



## **Frequently Asked Questions**

Do previously enrolled participants, representatives, and workers have to complete an enrollment with Palco or does everything transfer over automatically?

A completed enrollment with Palco is needed as we want to ensure the integrity of the information from the best source, you.

When starting the enrollment, how do I reach the remaining pages?

On the first page, there is a box to click to acknowledge and agree. Once you click on that, you are then routed to the next page.

Can enrollment documents be sent via FAX?

Yes. We do encourage you take advantage of the online enrollment as it is designed to be user friendly and takes less time to complete than a paper packet.

Can timesheets be sent via FAX?

Yes. However we do encourage you to take advantage of our CONNECT platform to enter your time. It is an efficient and user friendly way of entering the time you have worked.

What email address can enrollment packets be sent to?

[enrollment@palcofirst.com](mailto:enrollment@palcofirst.com)

What email address can timesheets be sent to?

[accounting@palcofirst.com](mailto:accounting@palcofirst.com)



## The first pay period with Palco covers 10 days instead of 14. Will the first paycheck be short?

There are four (4) days in the beginning of the same pay period that you would report any time worked during that period to ARIS. The remaining ten (10) days would fall under Palco. Therefore, if you report under both FMS, then you can expect to receive two separate payments for the entirety of the two-week period.

## For Participants that are not used to utilizing modern technology, how would they be able to complete an online enrollment or approve electronic timesheets?

There are various options available as follows:

- Our electronic platforms are designed for ease of use. However the participant may prefer to get assistance from someone they trust instead of trying on their own.
- Alternatively, they can consult with their Case Manager to determine if a representative under the program is recommended.
- Paper enrollment and paper timesheets are also an option.
- Our Customer Service Team can provide practical over the phone assistance.

## Will Participants and Workers have separate log-in information and accounts?

Yes, each self-direction party will utilize their unique email address and log-in information.

## Are printable timesheets available?

Timesheet Access

## How will reimbursement be made for previously approved goods and services?

An invoice is to be submitted for approved goods and services in order to obtain reimbursement: Vendor Payment Request Form



How frequently do invoices for goods and services need to be submitted?

Once per pay period.

What is FMS an acronym for?

Financial Management Services

Is there a form that allows for a representative to sign for a Participant that cannot sign for themselves?

Yes, that would be included in the enrollment documents for the representative.

If the enrollment documents are printed and signed by hand, are we required to scan them in order to email them to you?

No, you do not need to scan them unless you prefer to. You can send them by US Mail to: PO BOX 13260 Maumelle, AR 72113

How can I watch a video of an enrollment training session?

Training Video

How does the Participant add their signature to the employee paperwork once the employee completes their portion of the enrollment?

The Participant will receive an email once the packet is ready to be signed by them.

What happens if an enrollment expires? Can a new link be sent?

Yes.



## Will an automatic notification be sent when approved to start?

The Participants/EOR/EE will be notified of final good-to go via an email letter that includes their Palco ID.

## Can a cell phone be used to complete the enrollment?

Yes.

## Where can a case manager find the initial enrollment form?

Palco website.

## How can I participate/enroll in the program?

A referral or intake form will need to be completed and provided to us by your Case Manager. The intake form must include the following: First Name/Last Name/Full SSN/Your Email (The same email cannot be used by someone else on the program.)

## Is the system accessible 24/7 or do I have to enroll during regular business hours?

Yes, it is available 24/7.

## For I-9 Form Documents, what file formats are allowed to be used when uploading?

Jpg, .jpeg, .png, or .pdf format.