
6. What is a cohort?	A cohort is a designated group of members and their workers who are transitioning at a specific date, either 10/1, 11/1 or 12/1 of 2025.
7. Will my hours or rates change with this transition?	Whatever your current hours and hourly rates are will remain the same.
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Enrollment

Question	Answer
1. Do I or my worker need to re-enroll in the Personal Preference Program (PPP)?	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. Palco has transferred as much information as we can from PPL but the enrollment process will help us verify that the information is accurate and up to date.
2. Are there resources to help me with the enrollment process?	Palco has produced some brief enrollment tutorial videos. Check our website for access to those.
3. How do I obtain a Palco ID?	Once you have completed the enrollment process, Palco will send a Welcome Notification that will provide you with all the details to get started. This includes your Palco ID, start dates, instructions for setting up your account, and links to our website for all training materials and forms.
4. Where is the website to start my enrollment?	The website to start your enrollment is: https://connect.palcofirst.com/enrollment
5. Can I use the same email address for the Participant and Authorized Representative?	No. Each role requires a unique email address. The Authorized Representative will receive notifications and important communication after enrollment is completed.
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Electronic Visit Verification (EVV)

Question	Answer
1. I am a live in caregiver and I am exempt from EVV, do I still clock in/out using the app?	If you are EVV exempt, you can use the clock in/out feature or you can manually enter time in Connect - whichever you prefer.
2. Does Palco have an iPhone or Android app like time4care?	The Palco system is called "Connect" and it is not an application - you can install it from your smart phone browser for easy access, not from the app store.
3. After a shift is completed, is it automatically approved?	No. EVV shift data is stored on the timesheet in Connect and must be approved timely at the end of the pay period by both the Worker and Employer.
4. Are there resources for using EVV?	Training resources including EVV user guides will be posted here https://palcofirst.com/new-jersey-ppp/
5. Is there a participant location limit?	No, there is no limit on the locations within our EVV solution.
6. What do I do if I am traveling out of state with the participant as the caregiver?	The locations can be added for EVV through Connect. Once this is finished, you will be able to clock in and out when traveling with no issues. Please make sure to follow program guidelines and reach out to Horizon to report vacations and travel.
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Payroll/Timesheets

Question	Answer
1. When do I start submitting timesheets to Palco?	Your start date with Palco will depend on your cohort and when you complete your enrollment. Everyone will start on the 1 st of the month and no later than December 1 st 2025. Once your enrollment is complete, you will receive an email notification that tells you when to start submitting your time to Palco (either 11/1, 12/1).
2. Will there be a break in my workers' payments?	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.
4. Can I keep my existing pay card?	It will depend on the set-up of the banking institution on whether it is transferable for other types of direct deposit. If not, Palco allows direct deposit to any personal account or a free pay card option through Money Network.
5. How is sick time entered?	Sick time will be managed through Palco's Connect platform. Workers can view their current sick time balance, while participants can enter and approve sick time directly within the system.
6. Will I be receiving two different W-2 forms for this year?	Yes. You will receive two separate W-2 forms for this year: one from PPL and one from Palco.
7. Do I need to approve my timesheets every day?	No, we suggest that the approval should happen at the end of the service period. This allows the users to look at the entire pay period and approve all at once.
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Additional Support at Palco

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