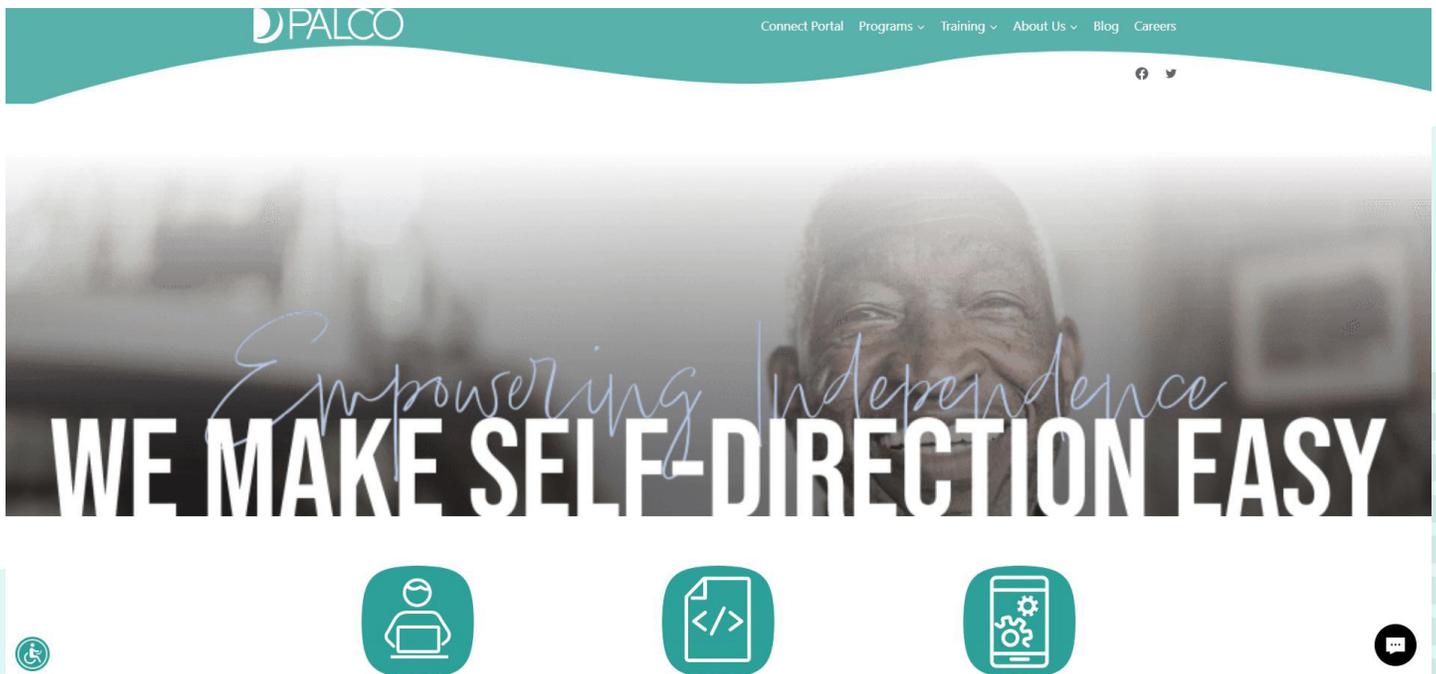


2023 Quarter 3 Newsletter



New look, same great service

Palco's website got a major face lift! That's right, the Palco website (www.palcofirst.com) recently underwent a major overhaul to improve aesthetics and usability. The forms and page layouts are still similar to what you've seen in the past, so finding your documents should be easy. In fact, it should be easier due to the simplified design we've implemented. We've included a snapshot below of what the home page will look like when you visit the new page. Go check it out at www.palcofirst.com to see the new enhancements!



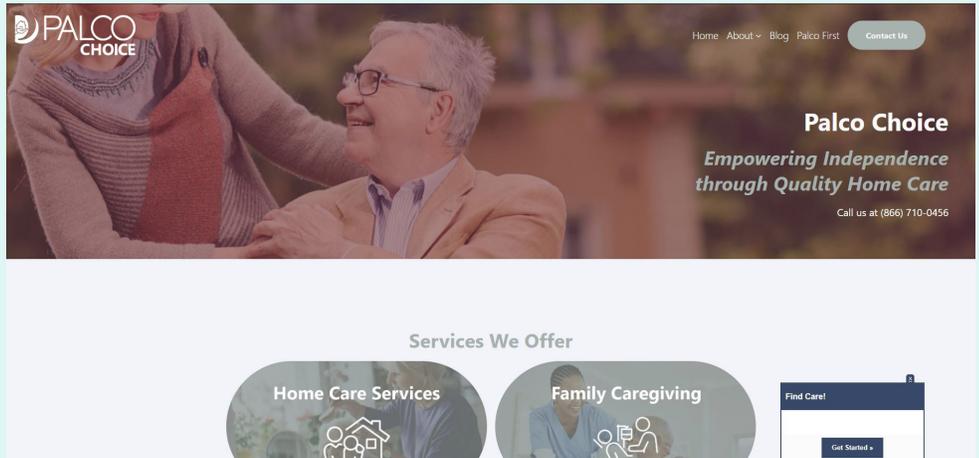


CEO Corner

With fall comes noticeable change in the air. The heat breaks. Leaves are vibrant. Halloween costumes—and I hate to admit it—satiating my weakness for pumpkin spice lattes. Fall’s change of scenery reminds us that change is essential & necessary. It can be overwhelming in the moment, but it presents us an opportunity to reimagine what’s stuck. This is one tenet of self-direction that has always drawn me in—self-direction is, at its core, a departure from & reimagination of the traditional health delivery system. At its inception, self-direction challenged the tired “it’s the way we’ve always done it” attitude & demanded that no one should be pigeonholed out of living the life they want. It’s our job to help people direct their care. We owe it to the participants and their direct care workers to supply tools & provide accessible supports to guide folks through the bureaucracy that can easily overtake the benefits of the program. Too often, the industry gets lost in the details & misses the chance to affect systematic change. It’s my vision for Palco to be the leader in bringing easy-to-manage self-directed services to the market. By reimagining our services & looking at what truly adds meaning to lives—offering payroll-on-demand or enrolling folks in seconds—we stay true to the principles of self-direction. Remaining flexible & embracing change are necessary to meet that need. Change is opportunity to serve. It’s in this change we find the real meaning.

Arkansas

Palco expands into agency with choice model in October



Palco Choice, our new agency model in Arkansas, is fully operational and accepting clients as of October 1, 2023! Palco Choice provides the elderly and individuals with disabilities a trusted and innovative approach to meeting their home care needs. Our service provides choice and control for gaining assistance with daily

living activities in the comfort of the individual’s home and community. Visit the new [Palco Choice website](#) to learn more.



Pennsylvania

Maintaining positive relationships

In early October, Palco attended the Rehabilitation and Community Providers Association (RCPA) annual conference in Hershey, PA. Our team enjoyed connecting with caregivers, vendors, and RCPA staff. The RCPA conference was a great place to learn and engage in discussions surrounding the homecare workforce crisis. To prepare for this conference, Palco published an educational resource titled “Promising Strategies for Positive Impact on the Caregiver Workforce,” outlining the driving factors for the home care workforce crisis and identifying promising strategies for programs and employers to consider. Palco was also invited to attend the SEIU Healthcare PA’s 50th anniversary celebration in Lancaster, PA. This impactful event served as an educational opportunity

for Palco staff, providing context of the rich history of the SEIU Healthcare PA union as well as highlighting the positive economic and social impact the union has had on the lives of healthcare workers across Pennsylvania.

As we move further into fall, the Pennsylvania program continues to grow. In September 2023, our team processed a record 6,117 timesheets, equaling just over \$4.5 million in payroll. Program enrollments have remained steady, averaging 22 new participants per month and just over 100 new support service professionals. Our team is proud to work with the Pennsylvania Office of Developmental Programs, offering excellent customer service and efficient enrollment and payroll processing.

Kansas

Palco recognizes National Disability Employment Month through programs like KS WORK

Pursuing a meaningful career is something most of us strive for in our lives. Individuals with disabilities are no exception to this. And individuals with disabilities that are also receiving services through a Medicaid waiver may encounter barriers in the pursuit of this goal, including Medicaid program or waiver qualifications that include income limits to determine financial eligibility. Medicaid buy-in programs offer a way for Medicaid beneficiaries to work while maintaining benefits to support their needs.

Working Healthy is an example of a Medicaid buy-in program. Sunflower Health Plan, a managed care organization, partners with Palco to provide this option to over 100 people with disabilities in the state of Kansas. "KS WORK (Work Opportunities Reward Kansans) is under our Medicaid buy-in program, Working Healthy," says Cheryl Laaker, Manager of Community Engagement and Lead for the KS WORK

[1] <https://www.dol.gov/sites/dolgov/files/odep/topics/medicaidbuyinqaf.pdf>

program. "Working Healthy is specifically designed for people whose health care needs are significant but whose income exceeds the Medicaid limit. This category of Medicaid coverage is called 'medically needy.' People in this category only receive Medicaid health care coverage once they 'spend down' their extra income on medical expenses during a six-month period."

Palco is proud to partner with organizations like Sunflower Health Plan and the KS WORK program to support individuals with disabilities in the pursuit of their workforce goals. October was National Disability Employment Month and we are proud to pay tribute to all men and women with disabilities have accomplished and the hard work necessary to keep our nation's economy strong. Palco is committed to ensuring equal opportunities for all citizens. For the full article, please visit <https://palcofirst.com/disability-careers/>.



Employee Spotlight Jonathan Berry *Controller*

Where are you from?

I am from Denver, CO.

What is your role at Palco?

My role at Palco is the Controller. My main responsibility is to monitor, maintain, and help to increase the financial strength of the organization. Additional responsibilities include, but are not limited to, the oversight and implementation of internal controls to help protect our financial assets.

What are your hobbies?

My hobbies are doing a wide array of activities with my family. Some of the activities that I like to do include kayaking, playing video games, and going to the theme parks: both Universal Orlando and Disney. I am currently living in Orlando and have been living here for three years.

What is a fun fact about yourself?

I owned a soul food restaurant with two locations in Colorado for seven years. The restaurant offered southern style cuisines such as gumbo, fried catfish, southern style okra, shrimp etouffee and lots of other delicious dishes.

Colorado

CDASS sick time reminders

A friendly reminder that CDASS members/authorized representatives are responsible for monitoring total hours worked in a week plus any sick time requests. This becomes especially important with attendants who are related to the CDASS member. CDASS program policy prohibits attendants who are related to the CDASS member from being reimbursed for more than 40 hours in a seven-day period. This includes hours from completed shifts and hours to be paid as sick time leave.

To check how many hours an attendant has worked before approving a sick time request, you'll want to log into the Palco Connect portal and view the shifts that have been submitted for that attendant for that work week.

The Colorado Healthy Families and Workplaces Act (HFWA) requires Colorado employers to provide paid sick leave to their employees. Accrued paid sick leave can be used for a wide range of health and safety needs:

- Inability to work due to mental or physical illness, injury, or health condition.
- Obtaining preventative medical care

(including vaccination) or medical diagnosis/care/treatment.

- Needs due to domestic abuse, sexual assault, or criminal harassment including medical attention, mental health care or other counseling, legal or other victim services, or relocation.
- Care for a family member who needs the sort of care listed above.
- During a PHE, a public official closed the employee's workplace, or the school or place of care of the employee's child.
- Effective Aug. 7, 2023: Bereavement, or financial/legal needs after a death of a family member; or
- Effective Aug. 7, 2023: Due to inclement weather, power/heat/water loss, or other unexpected event, the employee must
 - ◊ Evacuate their residence, or
 - ◊ Care for a family member whose school or place of care was closed.

For more information, visit the Colorado Department of Labor & Employment - Healthy Families and Workplace Act Website.



Nevada

Vendor Payment Request forms now require two signatures

As of October 1, 2023, any Vendor Payment Request forms submitted for the NV SF program require signatures from both the employer of record (EOR) and the vendor. Any forms submitted after October 1, 2023 without both signatures will be rejected by the Palco payroll processing team and will need to be resubmitted to Palco for processing.

An updated Vendor Payment Request form can be found on the Palco website as follows in the Vendor Payment Request Packet: https://palcofirst.com/wp-content/uploads/2023/10/Vendor_Pymt_Reg_PKT_

[NV_082023.pdf](#).

The Vendor Payment Request Packet also includes the following resources to assist with completing the Vendor Payment Request forms:

- Frequently Asked Questions
- Tips

Please note that all Vendor Payment Request forms need to be submitted to Palco for payment within 60 days of the service date.

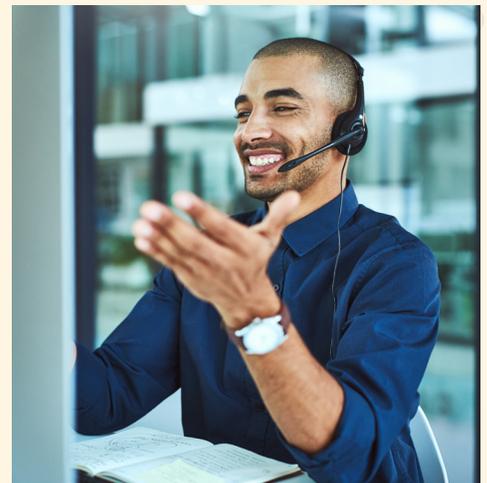
Please visit <https://palcofirst.com/nevada/> for additional resources regarding the NV SF program.



New Mexico

Palco improves process flow

As we continue to identify process improvements and evaluate service delivery, we have partnered with Conduent to streamline their enrollment processes. Stakeholders can expect improvements with data entry on self-directed workers' preferred payment method and tax withholdings as well as quicker response times on escalations from the call center on payroll and tax questions. We are committed to continued conversations on process improvement to ensure we are working collaboratively and efficiently to best meet the needs of program stakeholders.



Ohio

Palco attends two conferences, making many connections

Palco recently had the opportunity to attend conferences in a couple of the states we serve, including two in Ohio. First, we attended the Synergy Conference in Sandusky, Ohio. The Synergy Conference attracts 600 to 800 attendees each year. It provided a great opportunity to network with stakeholders from all over the state of Ohio in the I/DD community. We also attended the O4A Annual Conference in Columbus, which is the largest conference in the state for home and community-based care among Ohio's Aging and Disability Network. Our partners at the Council on Aging were in attendance and we made many new connections among the over 800 attendees!



Please pay close attention to email communications from Palco. We often provide time sensitive and important program information to you in those email communications.

Dear Mark,

How is the new Wages Now benefit going since you implemented it earlier this year?

Answer:

Wages Now has been a great success and has proven to be an extremely meaningful benefit to combat the direct care workforce shortage. Over the last few months, we have had interest and inquiries from many national partners about how Palco can bring this benefit to their self-directed program and present the concept as a unique approach to serving the direct care workforce in a creative way. Since inception, over 500 direct care workers (DCWs) have accessed the benefit and are receiving offers. We know that having access to the money you have already earned, when you need it, is a critical piece of survival at the time and DCWs are essential members of our community. You can expect more innovative approaches to combatting the DCW workforce shortages and engaging DCWs in 2024 from Palco. For more information on the work we have done with Wages Now, check out [this whitepaper](#).



**Mark's
Mail**



Idaho

Palco introduces itself as FMS vendor with the best value in the state

Palco is fully operational in Idaho and accepting new referrals! Existing clients enrolled with another FMS vendor can prepare to change to Palco in December. Did you know Palco can save you money?

DID YOU KNOW, IDAHO?



Each Fiscal Employer Agent (FEA) vendor in the state charges their own fee, called a Per-Member-Per-Month fee, or PMPM. In many self-direction programs, this fee is only applicable in the relationship between the vendor and the state, but in states like Idaho where participants have their pick of FEA vendors (also known as an "open state"), the PMPM comes directly out of the participant's budget. So, if you are working with an FEA vendor with a higher PMPM fee, you're losing valuable dollars, and thus valuable time with your caregiver. We'll break it down for you.



CONSUMER DIRECT

PMPM total:

\$108

(Highest PMPM fee in the state of Idaho)



ACUMEN

PMPM total:

\$102



PALCO

PMPM total:

\$85

(\$204-\$276 extra in your budget per year)

Participants may be losing up to 38 caregiving hours per year with an expensive FEA provider.

Participants gain up to 38 more caregiving hours per year.

As you can see, paying a higher PMPM has a massive impact on how much care you receive over time (not to mention other ways you could use that extra \$276 per year) especially when Palco offers the lowest PMPM with the best FEA experience. We're also the most experienced vendor with 25 years of self-direction experience. Scan the QR code to see how you can make the switch to Palco and start getting the most out of your budget.



www.palcofirst.com

Call Us:
866.710.0456

Email Us:
Idaho@palcofirst.com

Maine

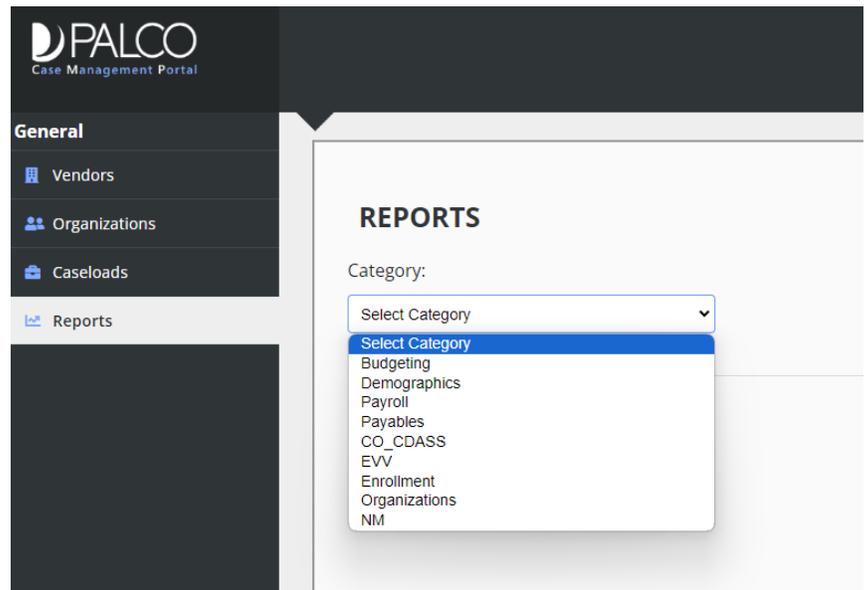
Introducing Palco to the Pine Tree State

Palco is excited to be serving Maine in early 2024! More information to come.

System Feature Spotlight

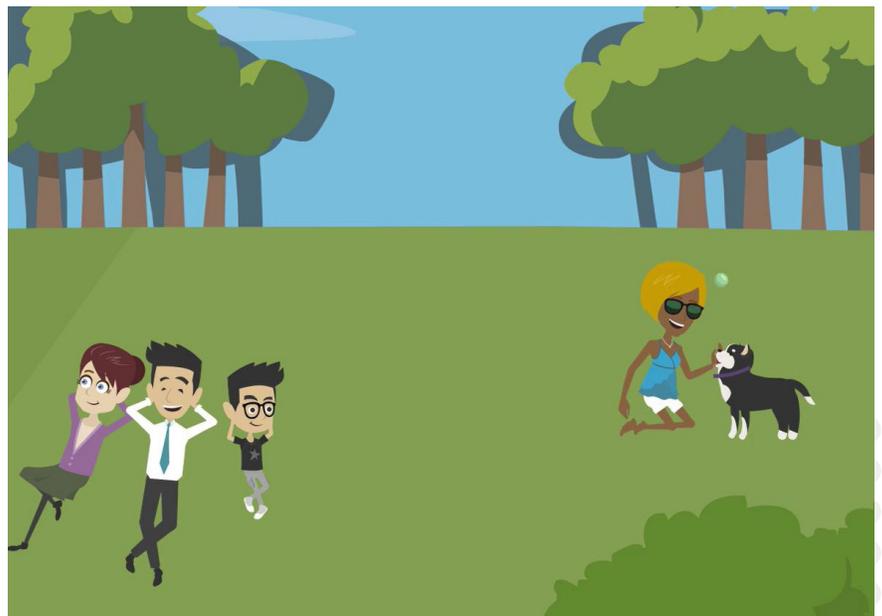
Reports for Professional Users

This quarter, we began the process of rolling out the Reports tab of CMP to many external users who did not previously have access to this information. The Reports tab provides access for professional users to customize and build their own data sets for download and analytics. This feature is data scoped with permissions to ensure full HIPAA compliance and provide users reports for only those they have authorized access to data. By the end of the year, every external professional user who accesses CMP will be able to build and run their own reports.



Conclusion

Caring for our loved ones while keeping them comfortable inside the home, allowing their choice of familiar caregivers, is essentially the crux of self-direction. While focusing on individualized healthcare and personal needs are at the forefront of our minds, we must also consider mental health needs and relief from isolation. This is an area in which pets can make a world of difference. From service animals to emotional support animals, having some type of loyal companion by one's side can help keep one at ease in the home. Click on the image to the right to see the full video on how pets help make one's journey toward independence just that much happier.



<https://palcofirst.com/pets-disability/>

Holiday Closures

November
23

Thanksgiving

November
24

Day after Thanksgiving

December
25

Christmas Day

January 1

New Year's Day



In August 2023, the Palco team attended the ADvancing States HCBS Conference in Baltimore, MD. We met homecare agencies, homecare support staff, Managed Care Organizations, as well as self-direction and homecare service advocates. Our team had a great time making lasting connections, providing information about Palco's system and services, and expanding the Palco brand. Our interactive booth provides attendees an opportunity to engage and answer the question, What Does Independence Mean To You? This fundamental question is the core and heart of Palco's business and service delivery. Focused on empowering independence for the people we serve, it's a critical measure to slow down and reflect on what you want you life to look like as you age or health circumstances change. Knowing what independence means to YOU can help ensure service systems are built with person centered approaches resulting in more meaningful lives.

Photo above (from left): Logan Smith, Account Manager; Jason Smith, Business Development Specialist

W2 season is right around the corner! Please be sure to update Palco if you have moved so your W2 is sent to the correct address. You can update your address in Palco's Connect portal under the profile icon on the upper right hand side of the home screen. W2s will be mailed by the IRS deadline of January 31, 2024.

Follow us on social media!



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@palcofirst



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