



2024 QUARTER 1 NEWSLETTER



PALCO WELCOMES NEW BUSINESS AND CELEBRATES CAREGIVERS

“

ELEVATE CAREGIVING

★ WINNER ★

Rhonda is a very caring person. She is always aware of my needs and wants. I trust having her in my home. She will go out of her way to check in with me if I am sick or if she notices something unusual with me. We work as a team and not as a caregiver/patient. She is there to help me, not care for me. I respect that of her.

Marty from Ohio

”



Spring has sprung and so has new business at Palco! Check out our Q1 newsletter inside for updates on all of our programs as well as the big happenings taking place at Palco.

February 16th was National Caregiver Day and March 3rd was Caregiver Appreciation Day. In honor of the caregivers who keep our programs going, Palco celebrated caregiving during the entire month of March! We collected testimonials from self-directing employers all across the country, and in the end, selected a winner at random. To see some of the heartfelt stories shared by these employers, check out our Facebook page!



CEO CORNER



We believe that this diversity will not only enrich our organizational culture, but also enhance the quality of the services we provide to our clients and the communities we serve.



I am thrilled to share an exciting milestone in the history of our company—a transition that reflects our commitment to diversity, inclusion, and fostering positive change in our industry. As of January 1st, Palco and its family of companies are officially 100% women-owned, a significant step forward that aligns with our core values and the nature of the services we provide.

In the realm of home and community-based services, where our dedicated workforce primarily consists of women, this transition holds profound importance. The decision to become 100% women-owned was a deliberate step towards aligning our leadership with the demographics of our workforce and the communities we serve. We recognize the invaluable contributions of women in our industry, and this transition is a testament to our belief in providing equal opportunities for leadership and growth and a more equitable and inclusive future.

By becoming 100% women-owned, we are not only embracing diversity but also setting an example for the entire sector. This transition signals to our peers, partners, and clients that we are dedicated to building a workplace that reflects the rich tapestry of our community. We believe that this diversity will not only enrich our organizational culture, but also enhance the quality of the services we provide to our clients and the communities we serve.

While much of the home and community-based market often lags in innovation, Palco shines. Studies consistently show that diverse teams foster creativity, innovation, and enhanced problem-solving—qualities that are vital in addressing the complex challenges of our industry. Through our diversity of thought and innovative practices and ideas, the entire industry can greatly benefit from the diverse leadership perspectives we offer at Palco. I am amazed daily at the way our teams, each bringing a unique perspective, work together to share ideas and collaborate on solutions that strengthen our offerings. I am committed to celebrating and embracing the diversity that defines us, as we continue to lead with compassion, innovation, and a shared commitment to excellence.

Alicia Paladino
Chief Executive Officer

SYSTEM FEATURE SPOTLIGHT

Intake Enhancements

Palco's updated version of its Intake enrollment portal further empowers self-directing enrollees to complete their online enrollment with a simplified and streamlined onboarding process.

Intake is a highly configurable and intuitive online enrollment system that provides enrollees with a user-friendly interface, which makes enrollments faster and easier for services to begin.

So, what are the new enhancements?

- Simplified user views
- Proprietary electronic I-9 form
- Elimination of cumbersome state/federal forms that are not required
- Updated data storage and management tools for information capturing and prevention of fraud, waste, and abuse
- New workflow queues for fast processing
- Configurable interfaces for program customizations and implementations made easy
- Scalable cloud-based infrastructure with no down time

NEW INTAKE HAS ARRIVED!

PALCO
Empowering Independence

Palco is proud to unveil an updated version of our Intake enrollment portal. System enhancements include:

- ✓ Simplified user views
- ✓ Proprietary electronic I-9 form
- ✓ Elimination of cumbersome state/federal forms that are not required
- ✓ Updated data storage and management tools for information capturing and prevention of fraud, waste, and abuse
- ✓ New workflow queues for fast processing
- ✓ Configurable interfaces for program customizations and implementations made easy
- ✓ Scalable cloud-based infrastructure with no down time

This revolutionary approach to further digitizing the self-directed enrollment will provide end users with a faster and simpler experience. By eliminating waste and delays often experienced by printing forms, gathering multiple signatures, and sending in documents manually, Palco has made a historically cumbersome FMS enrollment simple. This one-of-a-kind tool will enable states and managed care organizations to foster growth and ensure compliance!

www.palcofirst.com | Call Us: 866.710.0456 | Email Us: partnerships@palcofirst.com

PALCO CONTINUES TO EXPAND PALCO CHOICE FOR ARKANSAS RESIDENTS

ARKANSAS

EST. 1999

In October 2023, we gave Arkansas residents another option for their long-term services and support needs - Palco Choice, a home care agency dedicated to providing a viable family caregiving service delivery model in the state. We aim to serve Arkansans in all 75 counties. Currently, we provide Personal Care and Attendant Care Medicaid services and are working hard to

expand our service delivery to Medicaid PASSE beneficiaries, Medicaid PACE beneficiaries, Veterans, and private pay clients. Today we are employing approximately 75 caregivers and serving just under 100 clients. We look forward to continuing to grow this business within our home state and becoming the #1 choice of home care services for Arkansas residents.

PALCO PARTNERS WITH CHANDA CENTER FOR HEALTH TO INTRODUCE REMOTE SERVICES

COLORADO

(CHANDA) EST. 2024

(CDASS) EST. 2019

In fall of 2023, Palco responded to a competitive proposal process issued by the Chanda Center for Health and was selected as the FMS vendor for a new remote services option to access integrative therapies.

The Chanda Center for Health, located in Lakewood, CO, is a one-stop shop for individuals with spinal cord injuries, cerebral palsy, multiple sclerosis, spina bifida, and brain injuries to access a wide range of services and multiple therapy options.

Chanda recognized there was a demographic of people she was unable to reach outside of the Lakewood area, and that's where this vision was born. This new service option allows for anyone located outside a 30-mile radius of the Chanda Center for Health to use the Chanda Remote Services option to select a therapy provider of their choosing and receive services locally for them.

Individuals eligible for the Complimentary and Integrative Health (CIH) Waiver have access to alternative therapies like chiropractic, acupuncture, and massage therapy. Through this innovative approach, providers can serve this critical demographic of clients without going through the traditional process to become a Medicaid provider.

For several months now, Palco staff, along with the Chanda team, have been promoting these new events through every



Palco staff (from left) Savanna Gentry, Erika Swanson, and Jason Smith kicked off the first of five in-person events for the Chanda Center for Health Remote Services Option. The event was hosted at the Foothills Activity Center in Fort Collins, CO.

means possible including seeking out key personnel, offering educational webinars, eblasts, in-person events, and social media outlets. Our team will continue promoting this great new service delivery in hopes to reach all eligible Coloradans who can benefit from these life changing therapies. We are looking forward to seeing our first enrollments very soon.

Those currently on the CDASS program that qualify for the CIH waiver have the option to continue with their current CDASS waiver services in addition to the Chanda Center Remote Services as a dual enrollment with Palco as your FMS, one stop shop.



EMPLOYEE SPOTLIGHT

Where are you from?

I have lived in the beautiful Wild and Wonderful state of West Virginia since I was born. The mountains and people of this state are my home and I appreciate it (mostly) every day.

What are some of your hobbies/what do you like to do?

My sister-in-law loves to persuade me into signing up for "muddy races," so we have done a few of those and afterward I have this great sense of accomplishment while looking (and smelling) like absolute dirt. It's great! I love reading, especially murder/mystery, biographies, enlightenment and cultural teachings, and Sci-Fi. I have "The Light We Give" on my nightstand right now. Although, I have found myself reading more on policy lately!

Anything you would like to add about yourself (fun facts, community service, family, etc.)?

I have two kids who are three (Reya) and eight (Vance) and they are wildly different but both loving, kind, funny, and brimming with energy they have, I think, pulled directly from me.

Tell us about your role at Palco.

A new hire, I started with Palco on 3/11/24 as a resource consultant for the newly acquired WV contract. Thank you so much for offering a new work home for me to grow!

IDAHO IS GROWING



EST. 2023

Families are choosing Idaho as their FEA because of the many great benefits we offer, including the lowest cost per month which means more money in the budget for CSWs.

Have you already attended a Palco guide training and are not sure what to do next? Visit our website, fill out our Participant Intake form and send that in to get started on your enrollment.

Stay tuned for details from Palco about our Self Direct celebration event this summer in the Treasure Valley.

Are you a Support Broker? We are currently seeking feedback from professionals like

yourself to better understand the needs and preferences of our participants and CSWs. Your perspective could help us enhance our services and offerings to better serve families in our community. We would also love an opportunity to share with you what makes Palco so great!

I would like to invite you to join me for a casual coffee meeting where we can discuss your experiences, insights, and suggestions. Please email me at Nicole.Arens@Palcofirst.com!

Do you have any questions about how to get started with Palco? Please email us at Idaho@Palcofirst.com

EVV RESOURCES AVAILABLE FOR EMPLOYERS & WORKERS

NOW SERVING THE PINE TREE STATE



EST. 2019



EST. 2023

Electronic Visit Verification (EVV) is a system which electronically verifies home and community-based service (HCBS) visits by capturing and documenting six points of data, including HCBS client name location, date of service visit, type of service visit, visit start time, and visit end time. A federal mandate was issued under the 21st Century Cures Act requiring compliance with EVV by Medicaid agencies by January 1, 2020. EVV was implemented for the KS Work program on 1/1/2020.

To comply with EVV, KS Work Personal Attendants (PAs) should be using the AuthentiCare mobile app or telephony option to capture their service visits. Both options are EVV compliant by capturing the six required data points mentioned above.

The Palco website, www.palcofirst.com/kansas/, offers many tools to assist KS WORK participants, employers and PAs in using

either the AuthentiCare mobile app or telephony. These resources include an EVV Connect User Guide, an FAQ document with frequently asked questions, and user guides for the AuthentiCare mobile app and telephony.

Additionally, there are several training videos to assist KS WORK Personal Attendants in the Training section of the Palco website (<https://www.gotostage.com/channel/palcotraining>).

In addition to the resources available on the Palco website, our Customer Support team is ready to assist you with getting started using the Palco Connect system as well as the AuthentiCare mobile app or telephony. Our Customer Support team is well-versed in the KS WORK program, EVV, AuthentiCare, and Connect. The Palco Customer Support team can be reached at 1-866-710-0456.

Palco, the trusted name in Financial Management Services (FMS), is now serving the beautiful state of Maine with unparalleled expertise and dedication. With a commitment to excellence and a passion for ensuring seamless operations, Palco offers comprehensive FMS services tailored to meet the unique needs of businesses and organizations across Maine.

Palco is actively seeking Support Brokers to join our team in Maine. As we expand our operations in this vibrant state, we recognize the value of local expertise and are eager to collaborate with independent support brokers who share our commitment to excellence. With a growing demand for FMS services across Maine, Palco offers a unique opportunity for support brokers to leverage their skills and experience while providing top-notch services to our valued members. Join Palco in shaping the future of facility management in Maine and become part of a dynamic team dedicated to delivering unparalleled service quality.

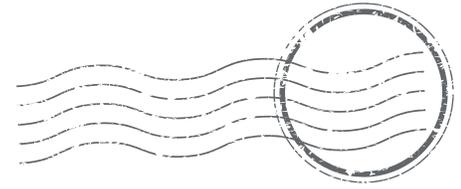
Dear Mark,

What is the recipe for a successful program transition to a new FMS?

Answer:

FMS transitions can be scary, but they don't have to be! A good FMS will know all of the key milestones needed to ensure a smooth transition, and most importantly- ensure there is no impact to members! Palco is seasoned in FMS transitions and just recently completed a historic 6 week transition of 5,500 Members and their 10,000+ workers in a unprecedented 6 week window! Through swift data management and knowledgeable project management, we transitioned all members timely and no one went unpaid. Don't settle for a subpar FMS vendor

because transition is scary. Partner with an FMS who knows what they are doing and can meet your programs needs bringing you the most advanced and highest quality software and services in the industry. For more information on our FMS toolkit, visit <https://palcofirst.com/dont-settle-for-subpar/>.



END OF FISCAL YEAR 2024 APPROACHING FOR NEVADA SELF-FUNDED PROGRAM

NEVADA

EST. 2013

We will soon be at the end of Fiscal Year 2024 and the start of Fiscal Year 2025 for the Nevada Self-Funded program! Fiscal Year 2024 ends on 6/30/2024, and Fiscal Year 2025 begins on 7/1/2024.

Memos with additional information will be distributed from the Regional Centers in the coming weeks. However, please note that all timesheets and vendor payment requests from July 2023 through the present day will need to be submitted as soon as possible.

Once the Fiscal Year ends and the deadline for all timesheets and vendor payment requests from that Fiscal Year, as determined

by the Regional Centers has been met, Palco will need approval from the Regional Centers to pay any timesheets or vendor payment requests that are submitted after the deadline. This can cause delays in payments to both workers and vendors.

To ensure that both workers and vendors are paid timely, please begin reviewing outstanding payments now and submit those as soon as possible so that they can be paid timely.

If you have any questions regarding the status of a timesheet or payment, please contact our Palco Customer Support team at 1-866-710-0456 for assistance.

PALCO EXPANDS BUSINESS IN MICHIGAN

NEW MEXICO



EST. 2024

EST. 2020



Palco has moved into Michigan as the new Financial Management Service for Summit Pointe Community Mental Health. We are proud to bring the latest self-direction service and technology to Summit Pointe and South West Michigan Behavioral Health PIHP. We successfully implemented a 30-day start to service with an expedited enrollment for transitioning Participants, Employers, and Workers, totaling 178 individuals. We look forward to bringing our Electronic Visit Verification expertise to Michigan Community Mental Health centers throughout the state in September, as Michigan implements the Medicaid mandated method for time entry.

This quarter, Palco has been working on expanding the use of CMP by clients in the New Mexico program.

We are working on adding payment data to CMP. Many of the calls into the NM Medicaid Consolidated Customer Service Center involve employee requests for paystubs and other payment queries. They also receive many calls from vendors working on payment reconciliation.

Due to the unique situation of the New Mexico account, currently there is no payment information in CMP.

We anticipate this change will decrease calls into the call center. It will also increase the availability of financial tools to Conduent.

Currently, they are reliant on a consolidated log of transactions or sending requests to Palco.

Adding payments to CMP will allow Conduent to access the answers to many of their questions in CMP.

BACKGROUND CHECK PROCESS CURRENTLY UNDERGOING SUCCESSFUL CHANGE

OHIO

EST. 2018

A comprehensive Background Check overhaul initiative impacted nearly 100 workers who were serving members of the Elderly Service Program. In 2022, during the transition from COA to Palco, a segment of accounts emerged that either surpassed the 5-year mark since their last BCII completion or were approaching it imminently. In collaboration, COA and Palco strategically planned and executed a cleanup project, prioritizing transparent communication with program users. It was deemed essential for both entities to convey the endeavor's purpose, ensuring full clarity and cooperation from all involved parties to maintain the active status of workers willing to undergo BCII renewal.

This endeavor necessitated any worker identified without a BCII completed within the preceding 5 years to undergo a resubmission. Correspondence was dispatched via mail from the COA office to employers and via email from Palco to respective workers. These communications contained detailed instructions for initiating the new BCII process, along with a prescribed timeline to prevent service disruptions. Collaboratively, COA's Case Managers and Enrollment staff are diligently coordinating the completion and documentation of all BCII checks within the designated timeframe. Palco expresses gratitude for COA's unwavering dedication in supporting their clients through initiatives like these, relying on their consistent cooperation.

PALCO NOW PROUDLY SERVES THE MOUNTAIN STATE

WEST VIRGINIA

EST. 2024

West Virginia is our newest state partner and we are proud to serve the WV self-direction waiver community. To get ready for this implementation, we hired approximately 50 staff with extensive knowledge of the WV waiver programs. We spent countless hours meeting with state staff and external stakeholders to be sure we

were well-versed in program policy. In just 6 weeks, we went from hiring our first WV-based staff to engaging with program participants, program representatives, and their caregivers to configuring our enrollment and EVV software and our timesheet portal to processing payroll in support of the self-directing waiver programs.

PALCO IN THE COMMUNITY

Day at the Capitol

On February 19th, 2024, Palco seized the opportunity to engage with the West Virginia community directly by participating in the IDDW Advocacy Day at the State Capitol in Charleston, WV. As the recipient of the contract for the West Virginia Personal Options program, we were eager to show Palco's commitment to excellence and advocacy in becoming the new financial management agency. This event served as a platform for forging meaningful connections with existing and prospective stakeholders alike. Amidst the bustling halls of the Capitol, Palco team members encountered many participant families eager to embark on the journey with Palco. They sought clarification on the impending transition, and we were able to alleviate concerns by talking about the Palco Intake and Connect platforms.

The atmosphere at the IDDW Advocacy Day was charged with anticipation and hope as Palco's proactive presence signaled a promising future for disability services in West Virginia. Engaging with clients face-to-face underscored the

significance of our role not only as service providers but also as advocates for the communities we serve. Their inquiries illuminated the intricacies of their needs and aspirations, reaffirming Palco's mission to deliver tailored support solutions that empower individuals to lead fulfilling lives. It became evident that our proactive approach resonated deeply with the community, fostering a sense of trust and collaboration that will undoubtedly lay the foundation for a successful partnership between Palco and the people of West Virginia for years to come.



IMPORTANT DATES!

5/16 - Chanda: "Strike the Match"

6/4 - HCHNJ Annual Conference

7/8 - USAging Conference

7/22 - NACDD Conference

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