



EVV

ELECTRONIC VISIT VERIFICATION



INTRODUCTION

Palco's FMS suite of services provides a fully integrated EVV solution that is 21st Century Cures Act and HIPAA compliant. Our technology provides an easy-to-navigate user interface that is specifically designed for self-direction, which empowers our members to live independently and focus on what's most important, receiving the services they need.

Our FMS suite of services includes a time entry and management portal, access to program information management tools, capabilities to view payment documents and an array of real-time and up-to-date details such as reporting, budget details, and utilization data.

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Why is it important to have a fully integrated EVV application?

Having a fully integrated application provides visibility and transparency.

This allows all types of users — Members, Employers, Workers, and Professional Users such as Support Coordinators, State and MCO Staff — access to the same information so assistance can be provided when needed; research can be done and KPIs can be measured on demand.



WHAT MAKES PALCO'S SOLUTION DIFFERENT?

Our user-friendly platform was designed with the uniqueness of self-direction at the forefront, and makes the Palco solution a one-of-a-kind resource for self-directed service delivery models. A singular location is utilized for all aspects of time management, making navigation simple. Tasks fitting for home care agencies and not for self-direction are delegated and rerouted within the system layout to ensure self-directing employers do not incur unnecessary burdens when self-directing their care. Enrollment, scheduling, and task documentation are handled without impact to the participant needing care, ensuring EVV does not provide a barrier to care needs.

What features and benefits does Palco's FMS suite of services and EVV solution provide?

Palco's FMS suite of services and EVV compliant solution provides:

Multiple time entry methods — EVV mobile application that can be used on the Worker or Participant's smartphone, IVR Telephony option, and Connect online timesheet portal.	24/7 system access and EVV offline mode.	Provides access to up-to-date time entries daily.	Connect provides the ability to review, edit, add manual time entries, and approve timesheets.
Displays real-time timesheet statuses.	Provides real-time notifications to the Member/ Employer and Worker.	All users have up-to-date access to budget authorizations, utilization details, paystubs, and W-2 documents.	Provides self-service capabilities to Members/ Employers and Workers to update personal and program information via web portal.

HOW IS PALCO'S FMS SUITE OF SERVICES AND EVV SOLUTION SET UP?

Palco's suite of services and EVV solution are highly configurable. We know from experience that no one state or MCO are alike. Setting up validation checks, creating reports, and aggregating data must be dynamic and flexible to provide the ability to insert customizable options to meet all state and MCO program rules when needed.

Program Configuration

Palco has designed a completely configurable and dynamic backend system which allows Palco staff to quickly change existing business rules or add new business rules through our Program Configuration module instead of business rules being hard-coded. This is an important and valuable distinction because it means we do not need a developer to write new code or update existing code, and then test, and deploy it to our production environment.

This Program Configuration module determines and drives the FMS suite of services and EVV solution. It's the controlling factor for state and program specific authorizations, budget details, and timesheet validations as time is being created and submitted to Palco for processing and payment. Some of the items you can easily change or configure are:

- Adding and removing authorization/service codes.
- Changing the minimum and maximum allowable rates for each service code.
- Minimum wage changes.
- Standard workweeks for overtime rules.
- Pay period frequency (e.g., daily, weekly, biweekly, or semi-monthly).
- Spending caps and/or funds or unit limits.
- Restricting certain codes from being payable to a worker or vendor.
- Adding paid time off and FMLA to budgets.
- Changing default tax rates.
- Identifying whether a service code is subject to EVV and/or EVV aggregation.
- Payroll validation checks that reflect programmatic rules in compliance with program policy manuals and state EDI companion guides.

Reporting

The Palco CMP system provides a robust suite of standard and program specific reports to authorized "Professional Users" such as MCOs and State staff. Users can run their own reports on demand and download them in a CSV file or a PDF. The reporting database provides up-to-date real-time data, so users can select and view EVV visit activity in progress when the report is generated. Critical data for key performance indicator tracking and CMS compliance reporting can be derived from the system 24/7.

Our EVV reporting solution also provides an extensive library of report formats where users can select the exact scope and data content of the report that they want based on their access authority. These include exception reports for services not delivered or authorized, or services delivered in an unapproved location. Coupled with utilization and expenditures, program staff have everything they need to manage the health of their program, right at their fingertips.

EVV Data Aggregation

Palco's EVV solution captures all six (6) CMS required data points and automatically flags visits if key EVV data elements are missing or have been manually changed. To meet state and MCO requirements, our EVV Data Aggregator collects all EVV details from any provider and offers online file uploads, API, and secure file transfer options to providers that are required to provide their EVV data to the state's EVV system. With EVV data collection and integrated data aggregation, our EVV solution provides the least burdensome and least disruptive solution for the state business and technical staff, provider agencies and their workers, and the care recipients and their families.



What else do I gain by partnering with Palco?

In addition to the time management and EVV suite of services, Palco partners also gain access to the best modern technology the self-directed marketplace has to offer. Palco's enrollment interface allows self-directed workers to complete their program enrollment documents electronically in less than 5 minutes! Our budget and allocation management tools allow program staff capabilities to create robust service plans and documentation including self-directed budgets at a variety of different setups. Palco is 100% CPA owned and without venture capitalist funding, ensuring you get quality services you deserve without the capitalist-first mindset and headache of other vendors.



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