



2024 QUARTER 3 NEWSLETTER



PALCO INTRODUCES NEW PARTNERSHIPS AND IMPLEMENTATIONS



As the leaves change color and a crispness fills the air, fall brings more than just a shift in the weather; it offers a unique opportunity for businesses to rejuvenate and innovate. This season, often associated with harvest and preparation for the winter ahead, can serve as a perfect backdrop for implementing new strategies and launching fresh initiatives.

Palco is excited begin several new partnerships and program implementations across the U.S. Well underway, Palco's project management and client engagement leadership teams are working diligently to prepare and plan for two new programs going live in early 2025—the Florida Participant Direction Option (PDO) and the New Jersey Horizon Personal Preference Program (PPP). We look forward to engaging with stakeholders in these new states to enhance the quality of their services and bring our nationally recognized best practices to their lives. Look for more information in the coming weeks about these new implementations and programs.



CEO CORNER



Change is inevitable, and companies that fail to innovate become cautionary tales of what happens when you don't keep up. That will never be us.



In today's rapidly changing world, innovation isn't just a buzzword—it's a necessity. Our industry is in constant motion, and to stay relevant, we must continuously adapt, evolve, and embrace new ideas.

At Palco, we recognize that the moment we stop pushing forward is the moment we fall behind. Change is inevitable, and companies that fail to innovate become cautionary tales of what happens when you don't keep up. That will never be us.

Our commitment to growth and progress drives everything we do. We are constantly exploring new technologies, improving our processes, and rethinking how we serve our clients.

As I reflect on our collective achievements this year, I am particularly proud of the innovative solutions we've implemented to streamline key areas of our operations—enrollments, electronic visit verification (EVV), and customer interactions.

These advancements represent not only a leap forward in efficiency but also a testament to our commitment to innovation. By staying ahead of industry needs, we continue to enhance the experience for those we serve, positioning ourselves as leaders in a fast-evolving landscape.

Innovation isn't something we do once; it's at the core of who we are. Together, we'll continue to lead and shape the future of our industry, never resting on our past successes. Thank you for being a part of this exciting journey.

Alicia Paladino
Chief Executive Officer

SYSTEM FEATURE SPOTLIGHT

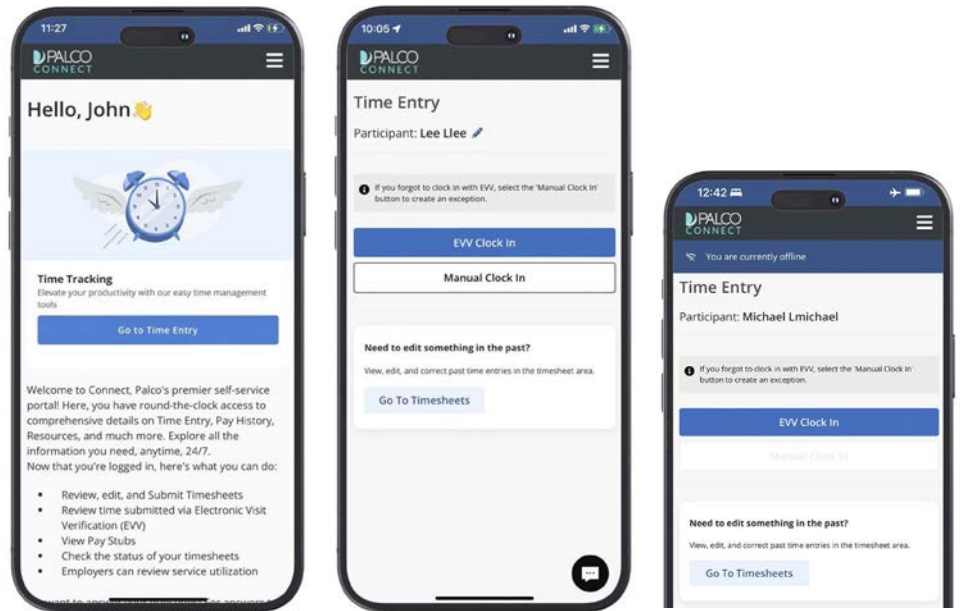
Palco launches EVV solution in Michigan, soon in West Virginia

Palco is committed to continuously enhancing our systems to promote self-direction and empower independence. We've recently taken significant steps to make our Connect time entry portal more self-service by launching our own electronic visit verification (EVV)-compliant app. This product has successfully rolled out in our Michigan program, and we're excited to finish the year by introducing Palco's EVV solution in our West Virginia programs.

Our web-based platform is designed to be user-friendly, providing clients with the necessary tools to maintain EVV compliance. In addition to our Connect platform, we offer an Interactive Voice Recognition (IVR) service for those who prefer using a touchtone phone to clock in and out of shifts.

Palco's EVV platform is accessible on smartphones, tablets, and personal computers, capturing all required data points outlined by the 21st Century Cures Act. For users with unreliable internet access, the app also supports offline time entry, which syncs seamlessly to Palco's Connect once a connection is re-established, ensuring an exception-free experience.

We're excited to continue rolling out our product to new programs and look forward to bringing everyone on board with Palco's EVV Connect app!



PALCO CHOICE REACHES MILESTONE AND EXPANDS MARKETING EFFORTS



EST. 2023

Palco Choice (our agency service line in Arkansas) continues to grow as we now service over 130 clients across the state. This quarter, we enrolled our first client with the Provider-Led Arkansas Shared Savings Entity (PASSE) program and hope to see those numbers

grow in the coming year. PASSE is a program that serves Medicaid clients with complex behavioral health, developmental, or intellectual disabilities. We have partnered with all 4 PASSE providers in Arkansas to offer personal care services to their members.

PALCO INCREASES PARTICIPANT COUNTS IN THE CENTENNIAL STATE

COLORADO

(CHANDA) EST. 2024

(CDASS) EST. 2019

As the fall weather settles in Colorado and the fast-paced summer months come to an end, the business at Palco remains as bustling as ever. Over the last quarter, the Colorado Enrollment team has been working diligently to transition newly referred participants to an active status as quickly as possible. Their hard work has not gone unnoticed. Our overall number of active participants has increased by 3%, and start dates have increased by 5% in comparison to last quarter. We want to

recognize the Enrollment Team's dedication to serving the CDASS community.

With the change in weather comes other changes as well. We have added a Client Engagement Specialist, Savanna Gentry, to our team. She will be happy to assist with any daily needs you may have and will be the primary point of contact for assistance with your services at Palco. She can be reached at CO-CDASS@palcofirst.com.

EMPLOYEE SPOTLIGHT

Mark Prussin, Vice President of Sales

Where are you from?

I'm from Tenafly, NJ. Now I live in Erie, CO. I miss the bagels, but love the 300+ days / year of sunshine!

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

I love to ski, golf, hang out with family, and overeat on delicious food.

Do you have any kids or pets?

I have a daughter named Penny and a big dog named Gilmore (named after Happy Gilmore, not Gilmore girls).

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

I graduated from the University of Colorado at Boulder in 2012 (GO BUFFS!).

Tell us about your role at Palco.

I am focused primarily around new market expansion for all service lines.

What do you love about Palco?

I love that Palco is NOT private equity/venture capital backed, that we were the first F/EA in the country, and that we place an emphasis on technology while not taking away from the overall mission and culture.

What motivates you?

I want to be the best at everything I do. This is why I was so excited to join Palco to be a part of the best FMS team!



PARTICIPANT COUNTS CONTINUE TO GROW

RESOURCES FOR KS WORK

IDAHO

EST. 2023

As part of Palco's ongoing commitment to support you, we've added new online resources including budgeting tools and caregiver training materials. Visit our website to explore these helpful resources.

This month, we're highlighting Sarah from Boise who has successfully utilized the self-direction program to create a personalized care plan that suits her unique needs. With the help of her chosen Community Support Workers, Sarah has gained more independence and improved her quality of life. If you have a success story to share, please let us know!

Is someone you know interested in starting the enrollment process with Palco? They can attend our Guide Training to learn how to navigate the enrollment process effectively. This training will provide valuable information and resources to help you or someone you know begin the self-direction journey. To register, visit our website and click the registration link. Remember that Palco is the most cost-efficient FEA in Idaho which translates to more caregiver hours for the participant.

For more updates and information, follow us on social media or visit our website. Your feedback is important to us, so please reach out with any comments or suggestions at Idaho@palcofirst.com.

Thank you for being a part of Palco's Self-Direction community!

KANSAS

EST. 2019

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 client name, location, date of service visit, type of service visit, visit start and end time, and personal attendant name. 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 should be using the AuthentiCare mobile app or telephony option to capture their service visits. Both options are EVV compliant and capture the six required data points mentioned above.

The Palco website offers many tools to assist KS WORK participants, employers and PAs in using either the AuthentiCare mobile app or telephony. These resources include a 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 (GoToStage.com).

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 the Palco Connect. Our team can be reached at 1-866-710-0456.

MAINE

EST. 2023

Palco is proud to continue its dedicated service to self-directed participants in Maine, ensuring they have the support they need to manage their services effectively. With a focus on empowering individuals to take control of their care, Palco offers a range of financial management services (FMS) tailored to meet the unique needs of each participant. Our commitment to personalized service ensures that self-directed individuals can navigate their funding and resources with confidence, allowing them to lead fulfilling lives in their communities.

In addition to our ongoing support, Palco is excited to announce an upcoming office hours presentation designed specifically for those looking to transition to Palco as their FMS

provider. This interactive session will guide participants through the transition process, providing essential information on how to make the switch smoothly and what resources are available. Attendees will have the opportunity to ask questions and gain insights into the benefits of partnering with Palco, making the transition easier and more informed.

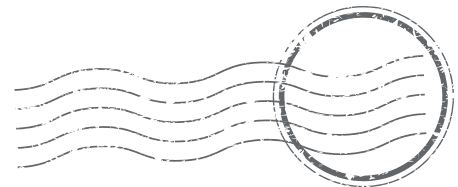
We invite all self-directed participants in Maine to join us for this valuable presentation. At Palco, we believe that everyone deserves the opportunity to manage their services effectively, and we are here to help make that happen. By providing clear guidance and robust support, we aim to enhance the self-directed experience for all participants, ensuring they can access the services they need with ease and confidence.

Dear Mark,

What are some emerging trends with technology as it relates to call center quality assurance and efficiencies?

Answer:

Modern call center technology is mostly driven by the recent advancements in Artificial Intelligence. AI-based tools and automation solutions are going to optimize agent workflows, handle many routine tasks automatically, and streamline call center operations, allowing agents to focus on more value-added activities. In 2025, Palco is looking at optimizing our call center chat to include AI features to help self-directing employers and their workers get quick answers to frequently asked generic questions such as "How can I find a copy of my W-2?" and "When is my timesheet due?" These enhancements will allow our live agents to work along side with the AI component to deliver faster and more efficient quality customer service!



PALCO IMPLEMENTS EVV IN MICHIGAN

MICHIGAN

EST. 2024

We are excited to announce the successful rollout of Palco's Electronic Visit Verification (EVV) solution via Palco Connect on September 1st! This milestone represents a significant step forward in enhancing compliance, accuracy, and efficiency for our participants and providers in Michigan. Palco's EVV solution streamlines the process of recording personal care services, ensuring that all Medicaid-mandated requirements are met while making timekeeping easier for caregivers. With features like real-time visit tracking and user-friendly

mobile access, this solution enhances convenience and empowers participants and providers.

Since its launch, feedback has been overwhelmingly positive. Thank you to everyone who contributed to this smooth transition! For any questions or support with the new EVV system, you can find the user guide on the Palco website within our Michigan program page, call us at 1-866-710-0456, or email us at customersupport@palcofirst.com.

THANK YOU FOR THE OPPORTUNITY TO SERVE THE NVSE AND NV VETS PROGRAMS

NEVADA

EST. 2013

As of October 1, 2024, the Nevada Self-Funded and NV Vets programs have successfully transitioned to Acumen as their new Financial Management Services (FMS) provider.

We are truly grateful for the opportunity we were given to serve these programs and their participants, helping them navigate self-directed care and providing support throughout their journey. It has been a privilege to partner with the dedicated individuals and families in these programs, and we

are proud of the work we accomplished together.

For any outstanding items related to 2024 for either program, please contact Acumen directly for assistance. Their contact information is 877-211-3738 or AcumenFiscalAgent.com.

Thank you once again for trusting us to be a part of your self-directed care experience. We wish all participants continued success with their new FMS partner, Acumen.

PALCO SUBMITS PROVIDER APPLICATION

NM

EST. 2020

We are thrilled to share that our partnership with Conduent has officially been extended, reinforcing our commitment to enhancing healthcare services in New Mexico. Over the past few months, Palco has worked diligently alongside Conduent to deepen and strengthen this collaboration, ensuring we can better meet the needs of our communities.

Additionally, we have welcomed two new Managed Care Organizations (MCOs), Molina and UnitedHealthcare, and the state has transitioned to the new Turquoise Care program effective July 1, 2024.

On that same date, New Mexico's Human Services Department merged with other healthcare divisions to form the Health Care Authority (HCA). The HCA's mission is to provide comprehensive, accessible, and high-quality health care services to all New Mexicans.

ADDAIDE ENROLLMENTS COMPLETE

OHIO

EST. 2021

Palco works hand-in-hand with the OH COA Elderly Services Program for those participants who choose to utilize this service offered by COA.

As a reminder, any worker who submits a request in AddnAide to be linked to an active participant in the program will also need to complete enrollment with Palco.

A link to our enrollment Intake system will be sent to the worker, and all documents in that link will need to be completed and signed.

This will alert Palco's enrollment team to initiate the background check for the new worker.

Workers cannot begin providing services for the participant or be paid for any time worked that occurs prior to receiving an email from the Palco enrollment team advising of the worker's start date.

If you have any questions, please contact oh_coa@palcofirst.com.



WEST VIRGINIA

EST. 2024

We are pleased to announce two significant updates aimed at enhancing end user experience with West Virginia's Aged and Disabled (ADW), Intellectual and Developmental Disabilities (IDDW), and Traumatic Brain Injury waivers (TBIW).

Electronic Visit Verification

Starting in November 2024, Palco's internal EVV system will be implemented to provide a more efficient experience for workers and employers.

Workers and employers can expect to receive communications on training opportunities as implementation dates get closer. EVV implementation in West Virginia will be staggered with TBIW first in November 2024, ADW in December 2024, and IDDW in January 2025.

Palco's EVV solution streamlines the process of recording personal care services, ensuring that all Medicaid-mandated requirements are met while making timekeeping easier for caregivers. With features like real-time visit tracking and user-friendly mobile access, this solution enhances

convenience and empowers participants and providers.

New Certification Upload Feature

To further streamline the worker enrollment and ongoing certification process, Palco has introduced a new feature that allows workers to upload their training certifications directly into our system.

This new Intake update expedites the enrollment process for onboarding workers and allows current workers to easily maintain up-to-date certifications by uploading new documents as they complete ongoing training.

This feature simplifies documentation management and ensures all certifications are securely stored and readily accessible for compliance purposes.

For any questions or support, you can find the information online at <https://palcofirst.com/west-virginia/>, call us at 1.866.710.0456 or email your assigned Resource Consultant.

PALCO IN THE COMMUNITY

Speaking About Support Brokerage

Palco was honored to participate and speak at the 2024 Synergy Conference in Sandusky, Ohio. As a vendor, Palco had the incredible opportunity to network with a wide variety of people and organizations in the developmental disabilities industry.

It was an amazing experience to meet and connect with both professionals and service recipients in the I/DD community. On Day 3 of the conference, Palco had the pleasure of speaking about our approach to Support Brokerage and answering burning questions for stakeholders about how support brokerage can help maximize the quality of self-directed services.

Our panel style discussion included leaders from around the state, people with lived experience and those who have been positively impacted by support brokerage who shared their stories. Coming together with a common goal, we hope to spread awareness about the benefits of Support Broker services in OH (and nationally) as well as encourage the expansion of the service in more waivers within OH!



From left: Cody Waits, Director of Training and Communications; Kady Predota, Vice President of Operations



IMPORTANT DATES!

- 10/21 - WI Self-Determination Conference
- 10/23 - KS PowerUp Conference
- 10/23 - Ohio O4A Conference
- 10/31 - New Jersey Self-Direction Conference

Follow us on social media!



palcofirst



@palcofirst



Palco, Inc.

866.710.0456
www.palcofirst.com

