

PAYROLL RESOURCES

TIPS FOR SUCCESSFUL PAYCHECK PROCESSING WITH PALCO

ABOUT US

Palco is the new Financial Management Agency (FMA) effective 01/01/2021. Palco receives and processes payment for the members/participant's, employees, and vendors. Below is helpful information to help you ensure all of your payments are received correctly and efficiently.



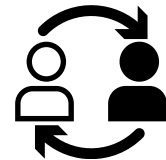
PAY SELECTION

Palco will deposit your payment into one bank account of your choosing via direct deposit. To ensure the correct deposit info is on file, complete the **Pay Selection Form** on the Palco New Mexico page and submit to Conduent. If direct deposit info is not on file, a paper check will be mailed. To verify your address on file, contact the Consolidated Customer Service Center. Vendors without direct deposit info on file will have a paper check mailed to the Employer of Record (EOR).



WITHHOLDINGS

A withholding tax takes a set amount of money out of an employee's paycheck and pays it to the government. To ensure Palco has the correct withholding information, complete the **2021 W4** and submit it to Conduent. New Mexico residents can have both Federal and State specific withholdings.



PAYROLL INFORMATION

As a home care worker, your payroll tax withholdings are subject to special tax rules, and your relationship to your employer may impact your benefits under labor laws. To ensure Palco has the correct taxes and benefit information, complete the **Payroll Information Worksheet** and submit it to Conduent.

In addition to these payroll items, it is also important you ensure your Contact Information is up to date and accurate. Always remember to contact the Consolidated Call Center any time you change your address, phone, or email address. You can find a **Change Of Information Form** on the Palco website to help you with this as well.

See the next page for payroll issue frequently asked questions.

PAYROLL TROUBLESHOOTING FAQ'S

Why didn't I receive my direct deposit?



Some of the payment information transferred to Palco may have been inaccurate or missing details. As a result, employees were switched to a Paper Check. Complete a Pay Selection Form to update Direct Deposit info for the next payroll.

Why did my check deposit into a different account than usual?



Payments were issued to only one account, not split across multiple. To change your primary account, complete a Pay Selection Form and it will be processed within 1-2 pay cycles.

Why is my payment amount different than usual?



Your payroll information and tax withholdings can have an impact on your paycheck. Look at a previous pay stub and determine if your tax information has changed and needs to be updated with Palco.

- Is FICA too high?
→ Complete a Payroll Information Worksheet
- Is Federal Income Tax too high?
→ Complete a new IRS W4
- Is State Income Tax too high?
→ Complete a new State W4

Why didn't my deposit show up on Thursday?



Payments are issued according to the preexisting payroll schedule and payday which is Fridays. Please refer to the payroll schedule if you have questions.

I am still waiting for my paper check.



Paper checks were mailed to the current address on file, you can contact the Consolidated Customer Service Center to determine if the correct address is on file. If you determine your check was mailed to a bad address, complete a Stop Payment Request Form on the Palco website and a new payment will be issued. Please allow up to 5 business days after pay day for a paper check to arrive.

It is recommended you sign up for Direct Deposit as quickly as possible to avoid payment delays.

I have a vendor check for goods that my merchant won't cash.



This is an issue with the vendor Telecheck that many big box vendors like Walmart use to process payments. There is no issue with the actual check or Palco who issued the check. When you take the check to the store, encourage the cashier or store manager to process the check as a paper check and not an electronic check. Ask them to hand key the check into the system.

ALL OF THESE FORMS AS WELL AS ADDITIONAL RESOURCES CAN BE FOUND ON THE PALCO NEW MEXICO WEBSITE: <https://palcofirst.com/new-mexico/>

If you have questions, please contact the Consolidated Customer Service Center at **1-800-283-4465** and press **5** for assistance.