

MAKING ONLINE ENROLLMENTS WORK FOR YOU & YOUR CLIENTS

How Palco is innovating the online enrollment process by giving State and MCO Staff, Service Coordinators, and Case Managers quick and easy access to enrollment details



PALCO INTAKE

One of the biggest barriers for State and MCO Staff, Service Coordinators, and Case Managers of people who self-direct is not having access to see enrollment details. Too often, they are stuck in the middle between the member and the FMS. They find themselves in the dark about where in the process an enrollment is. These bottlenecks can cause delays and even gaps in care. This is less-than-ideal for everyone involved.

The Palco Intake system not only makes it a breeze for the member to get enrolled, but also gives visibility to those who oversee a member's care plan. With Palco Intake, support staff can follow the enrollment from start to finish.

BENEFITS OF PALCO INTAKE

ELIMINATION OF REPETITIVE DATA ENTRY

Enrollees will enter their basic demographic information one time, and it will be pre-populated on all the enrollment forms.

CREATING AN ONLINE SIGNATURE

An electronic signature can be created and applied to all the forms, which is a huge time saver when enrolling.

UPLOAD DOCUMENT FEATURE

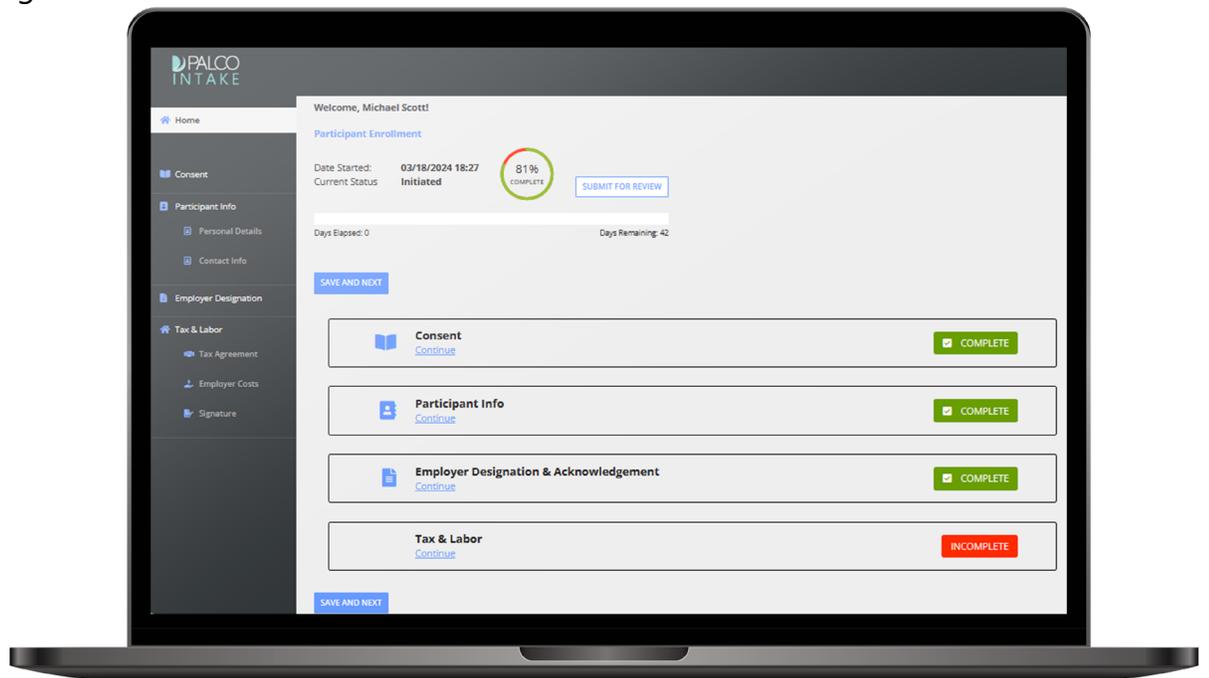
Enrollees can upload supporting documents that are required to complete an enrollment form. For example, workers must provide supporting identification documents for the I-9 Employment Eligibility Verification form.

VISUAL ENROLLMENT CUES

Intake allows the enrollee to track their enrollment progress with a Percent Complete tracker and confirmation icons to know what enrollment tasks have been completed and what is remaining. This takes out all the guesswork in the enrollment and enrollees know exactly what needs to be done at any given time.

ENROLLMENT COUNTDOWN TRACKER AND NOTIFICATION REMINDERS

Intake contains a configurable countdown widget that displays how many remaining days the enrollee has left to complete the enrollment. The number of days in the enrollment countdown is determined by the program needs and can be updated at any time. To assist and remind the enrollee, email reminders can be created at certain time intervals as the deadline approaches.



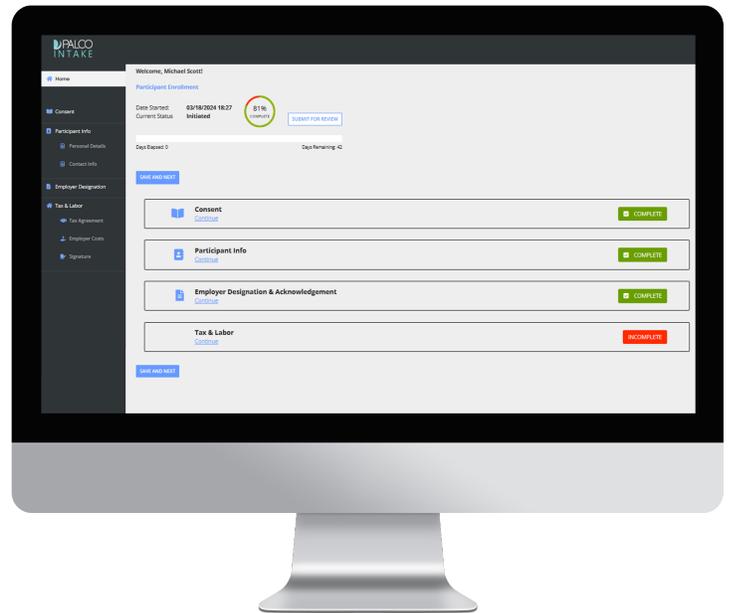
PALCO CMP

The Case Management Portal, also referred to as CMP, provides professional users like State Department Staff, Case Managers, Support Coordinators and Palco team members, access to view Participant's, Employer's, and Worker's enrollment forms and details.

BENEFITS OF PALCO CMP

ENROLLMENT DATES, STATUS, AND DOWNLOADABLE FORMS

To provide complete visibility and transparency to our CMP users, they can always see the most up-to-date status. The enrollment screen shows when the enrollment started and when it was completed. The forms used in the enrollment can be downloaded from here at any time.



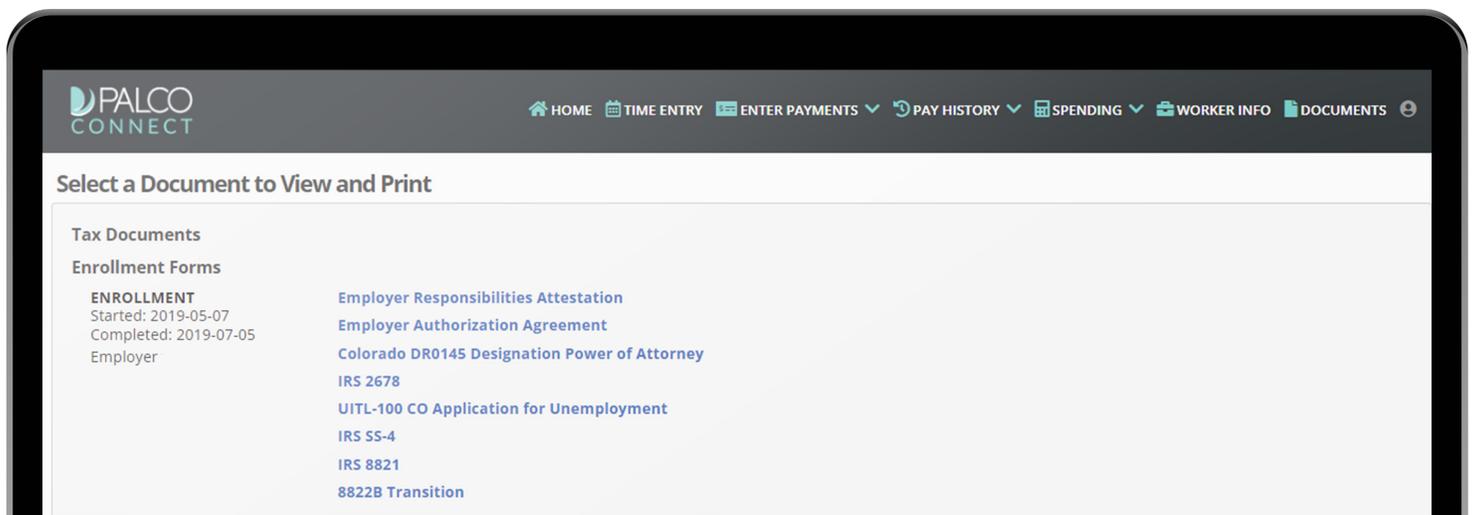
PALCO CONNECT

Palco's online timesheet portal, Connect, provides the Participant/Employer and the worker access to their enrollment documents. The information displayed is identical to CMP. Professional users see exactly what the participants/employers and workers see.

BENEFITS OF PALCO CONNECT

ONLINE TIMESHEET PORTAL

Just like the CMP portal for professional users, the Connect Document screen allows the online user to download their enrollment forms from anywhere, anytime!



THREE POWERFUL TOOLS. ONE PROCESS MADE EASIER.

Change doesn't have to be scary, and here at Palco, we make sure it's not! Make sure you are not settling for a sub-par FMS out of convenience. When you partner with Palco, the benefits you gain access to are unparalleled by competitors. Our Intake, CMP, and Connect systems are just one of the ways we're making self-direction work for everyone.

ABOUT PALCO

Palco was the first FMS in the country, assisting the state of Arkansas with their pilot of "self-direction," more than 20 years ago. You could say self-direction and Palco were the industry partners from the beginning. Today, we provide a variety of self-directed services to diverse populations across the country.

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