

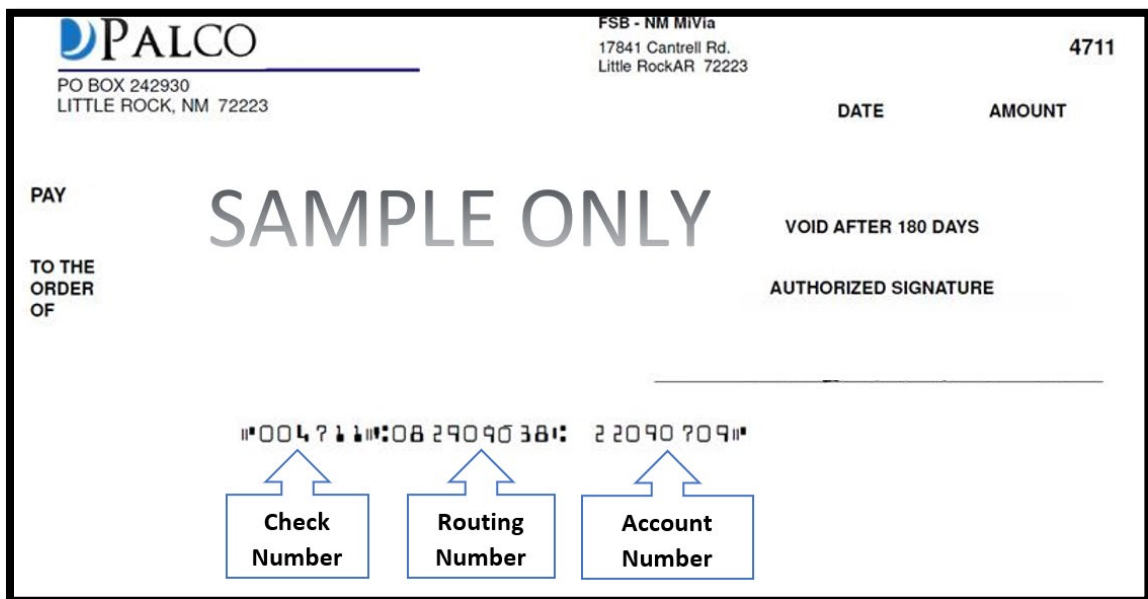
September 6, 2024

This letter is to provide some helpful tips on purchasing goods or cashing paper checks for services that are approved on your care plan.

Tips to help you when you take a check to a store (such as Walmart or Best Buy) to purchase your approved items:

- Ask the cashier or store manager to process the check as a paper check and not an electronic check.
- If they are unwilling to process the check as a paper check, have them type the check into the TeleCheck system by hand.
- The first set of numbers on the bottom of the check (reading left to right) is the check number. The second set of numbers is the routing number. The third set of numbers is the account number.

Example:



- The check must be keyed into the register for the exact amount shown on the check.
- The amount of the check cannot be changed in any way. Changing a check is not allowed and may be considered Medicaid fraud.

If you have questions, please contact Palco Customer Support at 1-866-710-0456 for assistance.

