

A person wearing a dark jacket is seated on a motorized wheelchair, positioned on a grassy hillside. A camera is mounted on a tripod in front of them, pointing towards a scenic landscape. The background shows rolling green hills, a valley filled with mist, and distant mountain ranges under a blue sky with light clouds.

WELCOME!

Colorado PDPPC Meeting- February 2024



MEET THE TEAM

COLORADO



NICOLE ARENS
Account Manager



KADY PREDOTA
VP of Sales &
Marketing Operations



VICTORIA EVANS
VP of Policy & Research

OTHER KEY STAFF



ALICIA PALADINO
Chief Executive Officer



MARK BIVIANO
Chief Operations Officer



SAVANNA GENTRY
Account Manager



ERIKA SWANSON
Client Engagement
Director



PALCO'S CORE VALUES

- Independence
- Innovation
- Expertise
- Trust
- Diversity
- Advocacy

OUR MISSION

Empowering Independence. Sharpened by experience and amplified by modern technology, Palco advocates for people to live independent lives.





COMPANY HIGHLIGHTS

Palco has
**over
25**
years of direct
F/EA experience

1st
F/EA in the
country

Our ownership
team is
100%
Certified Public Accountant
(CPA) and **privately owned**



Women owned and
operated

12 years
of Support Broker
Experience



National and state
program subject-matter
experts on self-direction



Arkansas



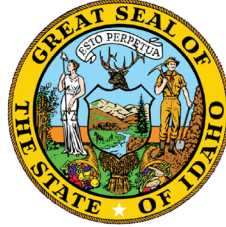
Est. 1999

Colorado



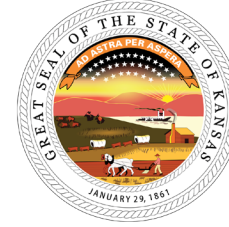
Est. 2019

Idaho



Est. 2023

Kansas



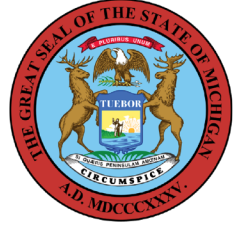
Est. 2019

Maine



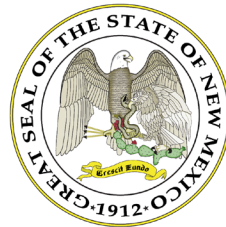
Est. 2023

Michigan



Est. 2024

New Mexico



Est. 2020

Nevada



Est. 2013

Ohio



Est. 2022

Pennsylvania



Est. 2018

West Virginia



Est. 2024

PALCO PARTNER HIGHLIGHTS



MEMBER STORIES

Video testimony- Real CO Clients!



Check it out on our website!

What are people saying about Palco?

DCSW/Caregiver

“ Palco has always been very helpful and has always been able to answer our questions and concerns. The staff is also very courteous and delightful on the phone. ”

February 21, 2023

Participant/Member

“ Your customer service is top notch. I have nothing but praise for your workers and complete satisfaction. I know that whatever my issue is, they will do their best to address it, in a timely, professional manner. ”

April 4, 2023

Case Manager

“ Very pleased to work with Savanna Gentry, OH Rep for Palco. She responds very quickly to my emails, working hard to resolve any problems with our clients and/or billing issues. I really appreciate her! ”

January 18, 2023

DCSW/Caregiver

“ I haven't had a lot of interaction but the interaction that I did have has been great. Definitely EXTREMELY satisfied with the prompt, actually early payroll payments! Keep up the good work. ”

April 4, 2023

DCSW/Caregiver

“ Dicia explained what forms were needed for the changes I needed to make. She took care of my paperwork quickly and let me know once they were completed. I was very impressed with her knowledge and quickness. ”

March 31, 2023

Employer of Record

“ Everyone that I've had contact with is always so professional and extremely helpful! ”

April 4, 2023



PARTNERSHIP SERVICE HIGHLIGHTS

**MORE THAN AN FMS VENDOR, A TRUE
PARTNER FOR YOUR SELF-DIRECTED
CARE JOURNEY**

WITH PALCO, YOU GAIN:

- ➔ Experienced staff, with highest customer satisfaction rating on the annual FMS survey.
- ➔ Off cycle pay day.
- ➔ Opportunity for on demand pay.
- ➔ Online enrollment within our Intake system can be completed in less than 3 minutes.
- ➔ Individual tax rates that ensure more money goes to the attendants.
- ➔ EVV solution built with self-direction in mind.
- ➔ Local staff at both the programmatic and leadership level.
- ➔ Live customer services, no robo calls!



ENROLLMENT OPTIONS

EASY, SPEEDY, ENROLLMENT

ONLINE ENROLLMENT

Enrollees can complete their documents online in our portal called **CMP Intake** which is accessible through any tablet, smartphone, or computer. The enrollment is guided and collects the necessary information and signatures required. On average, an entire enrollment in our system can be completed in less than **3 minutes!**

PERSONALIZED ENROLLMENT

An Enrollment Specialist will meet individually with the Member/ Authorized Representative and Attendant(s) to review the documents.

EMAIL, MAIL OR FAX

Prefilled or Blank Enrollment Packets can be emailed or mailed to the Enrollee.



INTAKE



PALCO INTAKE

- Home
- Consent
- Participant Info
 - Personal Details
 - Contact Info
- Employer Designation
- Tax & Labor
 - Tax Agreement
 - Employer Costs
 - Signature

Palco's Intake system allows you to view and complete necessary tasks in your workflow. **Keep the original email granting you access to this system.** It contains an encrypted link that allows you to log in any time over the next 30 days to:



- Track your progress on remaining items assigned to you. For detailed information about the task, click the task to expand
- Submit your enrollment once all tasks are finished or close to completion. If there are any incomplete tasks, they will be listed below.

Participant Enrollment

Date Started: **02/08/2024 21:47** **100% COMPLETE**

Current Status: **Under Review**

Days Elapsed: 0 Days Remaining: 42

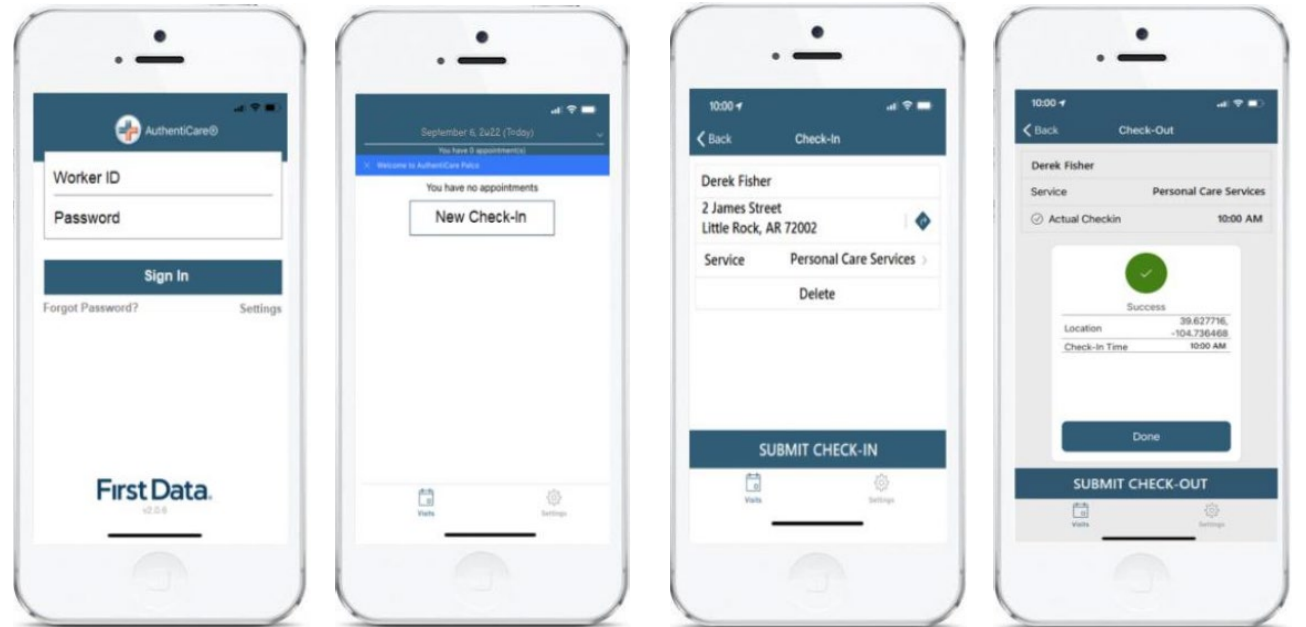
 Consent Continue	<input checked="" type="checkbox"/> COMPLETE
 Participant Info Continue	<input checked="" type="checkbox"/> COMPLETE

AN EVV SOLUTION THAT ENSURES COMPLIANCE AND IMPROVES IN-HOME CARE



CONFIGURABLE SOLUTION

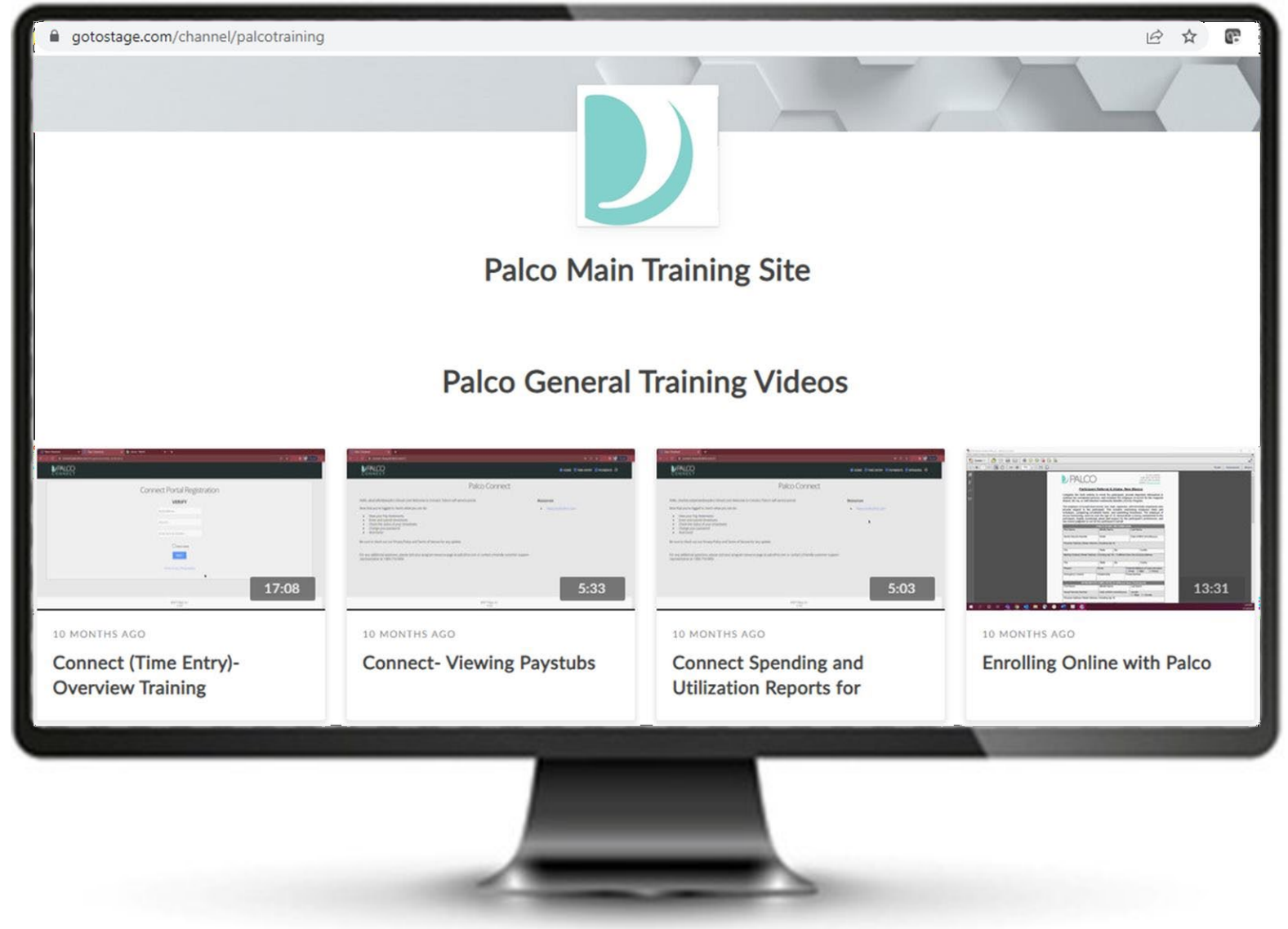
- ➔ 99% EVV Compliance Rate in 5 states including CO!
- ➔ Palco has partnered with Fiserv to implement their EVV compliant solution.
- ➔ Fiserv has over 20 years of EVV experience.
- ➔ **Payroll data seamlessly transmitted to Palco CMP Portals for review, approval, and processing.**
- ➔ User friendly & easy to use.
- ➔ Offline frontier mode.
- ➔ Work shift confirmation messages.





PALCO TRAINING VIDEOS

- ➔ CMP Intake – Enrolling with Palco
- ➔ CMP Connect Portal
- ➔ EVV Training
- ➔ Utilization Training
- ➔ CMP Admin Training





AUTHENTICARE MOBILE APP - CO CDASS



Electronic Visit Verification (EVV) User Guide

AuthentiCare® by First Data is Palco's first choice for meeting the federal mandate for EVV. EVV is a system which electronically verifies that home or community-based service visits occur by capturing and documenting six points of data: type of service, individual receiving services, individual providing service, location of the service and the time the service begins and ends. This user guide will walk you through the functionality and features of the mobile app which can be used on any smart device. For more information on EVV visit our website at www.palcofirst.com

Download the Application

Download the Authenticare App

Step 1: Go to the App Store on your mobile device.

Step 2: Tap on Search

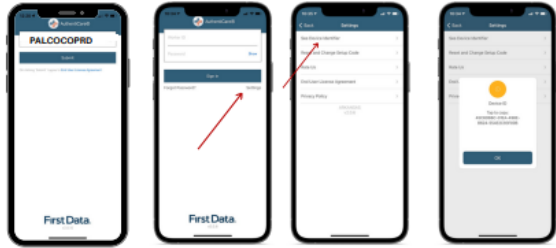
Step 3: In the search bar, type "Authenticare"

Step 4: Download the app- "Authenticare 2.0".

Step 5: Complete the download and tap to open. Tap **Allow** to access this device's location and Tap **Allow** to make and manage phone calls.



Initial Set UP



Once downloaded, enter the **Setup Code** provided to you by Palco

Setup code for the CO CDASS Program is **PALCOCOPRD**

WWW.PALCOFIRST.COM

Next, obtain your device ID. Click **Settings** at the bottom right of the login screen.

Click **See Device Identifier** from the menu options

Write down your **Device ID** as shown on the screen and provide to Palco via the **EVV Registration Form** for setup.

You must provide your name, employer name and device ID to Palco for set up via the EVV Registration Form to receive your temporary password.

WWW.PALCOFIRST.COM PALCO AUTHENTICARE USER GUIDE CO CDASS| PAGE 1



WWW.PALCOFIRST.COM

ed in Palco's online time portal called, **Connect**. During you will use to log in. You will need to check your email for the worker must login to review the recorded EVV time and review and submit the final approval of the time in order for the EVV **User Guide** located on our website for instructions.

What happens if there is a mistake with the time entry?

The Connect for EVV User Guide outlines the instructions to make a manual entry or how to adjust time entered. This should only be used as a special exception and not as a regular practice. Shifts with exceptions/edits will be subject to auditing and review before payment.

What if I am unable to resolve with my FMS?

related to EVV, enrollment, taxes or other topics that you need help get a resolution, you can send a report with the program Unit Issues & Feedback Report Form (palcoissues.com) or email HCPF_PDP@state.co.us

Other Questions? Contact Palco!

Phone: 1-866-710-0456

Fax: 501-821-0045

Email: info@palcofirst.com

Mail: Palco, Inc.
P.O. Box 242930
Little Rock, AR 72223

WWW.PALCOFIRST.COM PALCO AUTHENTICARE USER GUIDE CO CDASS| PAGE 4

PALCO'S EVV TRAINING RESOURCES

- ➔ Online Training Videos
- ➔ EVV User Guides
- ➔ Monthly EVV Webinars
- ➔ Training Slides
- ➔ FAQ

EVV USER GUIDE

CUSTOMER EXPERIENCE IS OUR KEY TO SUCCESS

Average call duration
6m 7s



YOUR TIME MATTERS TO US

Average time in queue
0m 28s



CUSTOMER SUPPORT

Smarter software and specialized agent training encourages engagement and increases satisfaction.



Average Annual Calls Received Across All Programs: Over 97,000

Average Speed to Answer: Under 30 Seconds

First Call Resolutions: Rate 95%

All calls answered by a Live Person that is trained on program rules and procedures



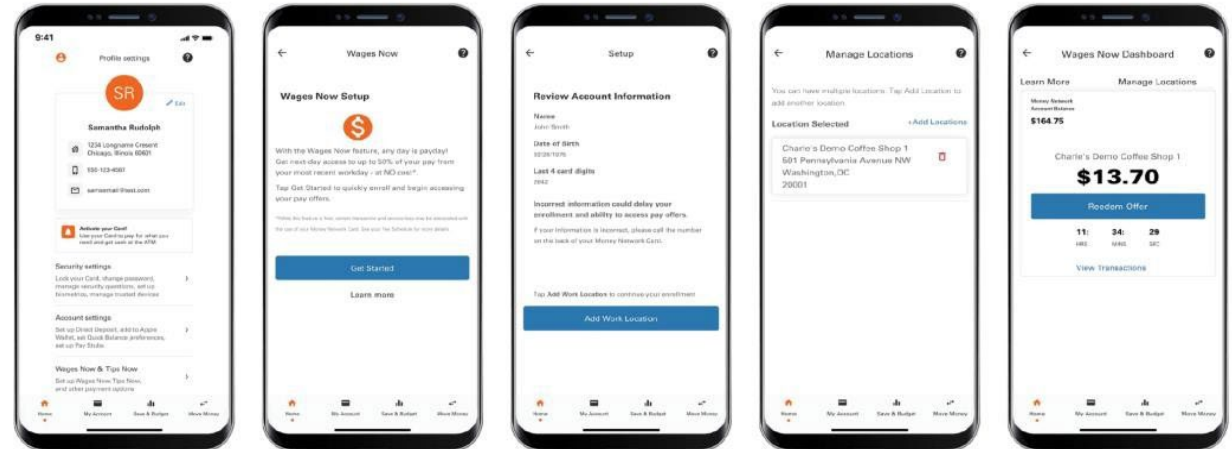
INNOVATIVE INDUSTRY SOLUTIONS

Through Palco's partnership with Fiserv, we are able to enhance the payroll experience for Attendants and improve the overall Financial Management Services (FMS) provided to states, and their Medicaid self-directed waiver participants. Not only does this help relieve the financial burden of unexpected expenses for caregivers, but it is done so with **NO FEES OR INTEREST CHARGED!**

WAGES NOW

Palco's partnerships and resources allow for attendants to access their pay after every shift. An unmatched benefit of any of our competitors.

FIVE EASY STEPS TO ENROLL IN WAGES NOW



1

Tap the Wages Now feature in the Mobile App menu to begin the setup

2

Tap Get Started

3

Review your Account Information

4

Find and select your work location

5

Redeem your pay offers by checking your Wages Now dashboard after each workday

INNOVATIVE
INDUSTRY
SOLUTIONS

National Job
Board

BETTER CARE STARTS HERE

With Palco's new job board, PalCare, self-direction participants can find quality care at their fingertips, selecting the caregiver that best fits their needs. PalCare also offers a multitude of beneficial features to those looking for care:

- ✓ Job posting
- ✓ Keyword candidate search
- ✓ Participant profile
- ✓ Applicant tracking
- ✓ Dashboards

Visit palcare.palcofirst.com today to find the right caregiver for you!





NEW FEATURES COMING IN 2024

PRODUCT ENHANCEMENTS

- ➔ Interactive budget calculator tool for Members/Authorized Representatives in Connect
- ➔ New interactive dashboards for Members/Authorized Representatives and Attendants
- ➔ Updated Intake application for faster and easier online enrollments
- ➔ Continued enhancements to features like daily pay for workers and caregiver registry tools
- ➔ Member/Authorized Representative and Attendant access to completed enrollment documents in Connect
- ➔ Ability to view and download W2s





THANK YOU
FOR YOUR TIME!

For more information about Palco, visit:

<https://www.palcofirst.com>

Email: CO-CDASS@palcofirst.com

Contact: 1-866-710-0456