

## Developmental Disabilities and Supports Waiver Agency Based

### Special Invitation - Mobile App Question & Answer (Q&A) Session for Provider Agencies and Self-Directed Vendor Agencies

Palco is hosting a virtual Q&A session for Provider Agencies and Self-Directed Vendor Agencies to ask specific questions related to the AuthentiCare mobile app. This not a training session but is an opportunity for providers who attended the mobile app trainings to ask questions in preparation for the application go-live the week of August 2nd, 2021. **Participant-directed employees and Employers of Record do not need to attend this Q&A session.**

**Date:** Thursday, July 29, 2021

**Time:** 1-2 PM (Mountain)

**Dial-in number (US):** (605) 313-5625

**Access code:** 673022#

**Online meeting ID:** palco

**Join the online meeting:** <https://join.freeconferencecall.com/palco>

Below is reference material related to the agency mobile app trainings. Thank you to all the agency providers that attended and asked great questions throughout the training sessions.

- Mobile App User Guide available here: <https://palcofirst.com/wp-content/uploads/2021/06/NM-AGENCY-MOBILE-APP-USER-GUIDE.pdf>
- Training slides available here: <https://palcofirst.com/wp-content/uploads/2021/06/NM-Agency-Mobile-App-Training-Slides.pdf>
- Recorded training session is available here: <https://www.youtube.com/watch?v=GVNd9brYUns>
- Agency mobile app training FAQs available here: <https://palcofirst.com/wp-content/uploads/2021/07/Mobile-App-FAQs-updated.pdf>