

Enrollment Letter – New MexiCare

12/1/2025

EXISTING ENROLLMENTS

To ensure your services transition effectively to Palco's online platforms on January 1st, 2026, both the participant/employer and workers will receive a **new** Palco ID. You will use this Palco ID to register for online clocking in/out - Connect.

NEW ENROLLMENTS

To ensure your services transition effectively, both the participant/employer and workers will need to complete enrollment packets. These packets are critical to ensure Palco can become the employer agent for your services so that your worker 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 www.palcofirst.com. **You must enroll before 12/21/2025 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.

Starting 01/01/2026, caregivers will need to use Palco's online enrollment application, Intake.

Online Clocking In and Out - Connect

On 01/01/2026, caregivers are encouraged to use Connect to clock in and out. After clocking out, the data is uploaded to the network and sent to Palco where it is inserted into Connect, our clock in/out application.

You will need your Palco ID to register for Connect, and the Time Entry User Guide is on our website under the News and Updates Tab.

If you use paper timesheets, please use the version posted on our website.

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.

Training Dates

Tuesday, 12/16/2025 at 1:00pm MT

Tuesday, 01/06/2026 at 1:00pm MT

How to Register

To register for an Informational Session, you can scan the QR Code or use the link below!

Training Link: [REGISTER TO TRAIN](#)

**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 for an efficient and error-proof way of entering time; it allows 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.

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 MST. Additionally, you can email at customersupport@palcofirst.com.