

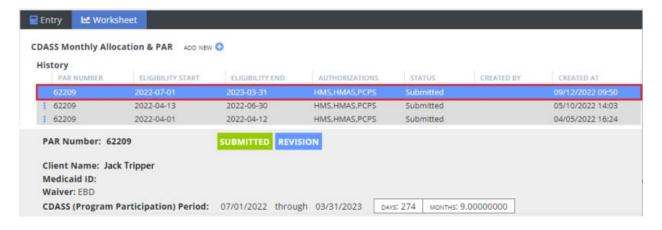
CO CDASS Case Manager Portal: Rate Revision Instructions

These instructions will provide support for the 1/1/2023 rate increases to guide Case Managers through the process in the Palco portal. For full instructions on using the Palco portal please view the full Case Manager Portal User Guide located on our website.

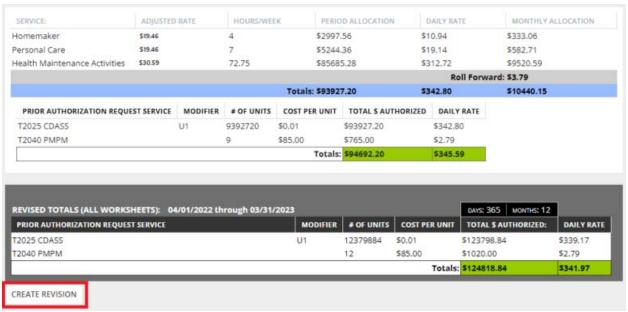
Revising an Existing Budget

Please note this should be done after you have completed the revision in the DXC Bridge.

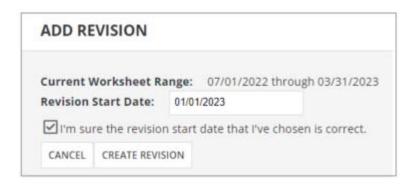
- 1. Locate your client using the Search feature.
- 2. Click on the "Budget" tab on the left side.
- 3. Choose the PAR you would like to revise by selecting it in the "History" section at the top of the page.
 - a. VERY IMPORTANT: Make sure you are selecting the correct budget by verifying the start and end dates! If you see an error or a budget is missing, please stop and contact CO-CDASS@palcofirst.com. You may need to enter an initial budget first before proceeding.
- 4. Click "Create Revision" (see screenshot on next page).





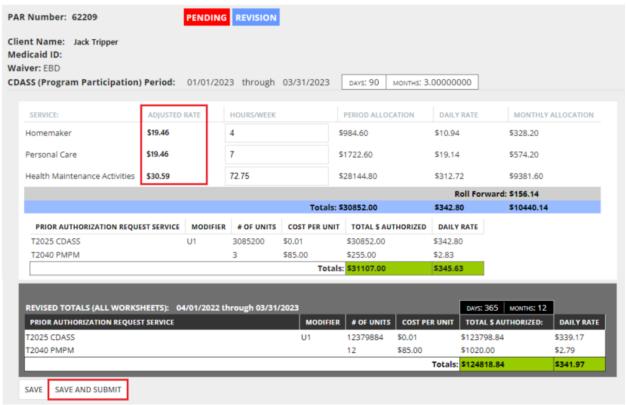


- 5. Using the "Add Revision" pop up screen, enter the effective date and verify it is correct selecting the check box. Once sure, click "Create Revision" (see screenshot below).
 - a. The rate increase will be effective 1/1/2023 for all CDASS members. Please use this as the revision Start Date.

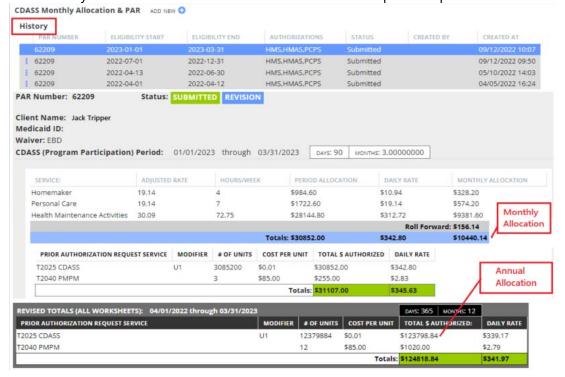


- 6. The new rates set by the state will automatically be loaded for dates of service effective 1/1/2023 and later. Verify that everything on the screen is correct and click "Save and Submit" at the bottom (see screenshot on next page). You do not need to do anything else, once you save and submit the process is complete.
 - a. If a correction is needed, Palco staff will contact you within 2 business days to work with you to make corrections. Once corrections are made, Palco will require a screenshot of the DXC bridge for verification sent to <u>co-cdass@palcofirst.com</u>.





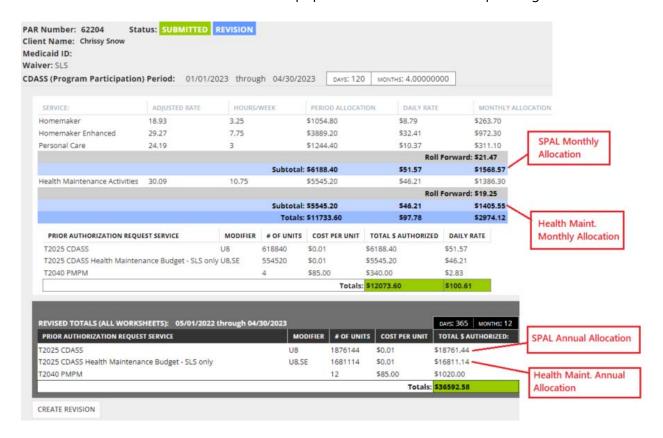
7. Use the History section to view prior authorizations and gather the information you need for your rate change notification letters. You can switch between the date spans to see the Monthly Allocation and Annual Allocation for each respective span.





Supported Living Services (SLS) Specific

For the SLS waiver, the SPAL budget and Health Maintenance Budget can be viewed separately. The units for Health Maintenance will also populate below on the corresponding line.



PALCO Rate Increase Q & A Sessions

Palco will be hosting several question-and-answer sessions to help support Case Managers with this rate revision process. You must register in advance using the link below. Please just join us for one of the time slots below if you would like assistance!

- Thursday, November 3rd- 10:00AM 11:00AM
- Tuesday, November 8th 2:00PM 3:00PM

Registration Details:

• Registration Link: https://attendee.gotowebinar.com/rt/269738116011290126



Contact Us

Have questions? We'd love to hear from you.

Here's how to get in touch with us:

- **Phone:** 1-866-710-0456, give us a call Monday Friday between 8:00 AM and 5:00 PM
- Email: co-cdass@palcofirst.com

For more information about Palco, visit our website: https://palcofirst.com/programs/colorado/