

DECEMBER 2020



PALCO FAQ- GENERAL

General information about Palco for New Mexico Home and Community Based Service (HCBS) recipients.



OVERVIEW

Palco will be supporting the NM HCBS operations starting in 2021 providing payroll, Electronic Visit Verification (EVV) and additional technology support for self-direction replacing both TNT and Focos.

COMMON TERMS

FMS or F/EA- FMS stands for Financial Management Services is an organization who provides financial and payroll support for self-direction programs. This is also referred to as a Fiscal Employer Agent (F/EA) or Financial Management Agency (FMA).

EVV- Electronic Visit Verification is a system which electronically verifies that home or community-based service visits occur as they are reported.

IVR – Interactive Voice Recognition, also referred to as Telephony, is a type of EVV platform that uses touch tone phone and a call-in system to electronically capture the 6 data points required as part of the EVV mandate.

EOR – Employer of Record is the legal term to identify who the employer of an individual is. Often in self-direction, the EOR is the Participant receiving services or sometimes a designated representative of that Participant. If an employee is employed or contracted by a vendor agency, the vendor agency acts as the Employer.

Agency – An organization designated as an approved Medicaid provider of in-home services who employ many care providers to service their participant base.

Palco provides support on a national level in 9 states and growing. Services have been provided in New Mexico since 2017.

As the Financial Management Services provider, Palco will be fulfilling the role of enrollment, payroll, taxes and agent duties on behalf of self-directing employers.

Palco will implement service in NM in two phases. Training and Communication will be shared as information develops.

What do Employers of Record (EOR) in Mi Via and Supports Waiver need to do?

EORs should complete the Palco "Employer Transition Packet" that was mailed in December.

If you did not receive one in the mail, you can download the packet on the Palco website. The deadline to return these packets is 12/31/20. If an EOR works for more than one Participant, only one Employer packet is necessary.

What do self-directing Employees in Mi Via and Supports Waiver need to do?

An optional Employee Transition packet has been made available on the Palco website. Employees should only complete this packet if they need to update their contact info or payroll information like direct deposit and withholdings.

What do Provider Agencies need to do?

Palco will be providing access to EVV for agencies to help ensure compliance with the 21st Century Cures Act by 1/1/21. Agencies should familiarize themselves with the EVV mandate and ensure they have reviewed training on the Palco website for EVV. Agencies should register for AuthentiCare as outlined in training and register their employees in preparation for 1/1.



I heard Palco is implementing EVV, where can I find out more?

Electronic Visit Verification (EVV) will be implemented 1/1/2021 for several service codes. You can find out more in the Palco EVV FAQ and view recorded training on the Palco website.

Where can employees get their Palco ID?

Letters containing ID's are been mailed to all EORs and Employees on self-directed programs. If you do not receive your letter you can contact the Consolidated Customer Support Center to get your ID number.

If you are an employee or independent contractor of an agency, please follow up with the vendor agency to get info for logging EVV.

What will the IDs be used for?

Palco IDs will be used to log time for EVV starting January and for any forms that need to be completed. Later in 2021, the IDs will be necessary for accessing the Palco time entry system.



Will employees be getting a separate pay check for EVV and non EVV services?

No; If your EVV time and your timesheet for other services are submitted on time, you will get paid for EVV and other services at the same time since they are for the same pay period.

Who will issue 2020 W2s?

TNT will still be issuing all W2s for 2020 since they were the agent administering payroll for this time frame. All payroll processed by Palco will begin in 2021.

What should an employee do if they notice their withholdings are different?

Please submit an updated W4 to Conduent for processing and Palco will update withholdings for the next scheduled payroll run.



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What forms should I use if I am hiring a new employee in January?

Ensure you are using the full Palco enrollment packets located on the Palco website and the portal. You will complete these forms and submit them to Conduent for processing.

Other Questions?

Contact the Consolidated Customer Service Center at **1-800-283-4465** and press “5” for assistance.

Please visit the Palco website for forms and resources!
<https://palcofirst.com/new-mexico/>

Send any enrollment paperwork to Conduent:
Fax: 866.302.6787

Email: Mi.via@conduent.com

Mailing Address: PO Box 27460, Albuquerque, NM 87125

