

May 19, 2021

## Critical Updates

### Reminder: Direct Deposit

We highly encourage everyone to sign up for Direct Deposit to ensure fast and seamless payments. Fill out the Palco Pay Selection Form and submit to Conduent along with a copy of a voided check or letter from your bank. You should begin receiving your payments by direct deposit within 1-2 pay periods after submitting the required documentation to Conduent.

### Reminder: Money Network Card (MNC)

The Money Network Card (MNC) is available as an option for employees that may not have access to a bank account for direct deposit. The MNC is a free card that the employee can have their paycheck loaded to. The card functions like a pre-paid debit card that the employee can use to access their paycheck funds.

It's free to get the MNC card but minimal fees may apply. For more information, click [HERE](#) or go to <https://docs.moneynetwork.com/moneynetwork/prepaid-fees.html>

If an employee would like to sign up for a money network card (MNC):

- The employee needs to indicate "Pre-Paid Card" on the Palco [Pay Selection Form](#) that they submit to Conduent.
- Conduent will e-mail the employee to notify the employee that their request has been received for the MNC pre-paid card.
- Conduent will let the employee know when the form has been processed and the card has been ordered from MNC. The MNC card will be mailed to the employee in a white envelope from First Data.

**Note:** During the time that the MNC is being processed, the employee will continue to receive paper checks.

After the employee receives the MNC in the mail:

- The employee must contact the Consolidated Customer Service Center (CCSC) at 1-800-283-4465 and press "5" to notify them that the MNC was received.
- The employee will provide CCSC with the card number so it can be confirmed.
- CCSC will send the employee and card information to Conduent.
- Conduent notifies Palco of employee and card information.
- Palco activates the MNC card.
- Palco changes pay type in the Palco system from paper checks to MNC.

**Employee will receive funds added to card within 1-2 payrolls.**



## Major Issues and Resolutions

### How to Avoid EVV Errors

When time is entered into the AuthentiCare or FOCoS systems, the time is automatically shared between the two systems. This ensures that all time is properly tracked. Below are some system errors that can occur when time is entered in AuthentiCare or FOCoS and how they can be avoided.

#### Overlapping Charges in AuthentiCare and FOCoS

Hours entered are exported daily between AuthentiCare and FOCoS. Sometimes, the updates can take up to 48 hours to show in both systems. If time is re-entered before the systems have time to properly “batch” the information, it can result in duplicate hours being recorded. . If you have entered time and don’t see it in AuthentiCare after 48 hours, please contact the AuthentiCare Contact Center at **authenticare.support@firstdata.com or 1-800-441-4667, Option 6.**

#### Over 40 Hours Per Week

Only 40 hours are allowed to be entered in a week. Hours entered that total more than 40 hours will be rejected by the FOCoS and AuthentiCare systems. When submitting hours, please **validate that your time will not be over 40 hours per week.**

#### Billing Units

The minimum allowed time for a billing unit is 8 minutes. Any time a submission that is less than 8 minutes it will be rejected by the FOCoS and AuthentiCare systems. **Please ensure that the minimum time billing requirements of 8 minute units are met.**

## How-to Tips

### How to Submit a PRF

[Payment Requests Forms \(PRF\)](#) must be submitted to Conduent for payment of services provided by vendors. Below are helpful tips that can help minimize Return to Participant (RTP) inquiries which can result in delays in payment:

- For payment to mobile and internet service providers:
  - Make sure the [Payment Request Form \(PRF\)](#) is complete. All the fields should be completed with correct budget dates, service codes, etc.
  - The amount requested on the PRF must be equal to, or less than the monthly amount approved on the participants/member’s budget.
  - The vendor invoice must be included with the PRF.
  - **Please submit all PRFs and included invoices to [mi.via@conduent.com](mailto:mi.via@conduent.com)** . If you need to fax, please fax to 1-866-302-6787. Submission of the PRF and the invoice together ensures that each participant’s PRFs for that pay period are properly reviewed and processed.



- PRFs for agency providers:
  - Make sure the [Payment Request Form \(PRF\)](#) is complete. All the fields should be complete with correct budget dates, service codes, etc.
  - Avoid “bulk” submissions. Bulk submissions are those that include PRFs for more than one participant in a single email or fax. Bulk submissions can result in a PRF being missed during processing and review.
  - The vendor invoice must be included with the PRF. The amount requested on the RPF must be equal to or less than the amount on the invoice.
  - **Please submit all PRFs and included invoices to [mi.via@conduent.com](mailto:mi.via@conduent.com)** . If you need to fax, please fax to 1-866-302-6787. Submission of the PRF and the invoice together ensures that each participant’s PRFs for that pay period are properly reviewed and processed.