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Web Portal User Manual

Including E-Timesheet Instruction and
PPL Web Portal Self-Service Features

2015

VIRGINIA DMAS CONSUMER-DIRECTED SERVICES PROGRAM

PPL Customer Service Phone: 1-866-259-3009
PPL Fax: 1-866-709-3319
PPL Email: pplva@pcgus.com

Table of Contents

Frequent Timesheet Pending Messages

Frequently Asked Questions

PPL Contact Information

Public Partnerships Information Website

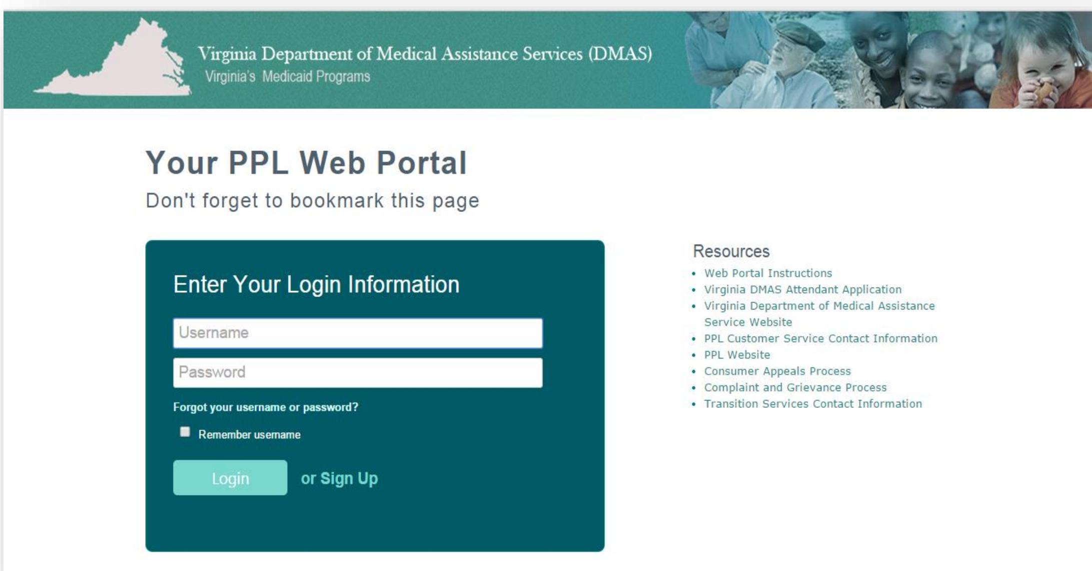
Welcome to the PPL Web Portal System!

Web Portal Registration and Login

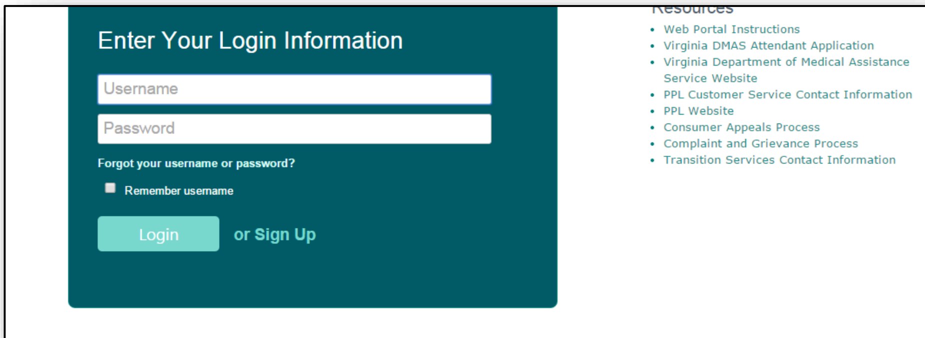
1. First, type in the web address provided below into your browser: (we recommend saving this to your favorite, so that you don't have to keep typing it in).

    https://fms.publicpartnerships.com/PPLPortal/Login/aspx?dmas

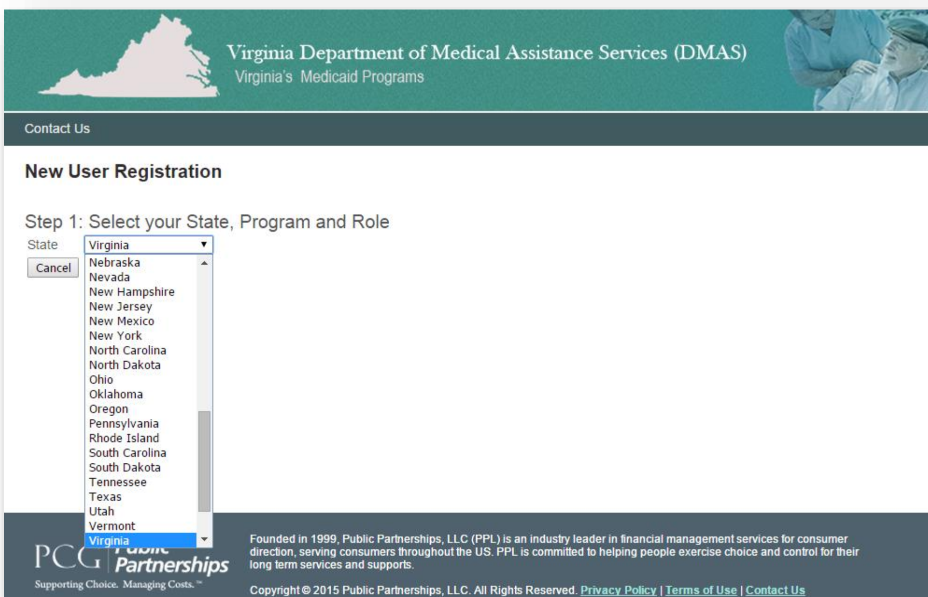
2. The login screen below will appear:



3. Select “Sign Up” to get set up with E-Timesheet



4. New User Registration



You will be asked to select a State – **VIRGINIA**

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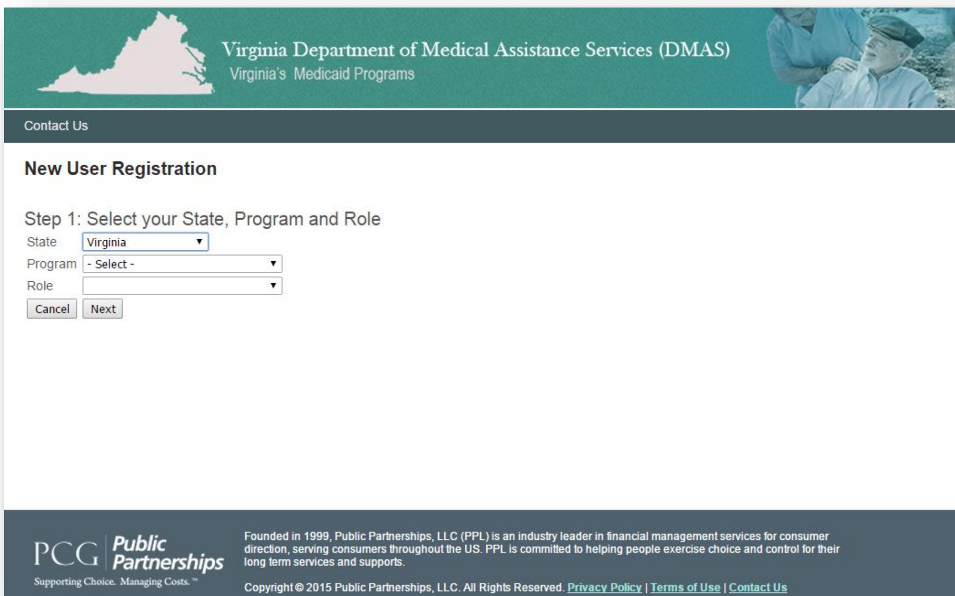
5. Once you select VIRGINIA as STATE, Program and Role boxes will appear.

6. Select the Program: **VA DMAS FI Program**



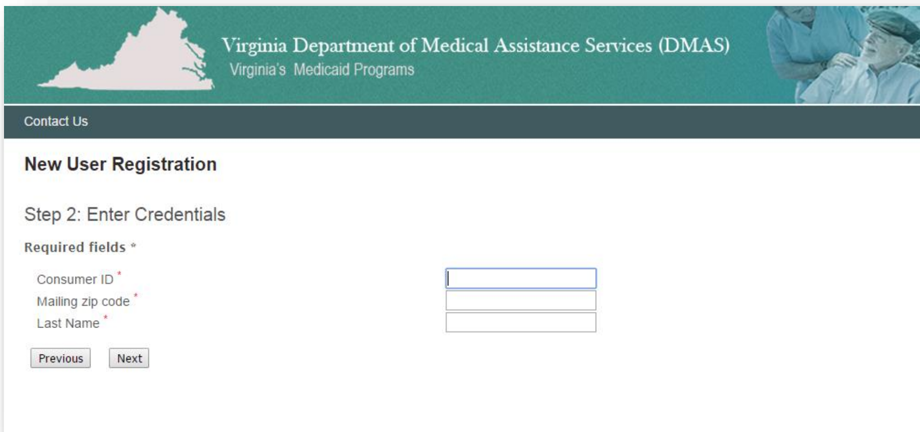
7. Select your Role

   CONSUMER – If you are the Consumer or Employer of Record

   PROVIDER – If you are the Attendant

   Once you select a role of Consumer or Attendant click "Next"

Consumer/EOR Registration:



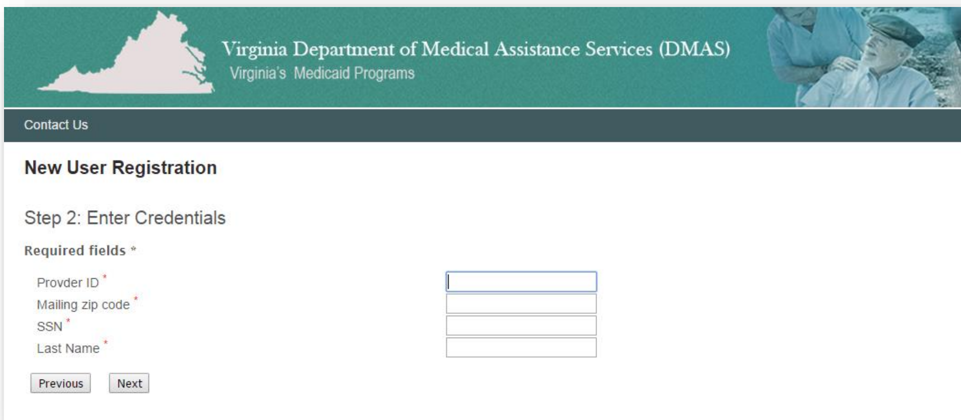
In the Consumer/EOR role you will approve/reject timesheets submitted by your Attendants.

Consumer/EOR will need:

1. Consumer ID Number –
   - If you were enrolled in the Consumer Directed Services Program *BEFORE* July 18, 2011, you will use your 12 digit Medicaid ID # provided by DMAS.
   - If you were enrolled *AFTER* July 18, 2011, you will use the Consumer ID# beginning with the letter "C" that PPL sent to you.
2. Mailing Zip Code – Zip Code where you receive mail. This must match your records used to enroll you into the PPL Web Portal.
3. Last Name – the last name of the consumer.

Create your Username and Password (Page 9)

Attendant Registration:

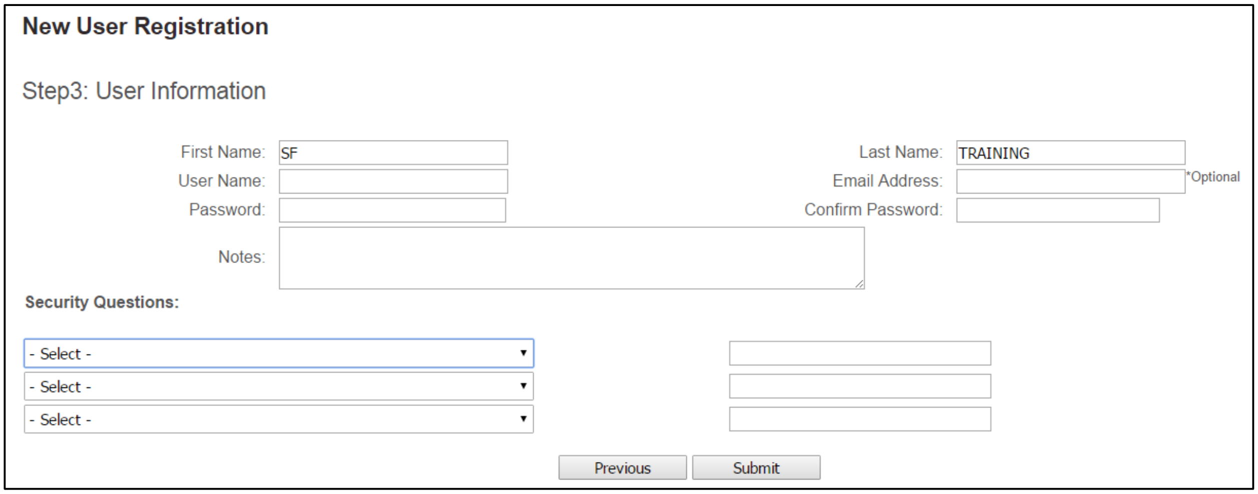


In the Attendant Role you will create and submit timesheets for your Employer to review and submit to PPL.

Attendant will need:

1. Provider ID#
   - If you were enrolled as an Attendant in Consumer Directed Services before July 18, 2011, your Provider ID# should be the first four (4) letters of the last name followed by three (3) numbers provided by PPL.
   - If you were enrolled as an Attendant AFTER July 18, 2011 use the Provider ID# beginning with the letter “E” that PPL sent you.
2. Mailing Zip Code – This must match the zip code you provided and is on record with PPL. If you have moved since you started working in the CD program you will need to update your address with PPL to register.
3. SSN – Social Security number of the Attendant/Provider.
4. Last Name – Last name of the Attendant/Provider.

Creating your Username and Password:


New User Registration

Step3: User Information

First Name: SF
Last Name: TRAINING
User Name:
Email Address: *Optional
Password:
Confirm Password:
Notes:

Security Questions:

- Select -
- Select -
- Select -

Previous Submit

1. **Enter First and Last Name**
2. **Create Username and Password - Confirm Password**

   Your password must be at least 6 characters long and contain at least one alpha character (letter) and one numeric character (number).

3. **Add an Email address – Optional**
4. **Select your Security Questions and enter your answers**
   - You will be asked to select 3 security questions and answers to them. These will be used if you forget your password and have to reset in the future. Once you complete the questions, select *Submit* to complete your registration.

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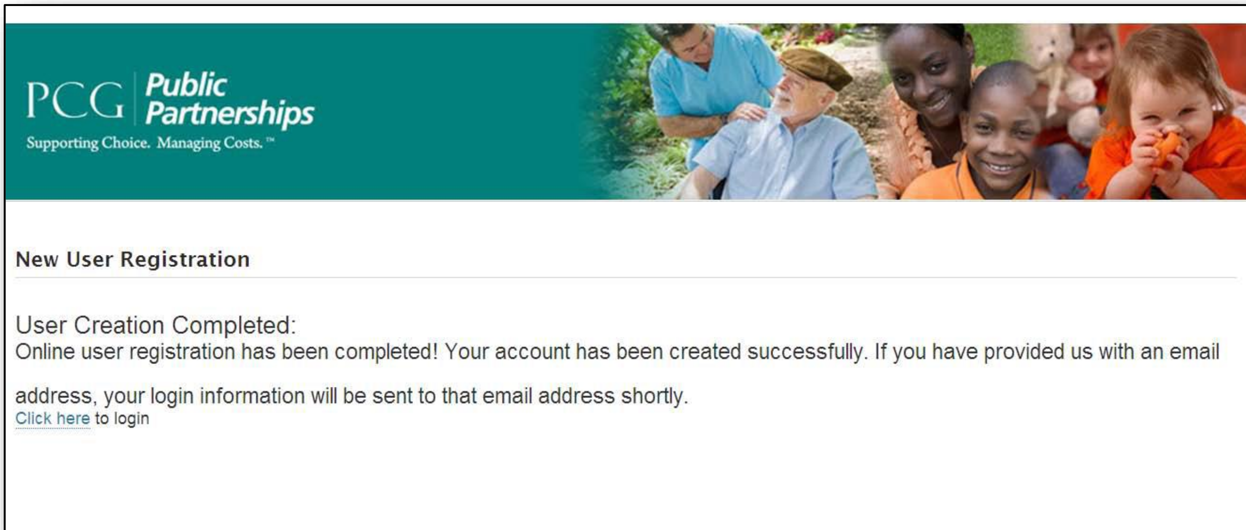

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New User Registration

User Creation Completed:

Online user registration has been completed! Your account has been created successfully. If you have provided us with an email address, your login information will be sent to that email address shortly.

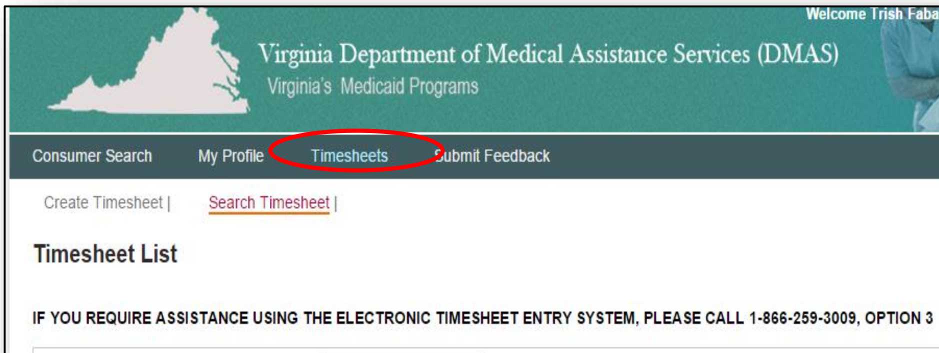
Click here to login

<u>CONGRATULATIONS! YOU ARE NOW A REGISTERED PPL WEB PORTAL USER!</u>

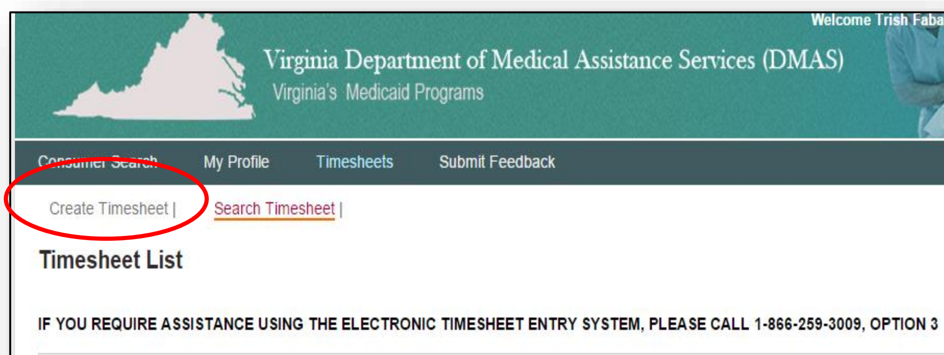
Attendant (Provider) Role Self-Service Features

Creating/Submitting a Timesheet

1. Select *Timesheets* from the green header bar.



2. Select *Create Timesheet* on the top:



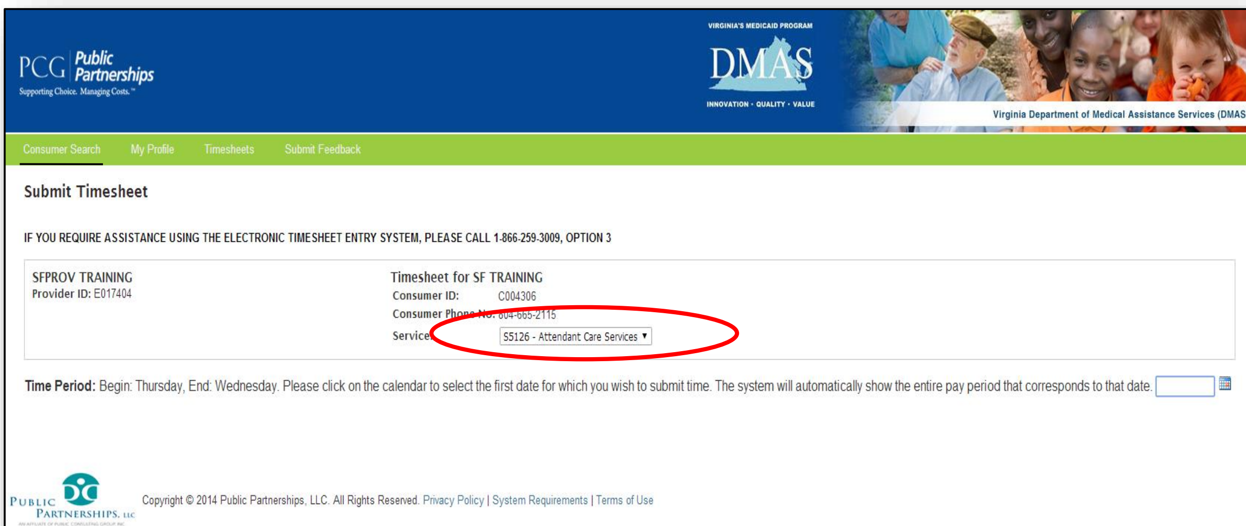
3. Select the *Consumer* from the list and click on *Create Timesheet.*

To create a timesheet, first select your consumer.

Advanced Search

Consumer	PPL Consumer ID	City	Birth Date	Good To Serve*	Employer of Record Name	Create Timesheet
TRAINING, SF	C004306	GLEN ALLEN	11/18/1958	Yes	SF TRAINING	Create Timesheet

4. Select the *service* from the drop down *Service* list.



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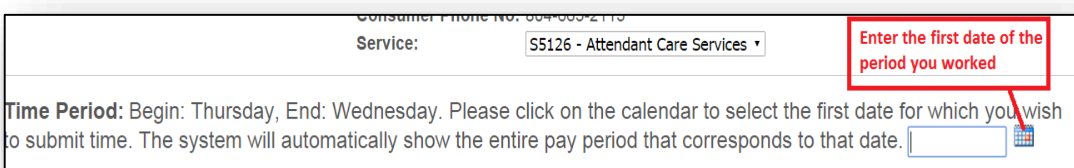
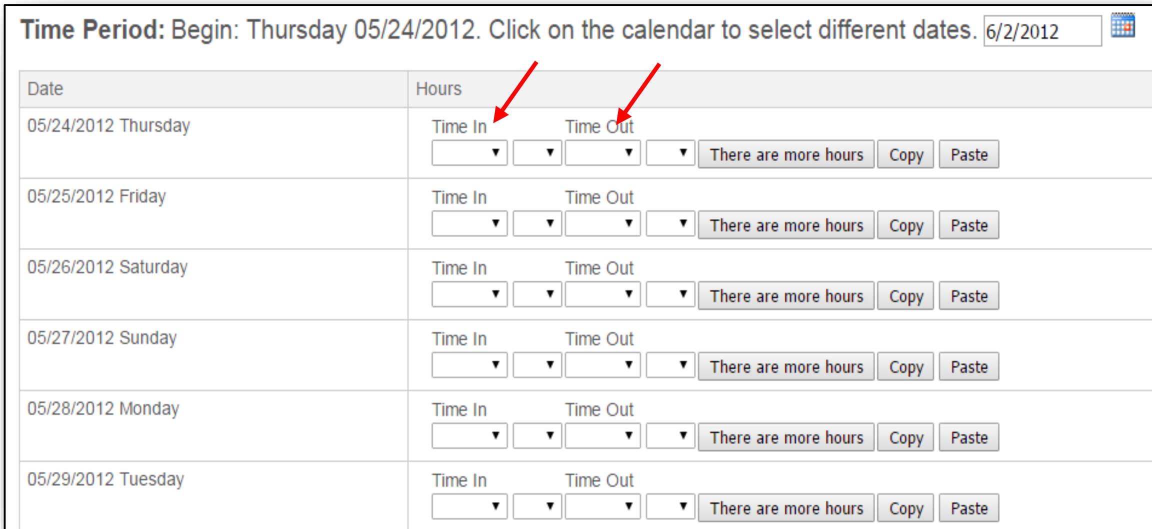
5. On the *Time Period* line, enter one of the dates you worked to start the timesheet.



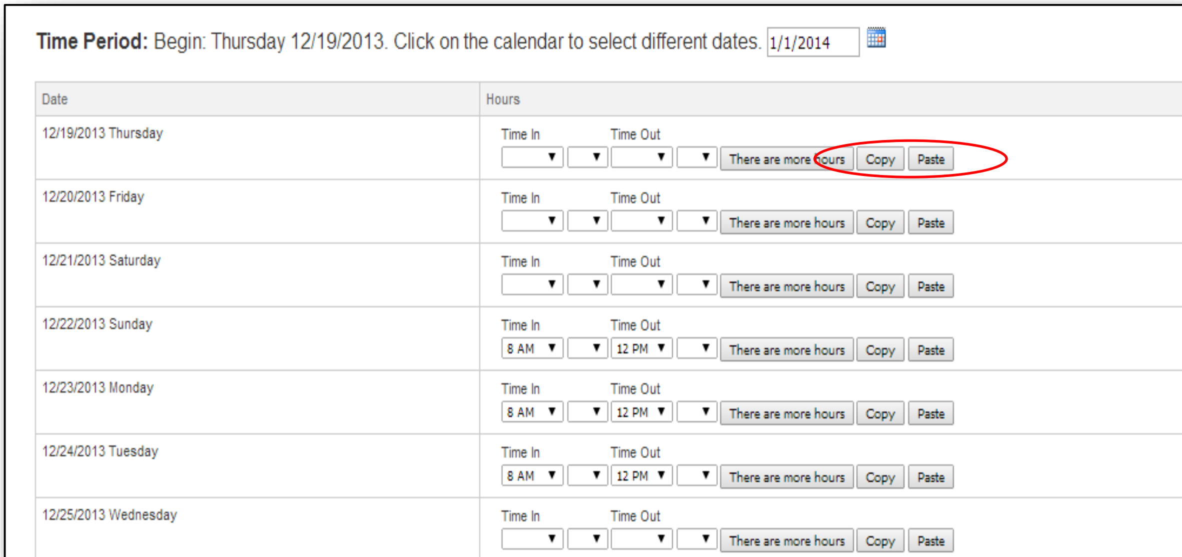
6. System will now show entire pay period that corresponds to this date.

7. Complete the timesheet by entering Time In and Time Out for each date worked:



Using the dates and times of hours worked the following fields would be completed by the provider/attendant.

For the provider, the timesheet is processed using the **'Time In'** field to mark the beginning of their shift and the **'Time Out'** field for the end of shift. If the provider has worked and had a break during the day, the provider would select '**There are more hours'** and a new line would be created. You can use the <tab> button or your mouse to move between the fields. **Please make sure that the hours you submit will not overlap with another provider/attendant. If this happens, your timesheet will need to be corrected before your consumer can approve and submit to payroll for processing**.



Copy and Paste Function:

If the provider will work the same hours each day during the pay period, the **COPY** and **PASTE** function can be used. Select Copy for the **'Time In'** and **'Time Out'** line that will be used. Select PASTE and apply to each date on the timesheet where the hours are the same. Hours can also be edited using the **Remove Time** button beside the listed **'Time In'** and **'Time Out'** hours.

Once completed, select *Next* at the bottom of the schedule.

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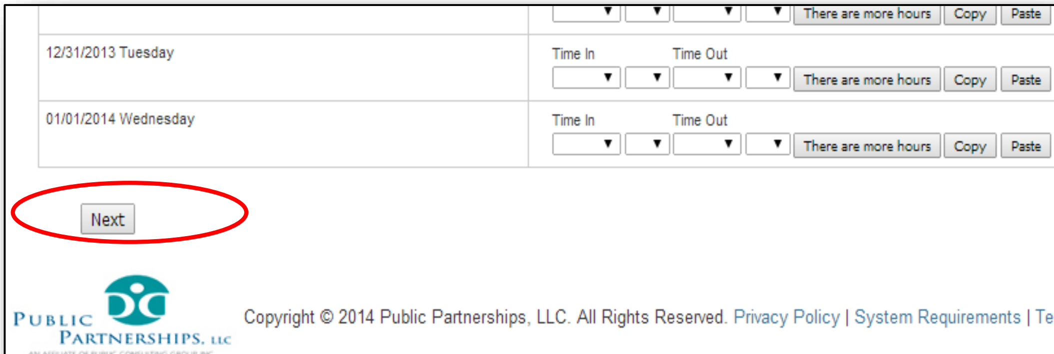
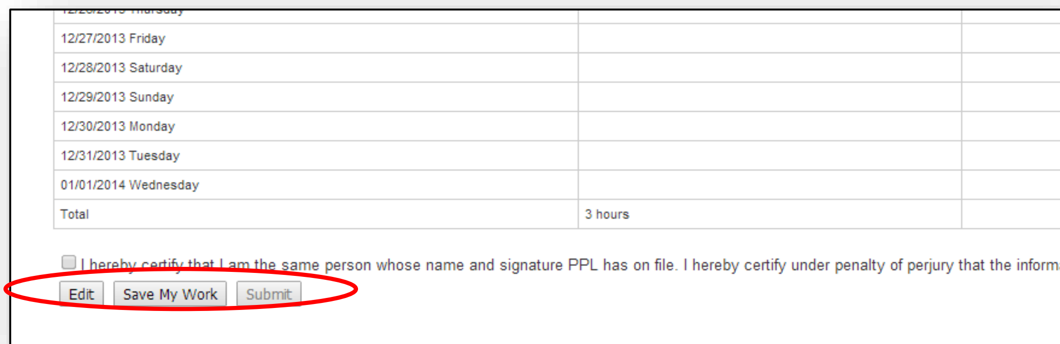


The below timesheet screen will appear with tabs at the bottom:



The Attendant will have the option to **Edit, Save My Work,** or **Submit.**

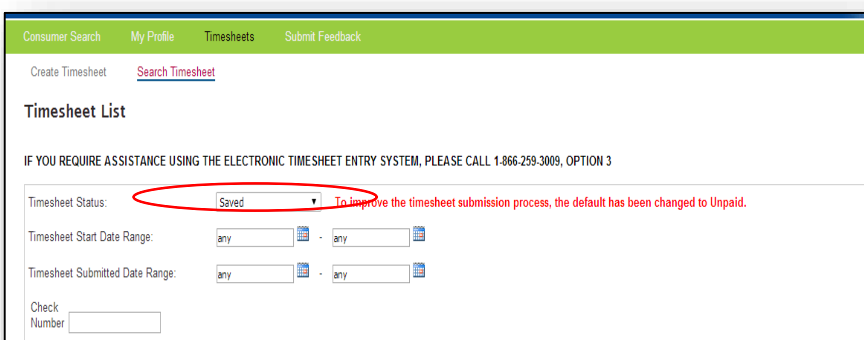
Save My Work – Save the timesheet and to come back and finish later.

Edit - Make changes to a timesheet.

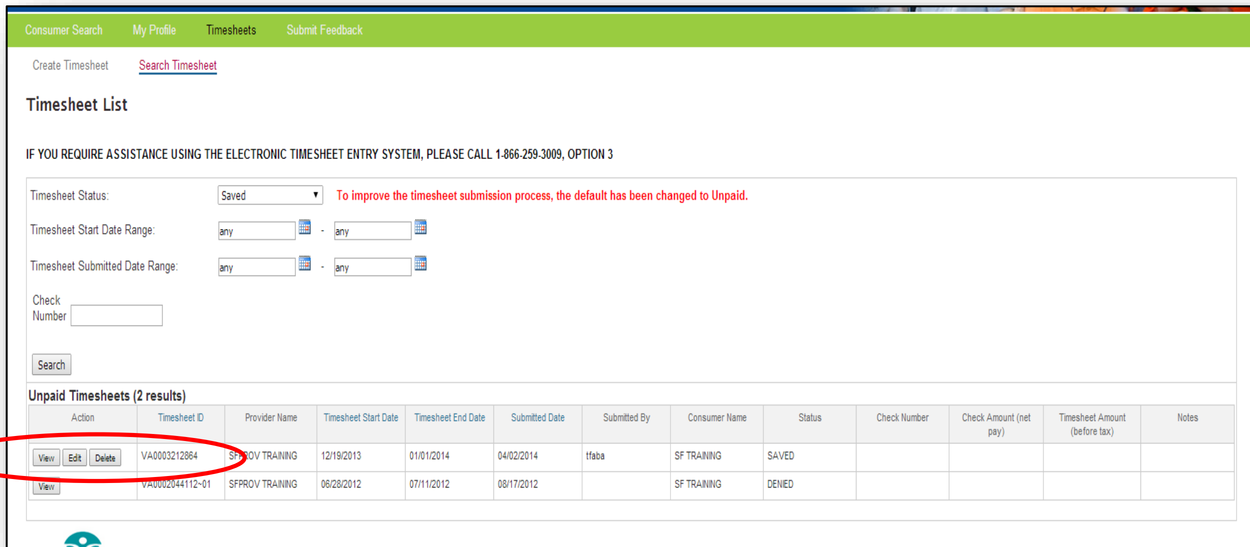
Submit – Submit to your Employer of Record/Consumer for approval.

If you save your work, you can come back and finish your timesheet at a later date, e-timesheet will save your unfinished timesheet. If you need to make any corrections to your timesheet select the '**Edit**' button and make the necessary changes.

You will be able to search for the timesheet using the status **SAVED**.



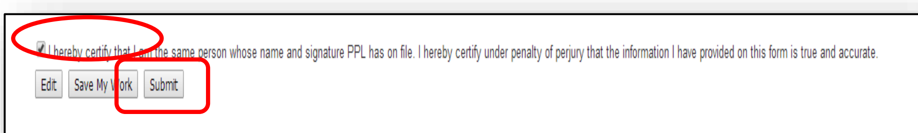
You can then select View, Edit or Delete the timesheet:



Submitting your timesheet:

Once you have completed your timesheet you must ***submit*** your timesheet to your consumer/EOR for approval.

1) Once you ***select the Check box*** certifying the information is true and accurate the ***Submit*** tab will highlight.



2) Click on *Submit*

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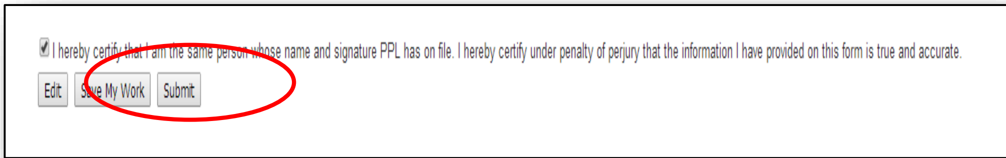
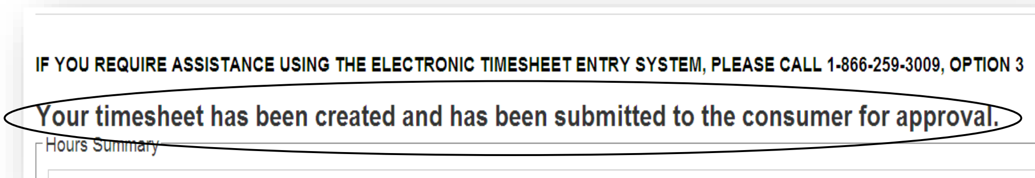
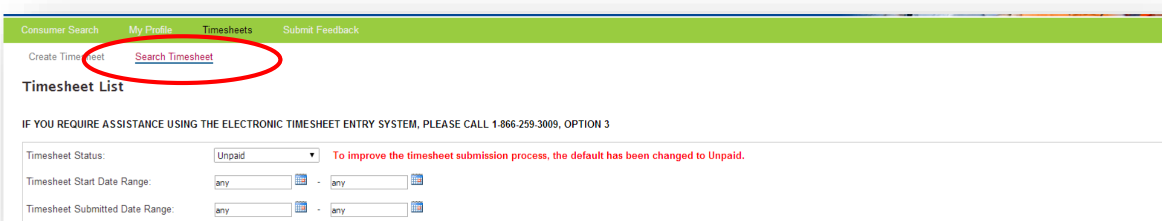


3) You will receive the following confirmation message*:*



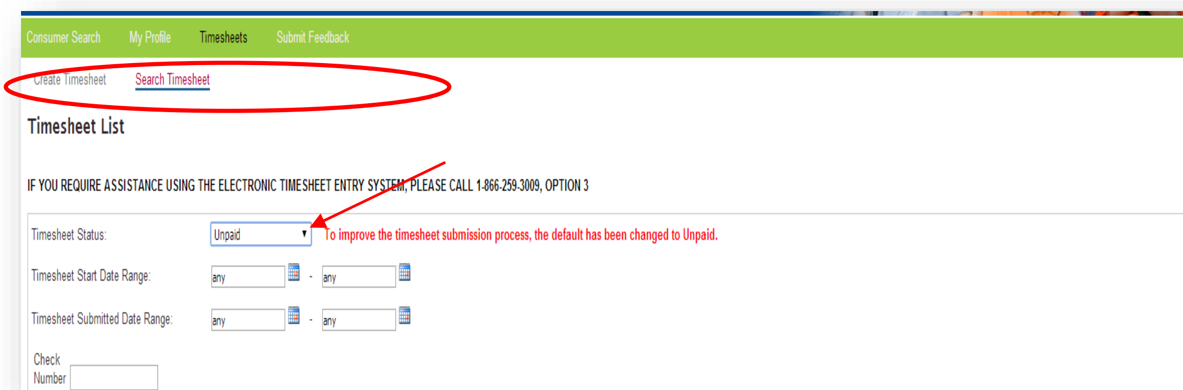
Your consumer will now have the option of approving or rejecting your timesheet once it has been submitted.

Search and View Timesheets



Select *Search Timesheet* to view all timesheets submitted under your consumer.

There are several options on this screen to search for timesheets. *Timesheet status* is the first step to begin your search. If you do not know the status of the timesheet then selecting "All" will show all timesheets regardless of status. In addition to timesheet status you may also select to search by the date range by start and end date of a specific period.



Timesheet Status:

- **Submitted –** The provider has submitted the timesheet and is awaiting consumer/EOR approval.
- **Approved –** The timesheet has been approved by the consumer.
- **Rejected –** The timesheet has been rejected by the consumer.

- **In Progress –** PPL is processing the timesheet for payment. Status should change to Paid on the next payroll date.

- **Good To Pay –** The timesheet has been approved, has passed all edits and is ready to pay.

- **Pending –** timesheet is currently unable to be paid due to a pending issue. Click on "View" to review reasons for pending timesheet.

- **Denied –** timesheet has not passed program rules.

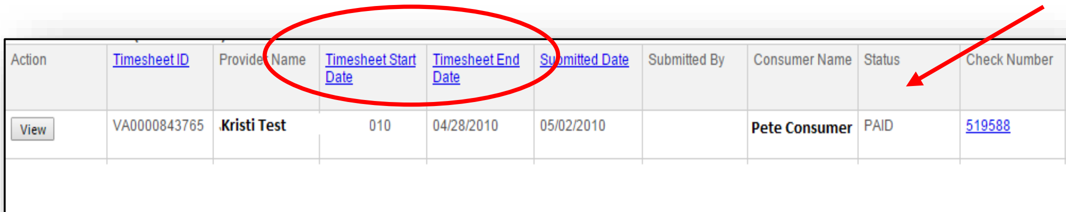
- **Paid –** Funds have been pulled and timesheet has been paid. Expect payment within regular waiting time from date of payment. You have the option of viewing your paystub using this status.

- **All** – Selecting this status will bring up a list of *all* timesheets for the provider in any of the above.

Once a status has been selected for timesheets click *Search*.

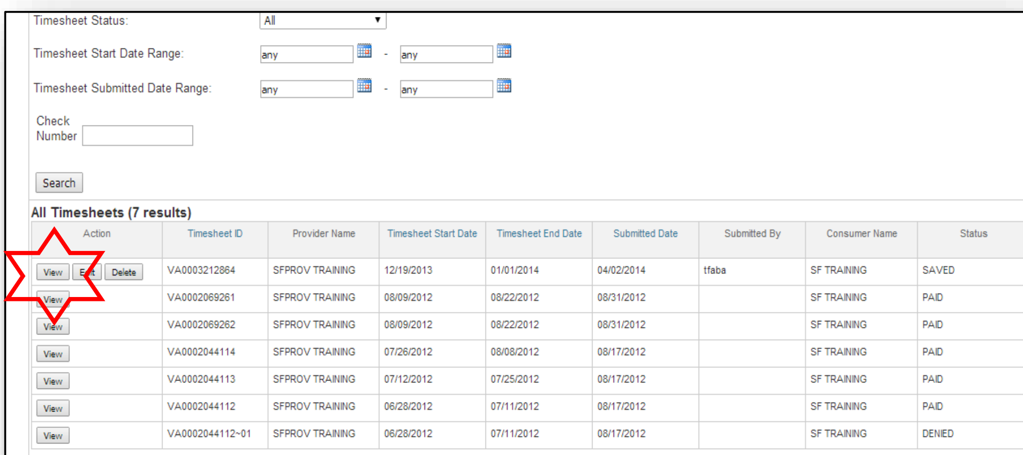
Viewing Timesheets:

1) First look for the pay period Start and End dates of the pay period you want to view.
2) Review the *Status* column to see the current status of the timesheet.



Action	Timesheet ID	Provider Name	Timesheet Start Date	Timesheet End Date	Submitted Date	Submitted By	Consumer Name	Status	Check Number
View	VA0000843765	Kristi Test	010	04/28/2010	05/02/2010		Pete Consumer	PAID	519588

3) Select the *View* button located in the Action Column to see the printable version of the timesheet. The dates and hours worked for that pay period will be displayed.



Timesheet Status: All

Timesheet Start Date Range: any - any

Timesheet Submitted Date Range: any - any

Check Number

Search

All Timesheets (7 results)

Action	Timesheet ID	Provider Name	Timesheet Start Date	Timesheet End Date	Submitted Date	Submitted By	Consumer Name	Status
View Edit Delete	VA0003212864	SFPROV TRAINING	12/19/2013	01/01/2014	04/02/2014	tfaba	SF TRAINING	SAVED
View	VA0002069261	SFPROV TRAINING	08/09/2012	08/22/2012	08/31/2012		SF TRAINING	PAID
View	VA0002069262	SFPROV TRAINING	08/09/2012	08/22/2012	08/31/2012		SF TRAINING	PAID
View	VA0002044114	SFPROV TRAINING	07/26/2012	08/08/2012	08/17/2012		SF TRAINING	PAID
View	VA0002044113	SFPROV TRAINING	07/12/2012	07/25/2012	08/17/2012		SF TRAINING	PAID
View	VA0002044112	SFPROV TRAINING	06/28/2012	07/11/2012	08/17/2012		SF TRAINING	PAID
View	VA0002044112~01	SFPROV TRAINING	06/28/2012	07/11/2012	08/17/2012		SF TRAINING	DENIED

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Print Timesheet:

Service: S5126 - Attendant Care Services

Date	Total Daily Hours	Time In	Time Out	Hours Worked	Activities	Service Plan	Service Sub Plan
08/09/2012 Thursday	5 hours	9:45 AM	2:45 PM	5 hours		VA DMAS	CD
08/10/2012 Friday	5 hours	12:15 PM	5:15 PM	5 hours		VA DMAS	CD
08/11/2012 Saturday	5 hours	10:15 AM	3:15 PM	5 hours		VA DMAS	CD
08/12/2012 Sunday	5 hours	10:15 AM	3:15 PM	5 hours		VA DMAS	CD
08/13/2012 Monday	5 hours	12:00 PM	5:00 PM	5 hours		VA DMAS	CD
08/14/2012 Tuesday	6 hours	12:00 PM	6:00 PM	6 hours		VA DMAS	CD
08/15/2012 Wednesday	7 hours	10:30 AM	5:30 PM	7 hours		VA DMAS	CD
08/16/2012 Thursday	8 hours	9:15 AM	5:15 PM	8 hours		VA DMAS	CD
08/17/2012 Friday							
08/18/2012 Saturday							
08/19/2012 Sunday							
08/20/2012 Monday							
08/21/2012 Tuesday							
08/22/2012 Wednesday							
Total	46 hours						

Show printable version (PDF)

To view a printable version of the timesheet, select the Show printable version (PDF) tab at the bottom of the viewable timesheet as shown above. This will bring up the PDF timesheet for you to save to your computer and/or print.

Print/View Pay Stub:

To view your paystub, *click* on the *check number you wish to view/print* in the *Check Number* column in your Timesheet List.

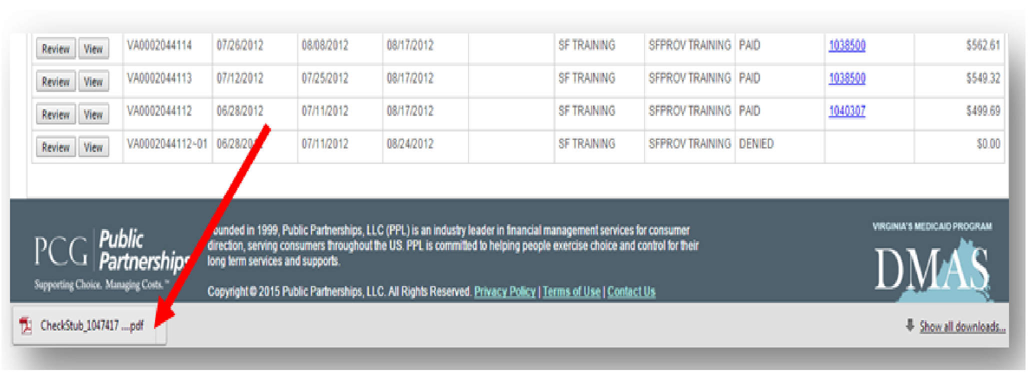
Timesheet End Date	Submitted Date	Submitted By	Consumer Name	Status	Check Number
01/01/2014	04/02/2014	tfaba	SF TRAINING	SAVED	
08/22/2012	08/31/2012		SF TRAINING	PAID	1047417
08/22/2012	08/31/2012		SF TRAINING	PAID	1047417
08/08/2012	08/17/2012		SF TRAINING	PAID	1038500
07/25/2012	08/17/2012		SF TRAINING	PAID	1038500
07/11/2012	08/17/2012		SF TRAINING	PAID	1040307
07/11/2012	08/17/2012		SF TRAINING	DENIED	

Click on the Check Number

View the Pay Stub

When you click on the check number your computer may give a pop up box asking if you want to “Open” or “Save”. Click *open* to view the check stub or save to *save* it to your local computer.

Instead of a pop up box your computer may show you a download of the PDF document named “Check Stub”.



Review	View	VA0002044114	07/26/2012	08/08/2012	08/17/2012		SF TRAINING	SFPROV TRAINING	PAID	1038500	$562.61
Review	View	VA0002044113	07/12/2012	07/25/2012	08/17/2012		SF TRAINING	SFPROV TRAINING	PAID	1038500	$549.32
Review	View	VA0002044112	06/28/2012	07/11/2012	08/17/2012		SF TRAINING	SFPROV TRAINING	PAID	1040307	$499.69
Review	View	VA0002044112-01	06/28/20	07/11/2012	08/24/2012		SF TRAINING	SFPROV TRAINING	DENIED		$0.00

Click on the PDF document to *open*. Once the pay stub opens, right click on the document to *open* or *save* the document.

Turning Pay Stub Mailing On/Off

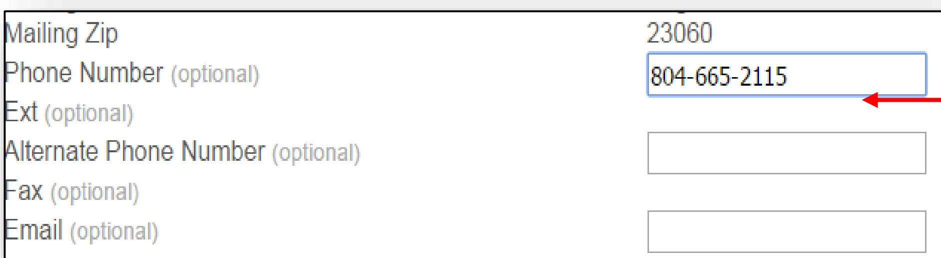
To edit the method of receiving your pay stub in portal, take the following steps:

1) Attendant selects “My Profile” from the green head bar at the top
2) Scroll to “Preferences” Stop Mailing Remittance Advice line
   - Select “No” to continue receiving your pay stub by mail.
   - Select “Yes” if you intend to review and print your pay stub directly from portal.
3) Scroll to the bottom of the profile and hit “Submit”

Updating Attendant Address and Phone Number in Portal

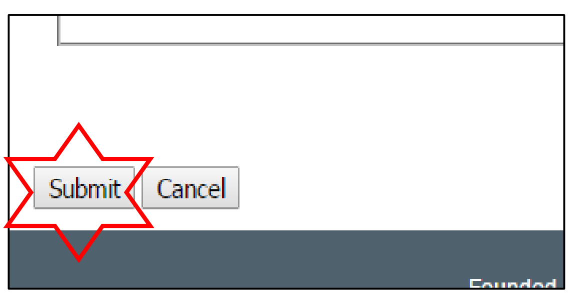
1) Select “My Profile” from the green header bar

2) Enter or Edit your address or phone number contact information



Enter or Change Information where fields allow.

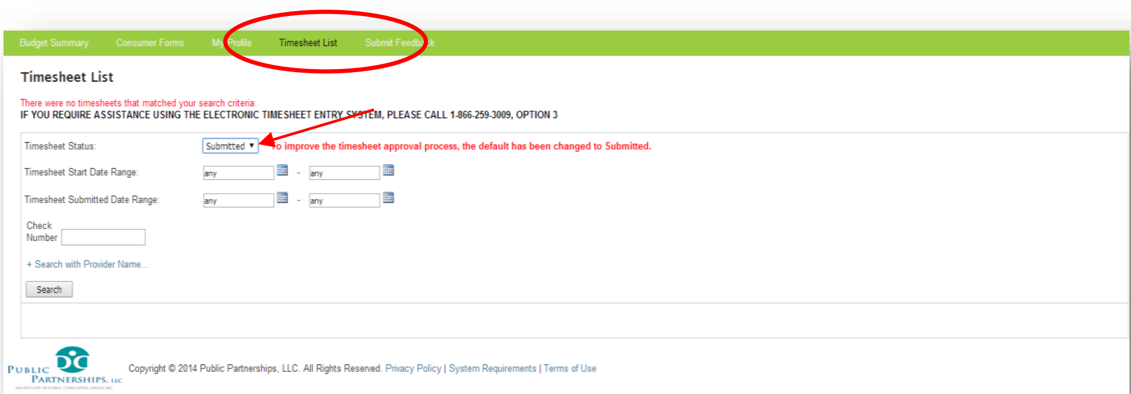
3) Scroll to the bottom and Click on *Submit*



Consumers and Employer of Record Self-Service Features

Employer E-Timesheet Review and Approval

Once the Attendant has submitted a timesheet via e-timesheet, you will be able to view the Submitted timesheets using the *Timesheet List* option on the green header bar as see below:



Timesheet Status:

- **Submitted –** The provider has submitted the timesheet. It is awaiting consumer/EOR approval.
- **Approved –** The timesheet has been approved by the EOR/Consumer.
- **Rejected –** The timesheet has been rejected by the EOR/Consumer.

- **In Progress –** PPL is processing the timesheet for payment. Status should change to Paid on the next payroll date.

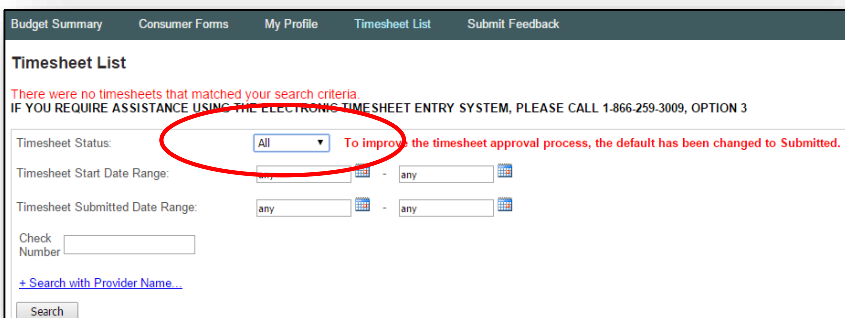
- **Pending –** timesheet is currently unable to be paid due to a pending issue. Select *VIEW* to open the timesheet and review the reasons for pending.

- **Denied –** timesheet has not passed program rules.

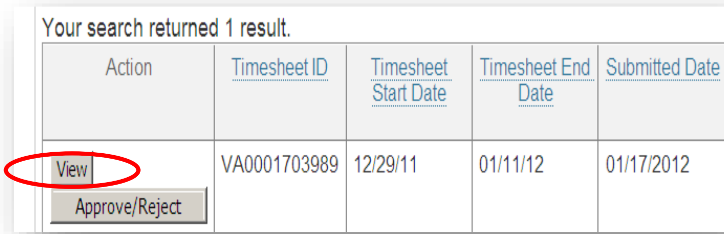
- **Good To Pay –** The timesheet has been approved and is ready to pay.

- **Paid –** timesheet has been paid. Expect payment within regular waiting time from date of payment. You have the option of viewing your paystub using this status.

- **All** – If you are not sure of the status of timesheets, selecting this status will bring up a list of *all* timesheets for the provider in any of the above.



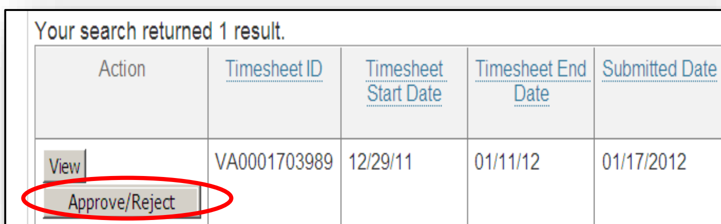
1) Select *Submitted* status from the drop down key. All timesheets that are currently awaiting EOR approval will appear.
2) Select *View* to open the Attendant timesheet to either approve or reject the hours submitted.



Your search returned 1 result.

Action	Timesheet ID	Timesheet Start Date	Timesheet End Date	Submitted Date
View Approve/Reject	VA0001703989	12/29/11	01/11/12	01/17/2012

3) Once you have viewed the timesheet and checked the hours submitted by the Attendant, you can *approve* or *reject*.



Your search returned 1 result.

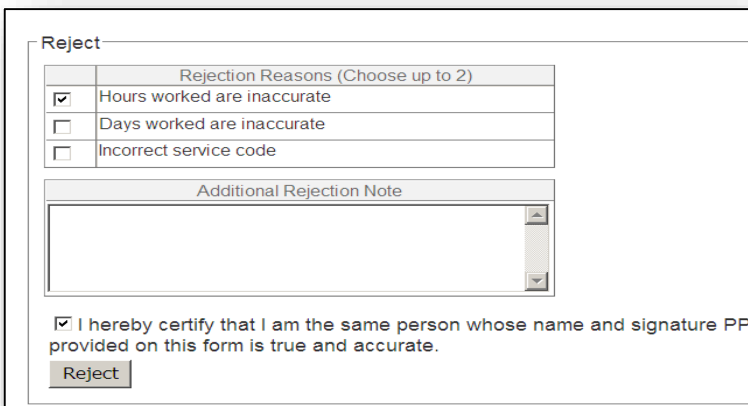
Action	Timesheet ID	Timesheet Start Date	Timesheet End Date	Submitted Date
View Approve/Reject	VA0001703989	12/29/11	01/11/12	01/17/2012

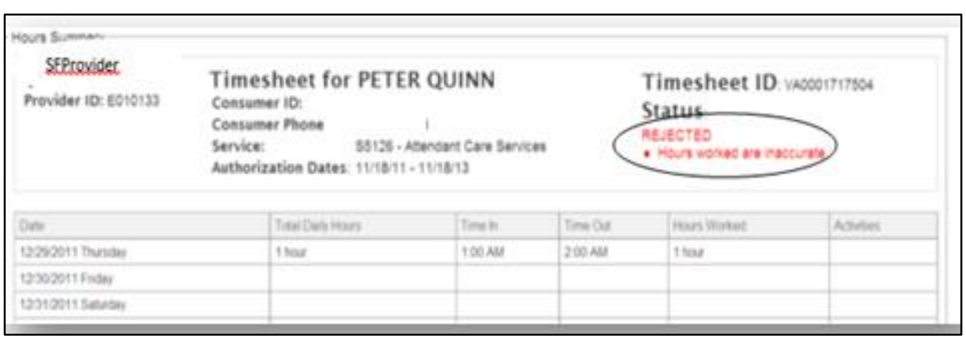
Approved Status:

Once you select I hereby certify… and ***Approve***, the timesheet will be forwarded to PPL payroll for processing and payment based on the Payroll Schedule A or B. You will know that the timesheet has been submitted to payroll, by viewing the status. The timesheet will now have an **In Process** status to let you know that it has been submitted to payroll for processing.

Rejected Status:

Once you select I hereby certify… and ***Reject***, the timesheet will not be forwarded to PPL payroll for processing and payment. Select one of the reasons for your rejection. ***The provider/attendant will have to login to e-timesheet and make the necessary corrections to the timesheet using either the edit or delete function and then submit to the EOR. If the attendant deletes the timesheet, a new timesheet will need to be created.*** The consumer will have the option to View/ Approve/Reject the new/edited timesheet and submit to payroll for processing.



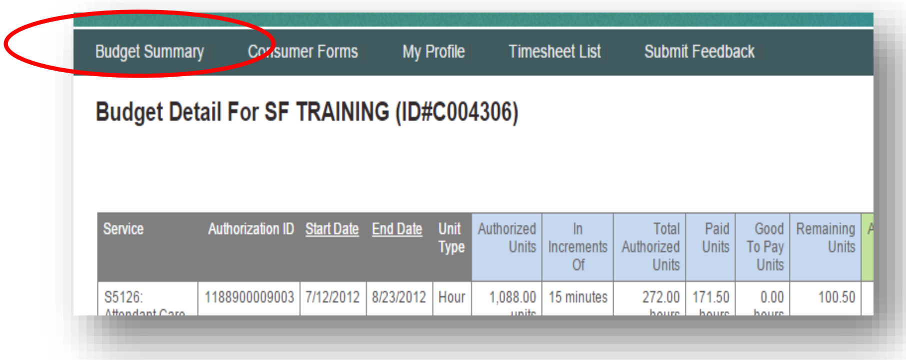


Review Consumer Authorizations/Budget

On the Budget Detail page, Consumers/EOR's can view existing authorizations, what timesheets have been paid against them, and the current balance for each service care type (Attendant, Respite and Companion).

To review authorization and usage:

1) Select Budget Summary from the green header bar at the top



You will notice there may be multiple authorization lines with start and end dates.

Review and find the most *current* budget line with a status of *Active* or *Timesheet Partially Submitted.*

Budget Detail For SF TRAINING (ID#C004306)

Service	Authorization ID	Start Date	End Date	Unit Type	Authorized Units	In Increments Of	Total Authorized Units	Paid Units	Good To Pay Units	Remaining Units	Authorization Amount	Paid Dollars	Invoiced Dollars	Balance	Note	Status	Actions
S5150: Respite Services	1188900009002	6/29/2012	8/23/2012	Hour	3,840.00 units	15 minutes	960.00 hours	9.00 hours	0.00 hours	951.00	N/A	N/A	N/A	N/A		Timesheet Partially Submitted	
S5150:	1188900009002	6/29/2012	6/29/2014	Hour	5,760.00	15 minutes	1,440.00	0.00	0.00	1,440.00	N/A	N/A	N/A	N/A		Inactive	

To view your budget detail, under the column ***Service*** select the magnifying glass icon (when highlighted says *quick detail*), information regarding your DMAS approved authorized service care hours will open in the Authorization Detail box.

Attendant Care Services Utilization - Begin by *click*ing on the magnifying glass:

Budget Detail For SF TRAINING (ID#C004306)

Service	Authorization ID	Start Date	End Date	Unit Type	Authorized Units	In Increments Of	Total Authorized Units	Paid Units	Good To Pay Units	Remaining Units	Authorization Amount	Paid Dollars	Invoiced Dollars	Balance	Note	Status	Actions
S5150: Respite Services	1188900009002	6/29/2012	8/23/2012	Hour	3,840.00 units	15 minutes	960.00 hours	9.00 hours	0.00 hours	951.00	N/A	N/A	N/A	N/A		Timesheet Partially Submitted	
S5150: Respite Services	1188900009002	6/29/2012	6/29/2014	Hour	5,760.00 units	15 minutes	1,440.00 hours	0.00 hours	0.00 hours	1,440.00	N/A	N/A	N/A	N/A		Inactive	
S5126: Attendant Care Services	1188900009001	6/29/2012	7/11/2012	Hour	240.00 units	15 minutes	60.00 hours	56.50 hours	0.00 hours	3.50	N/A	N/A	N/A	N/A		Timesheet Partially Submitted	

You will receive the below Authorization Detail box. There are three tabs to view information: Authorization Detail, Authorization Line Entries and Revision History:

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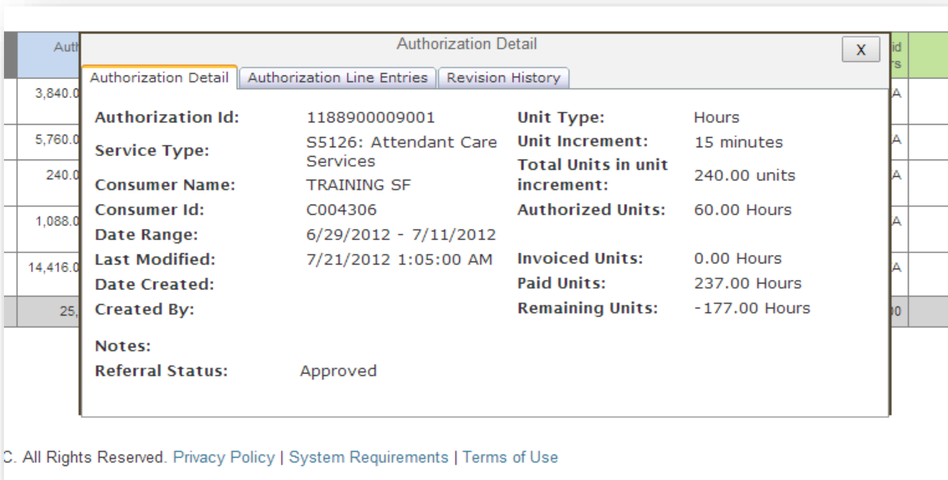
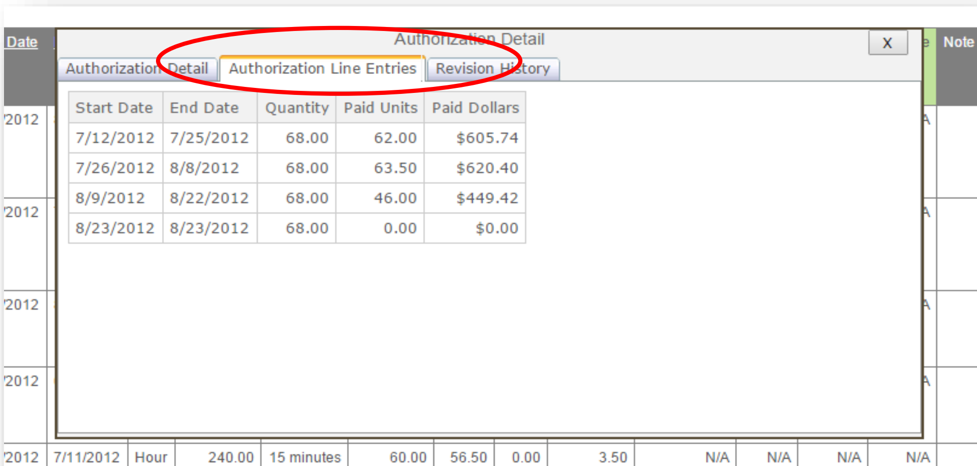


Authorization Detail – Overview of Authorization I.D. and Service Date Information.

Authorization Line Entries - This section allows you to view the summary amount paid against your budget from submitted PAID timesheets bi-weekly.

Revision History – Reflects the date of the transmittal to PPL.

Select the Authorization Line Entries tab:



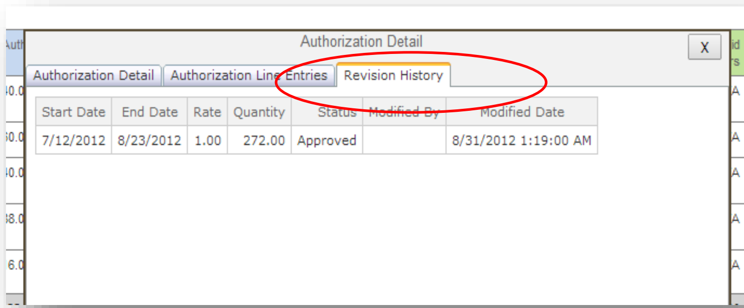
Start Date	End Date	Quantity	Paid Units	Paid Dollars
7/12/2012	7/25/2012	68.00	62.00	$605.74
7/26/2012	8/8/2012	68.00	63.50	$620.40
8/9/2012	8/22/2012	68.00	46.00	$449.42
8/23/2012	8/23/2012	68.00	0.00	$0.00

- **Start and End Dates** are the beginning and end dates for a specific pay period.

- **Quantity** is the number of hours the consumer has been authorized to pay attendant timesheets on a bi-weekly basis.

- **Paid Units** is the number of hours that were paid against the number of hours authorized for the bi-weekly pay period. This only includes hours that have been *paid* out. Any pending timesheets would not be reflected in this amount.

- **Paid Dollar** is the dollar amount of the paid units.



You can also view dates that PPL received the authorization or changes to your budget/authorization by looking at the **Revision History** as seen above**. PPL does not have any knowledge on the reasons why your budget/authorization would change; PPL is the recipient only and this information is provided to us via file downloads.**

Steps for Respite Authorization Utilization Review:

1) **Identify Authorization Lines** - To review the amount of Respite services that have been used for your Fiscal Year (July 1 through June 30th) you will need to review *ALL* respite authorization lines that PPL has received for this period as seen in the screenshot below. While most consumers will typically only have one line per fiscal year period, in order to receive accurate information you will want to make sure you view *ALL* for the period**.**

This example highlights three authorization lines that fall in the Fiscal Year period from July 1, 2014 through June 30, 2015:

S5150: Respite Services		3/3/2015	3/1/2017	Hour
S5126: Attendant Care Services		3/3/2015	3/1/2016	Hour
S5126: Attendant Care Services		2/3/2015	3/2/2015	Hour
S5150: Respite Services		1/25/2015	3/2/2015	Hour
S5126: Attendant Care Services		2/3/2014	2/2/2015	Hour
S5150: Respite Services		1/25/2014	1/24/2015	Hour

Review Authorization Detail on each line and *ADD* PAID hours together.

2) **Open the Authorization Detail –** *Click* the magnifying glass feature for *each* respite line you see within the fiscal year to see units that have been paid.

3) **Review the Authorization Line Entries –** Go to the center box for *Authorization Line Entries* for each respite authorization line and review the total paid units as seen below:

4) **Add Total Paid Units –** Review total paid units for each line and **add** together.

3/3/2015	3/1/2017	Hour	5,760.00 units	15 minutes	1,440.00 hours	59.50 hours	0.00 hours	1,380.50	N/A	N/A	N/A	N/
3/3/2015	3/1/											
2/3/2015	3/2/											
1/25/2015	3/2/											

Authorization Detail X

Authorization Detail | Authorization Line Entries | Revision History

Start Date	End Date	Quantity	Paid Units	Paid Dollars
3/3/2015	6/30/2015	480.00	59.50	$58[illegible].28
7/1/2015	6/30/2016	480.00	0.00	$0.00
7/1/2016	3/1/2017	480.00	0.00	$0.00

Fiscal Year period from 7/1/14 through 6/30/15

3/3/2015	3/1/2017	Hour	5,760.00 units	15 minutes	1,440.00 hours	59.50 hours	0.00 hours	1,380.50	N/A	N/A	N/A	N/A
3/3/2015	3/1/											
2/3/2015	3/2/											
1/25/2015	3/2/											

Authorization Detail X

Authorization Detail | Authorization Line Entries | Revision History

Start Date	End Date	Quantity	Paid Units	Paid Dollars
1/25/2015	6/30/2015	480.00	0.00	$0.00

Fiscal Year period from 7/1/14 through 6/30/15

Start Date	End Date	Unit Type	Authorized Units	In Increments Of	Total Authorized Units	Paid Units	Good To Pay Units	Remaining Units	Authorization Amount	Paid Dollars	Invoiced Dollars	Balan
3/3/2015	3/1/2017	Hour	5,760.00 units	15 minutes	1,440.00 hours	59.50 hours	0.00 hours	1,380.50	N/A	N/A	N/A	N
3/3/2015	3/1/											
2/3/2015	3/2/											

Authorization Detail X

Authorization Detail | Authorization Line Entries | Revision History

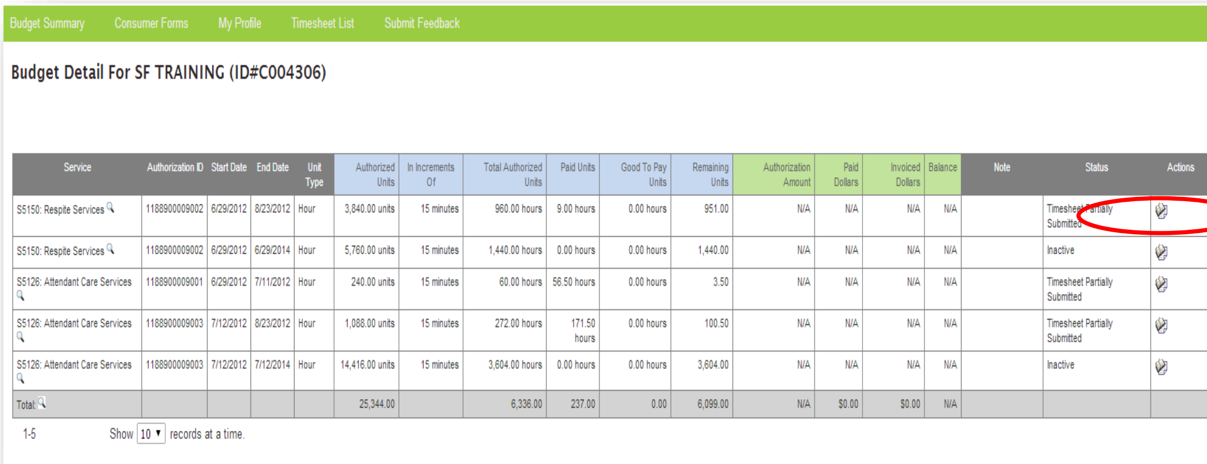
Start Date	End Date	Quantity	Paid Units	Paid Dollars
1/25/2014	6/30/2014	480.00	40.00	$390.80
7/1/2014	1/24/2015	480.00	230.00	$2,247.[illegible]3

Fiscal Year period from 7/1/14 through 6/30/15

Three authorization lines fall into this consumers fiscal year period. View ALL and add together. The units paid out in this example are 230 + 0 + 59.5 = 289.5 respite hours **paid out** for the Fiscal Year with a remaining 190.5 units of respite services available for use by 6/30/15.

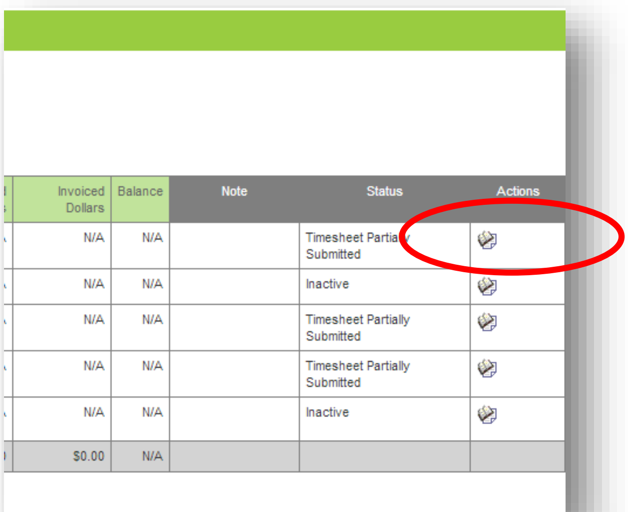
Viewing/Printing Your Quarterly Service Budget Report

From the Authorizations Screen click on the book icon on the right:



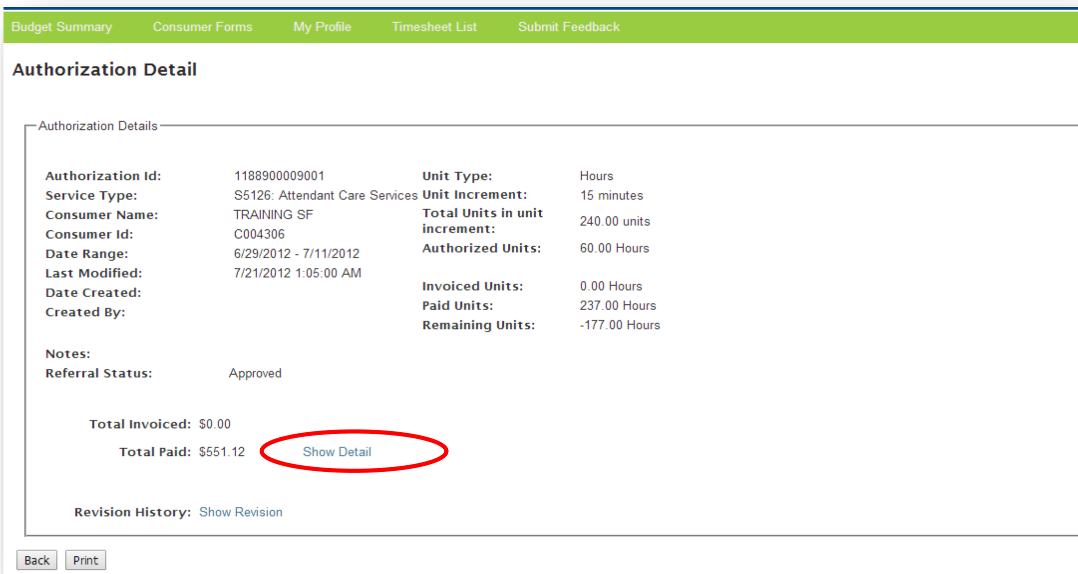
Service	Authorization ID	Start Date	End Date	Unit Type	Authorized Units	In Increments Of	Total Authorized Units	Paid Units	Good To Pay Units	Remaining Units	Authorization Amount	Paid Dollars	Invoiced Dollars	Balance	Note	Status	Actions
S5150: Respite Services	1188900009002	6/29/2012	8/23/2012	Hour	3,840.00 units	15 minutes	960.00 hours	9.00 hours	0.00 hours	951.00	N/A	N/A	N/A	N/A		Timesheet Partially Submitted	
S5150: Respite Services	1188900009002	6/29/2012	6/29/2014	Hour	5,760.00 units	15 minutes	1,440.00 hours	0.00 hours	0.00 hours	1,440.00	N/A	N/A	N/A	N/A		Inactive	
S5126: Attendant Care Services	1188900009001	6/29/2012	7/11/2012	Hour	240.00 units	15 minutes	60.00 hours	56.50 hours	0.00 hours	3.50	N/A	N/A	N/A	N/A		Timesheet Partially Submitted	
S5126: Attendant Care Services	1188900009003	7/12/2012	8/23/2012	Hour	1,088.00 units	15 minutes	272.00 hours	171.50 hours	0.00 hours	100.50	N/A	N/A	N/A	N/A		Timesheet Partially Submitted	
S5126: Attendant Care Services	1188900009003	7/12/2012	7/12/2014	Hour	14,416.00 units	15 minutes	3,604.00 hours	0.00 hours	0.00 hours	3,604.00	N/A	N/A	N/A	N/A		Inactive	
Total:					25,344.00		6,336.00	237.00	0.00	6,099.00	N/A	$0.00	$0.00	N/A			

1-5 Show 10 records at a time.



Invoiced Dollars	Balance	Note	Status	Actions
N/A	N/A		Timesheet Partially Submitted	
N/A	N/A		Inactive	
N/A	N/A		Timesheet Partially Submitted	
N/A	N/A		Timesheet Partially Submitted	
N/A	N/A		Inactive	
$0.00	N/A			

Selecting the book icon under the column **'Action'** the below screen will appear for Authorization Detail:



The highlighted ***Show Detail*** or ***Total Paid*** field will display information regarding the number of hours used by attendants during each pay date. Click on ***Show Detail*** to see information for timesheet, check number and date in this field.

This search allows you to view the usage submitted and amount paid by service date. You will have convenient search fields for researching your provider/attendants submitted and paid timesheets.

aid: $551.12 Hide Detail

Service Date from 6/29/2012 to 7/11/2012 Filter Render as PDF

<< Click Next

Id	Provider	Service	Service Date	Units	Pay Rate	Billable Rate	Line Amount	Check No	Check Date
VA0002044112	SFPROV TRAINING	S5126: Attendant Care Services	06/29/12	5.00	$8.77	$9.68	$48.40	1040307	08/24/12
VA0002044112	SFPROV TRAINING	S5126: Attendant Care Services	06/30/12	5.00	$8.77	$9.68	$48.40	1040307	08/24/12
VA0002044112	SFPROV TRAINING	S5126: Attendant Care Services	07/02/12	5.00	$8.86	$9.77	$48.85	1040307	08/24/12
VA0002044112	SFPROV TRAINING	S5126: Attendant Care Services	07/03/12	5.00	$8.86	$9.77	$48.85	1040307	08/24/12

To search specific service dates and/or for your Quarterly Service Reports enter your search date or range.

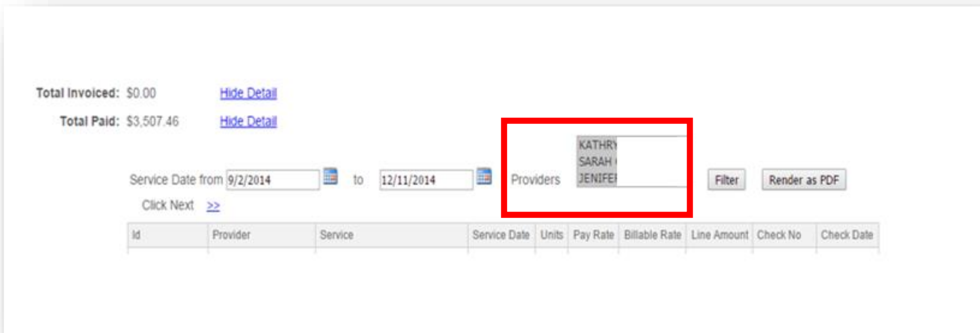
aid: $551.12 Hide Detail

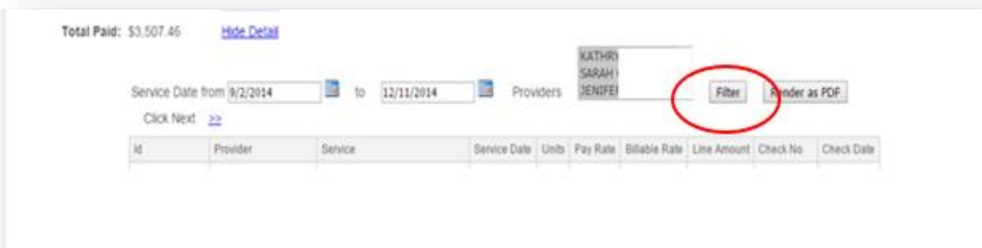
Service Date from 6/29/2012 to 7/11/2012 Filter Render as PDF

<< Click Next

Id	Provider	Service	Service Date	Units	Pay Rate	Billable Rate	Line Amount	Check No	Check Date
VA0002044112	SFPROV TRAINING	S5126: Attendant Care Services	06/29/12	5.00	$8.77	$9.68	$48.40	1040307	08/24/12
VA0002044112	SFPROV TRAINING	S5126: Attendant Care Services	06/30/12	5.00	$8.77	$9.68	$48.40	1040307	08/24/12
VA0002044112	SFPROV TRAINING	S5126: Attendant Care Services	07/02/12	5.00	$8.86	$9.77	$48.85	1040307	08/24/12
VA0002044112	SFPROV TRAINING	S5126: Attendant Care Services	07/03/12	5.00	$8.86	$9.77	$48.85	1040307	08/24/12

To search for a specific Attendant's timesheets you may select a provider from the Provider List. Select the Attendant and then click on *Filter.*





The highlighted ***Paid Detail*** is a running total amount of funds paid from the consumer authorization to date. You can refine your search for timesheets paid against the authorization but using the Service Date and list of Attendants.

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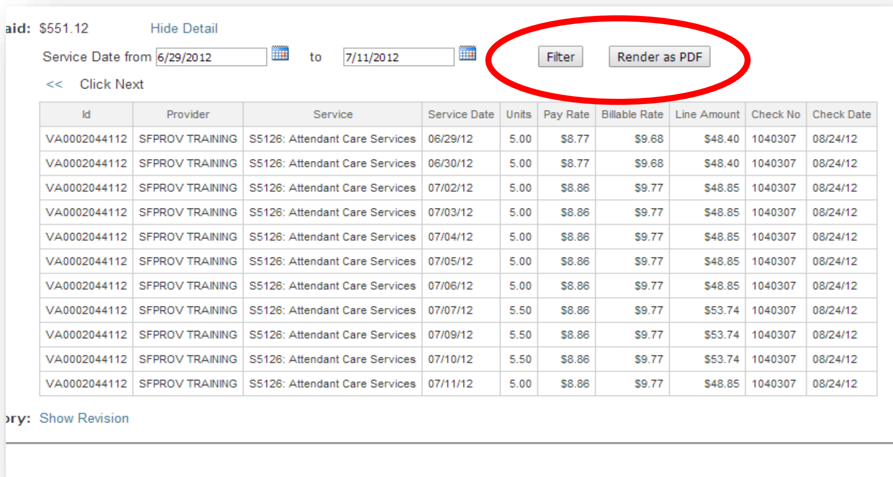


Id	Provider	Service	Service Date	Units	Pay Rate	Billable Rate	Line Amount	Check No	Check Date
VA0002044112	SFPROV TRAINING	S5126: Attendant Care Services	06/29/12	5.00	$8.77	$9.68	$48.40	1040307	08/24/12
VA0002044112	SFPROV TRAINING	S5126: Attendant Care Services	06/30/12	5.00	$8.77	$9.68	$48.40	1040307	08/24/12
VA0002044112	SFPROV TRAINING	S5126: Attendant Care Services	07/02/12	5.00	$8.86	$9.77	$48.85	1040307	08/24/12
VA0002044112	SFPROV TRAINING	S5126: Attendant Care Services	07/03/12	5.00	$8.86	$9.77	$48.85	1040307	08/24/12
VA0002044112	SFPROV TRAINING	S5126: Attendant Care Services	07/04/12	5.00	$8.86	$9.77	$48.85	1040307	08/24/12
VA0002044112	SFPROV TRAINING	S5126: Attendant Care Services	07/05/12	5.00	$8.86	$9.77	$48.85	1040307	08/24/12
VA0002044112	SFPROV TRAINING	S5126: Attendant Care Services	07/06/12	5.00	$8.86	$9.77	$48.85	1040307	08/24/12
VA0002044112	SFPROV TRAINING	S5126: Attendant Care Services	07/07/12	5.50	$8.86	$9.77	$53.74	1040307	08/24/12
VA0002044112	SFPROV TRAINING	S5126: Attendant Care Services	07/09/12	5.50	$8.86	$9.77	$53.74	1040307	08/24/12
VA0002044112	SFPROV TRAINING	S5126: Attendant Care Services	07/10/12	5.50	$8.86	$9.77	$53.74	1040307	08/24/12
VA0002044112	SFPROV TRAINING	S5126: Attendant Care Services	07/11/12	5.00	$8.86	$9.77	$48.85	1040307	08/24/12

Printing your Quarterly Service Report

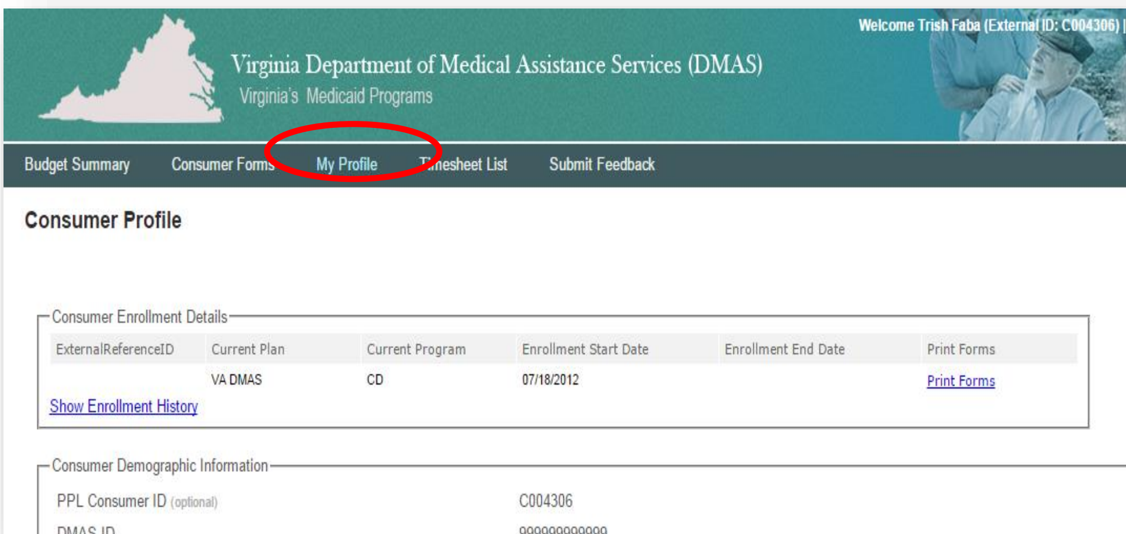
1) Select the Quarterly Service *From* and *To* Dates and Click on ***Filter***.
2) Once you have filtered the dates for your report click on ***Render as PDF.***
3) The PDF document will load and you will be able to Open, Save or Print your Quarterly Service Report.

If you are done reviewing your budget detail you can select the Back button on the budget detail screen. This will bring you back to the general Consumer Search Screen.

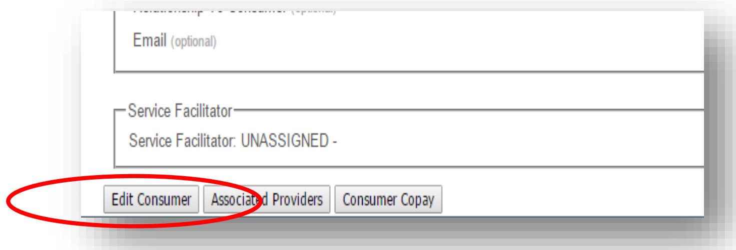
Turn On/Off Quarterly Service Report

PPL mails a utilization report to the EOR each quarter. If you would like to stop receiving this report by mail and only view this information in portal you can *turn off* the mailed report.

1) Select My Profile from the green header bar



When the Consumer Profile opens up scroll to the bottom of the page and click on the *Edit Consumer* tab. This will open the consumer profile page.

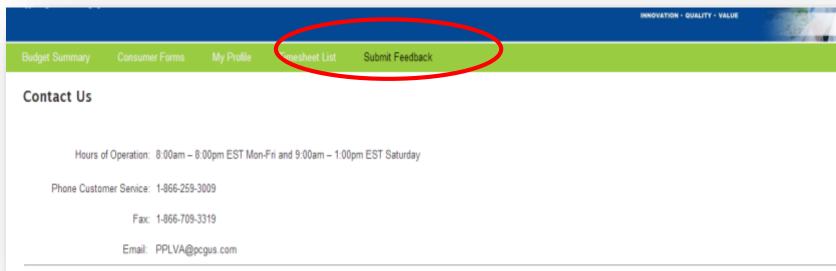


2) When the profile opens scroll to the bottom of the *Consumer Demographic Information* section where you see the line for ***Stop Mailing FFR.***

3) To Stop Mailing select "Yes" or to continue receiving in the mail you will select "No".
4) To finish scroll to the bottom of the profile and click on "Update".

Submit Feedback

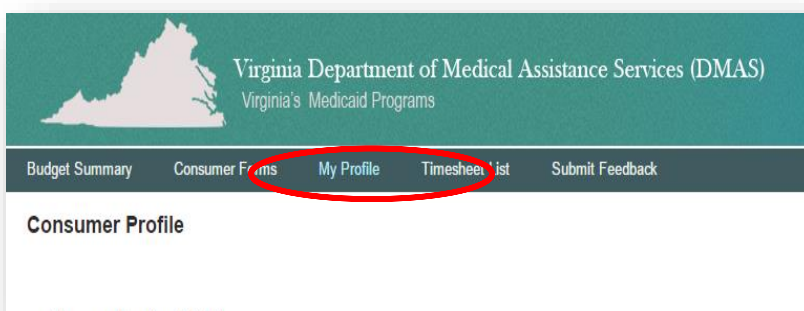
If you have questions or concerns while accessing the portal, you can select Submit Feedback from the green bar to contact PPL. Your question will be sent via email to a representative from PPL staff and will be answered within 24 hours.



Print Forms Feature

This feature will allow the Consumer/EOR to print paper Timesheets, Attendant Hire Packets and Instructions or EOR Forms and Instructions.

To print forms start by going to My Profile from the green header bar:



At the top of the Consumer Profile Screen you will see *Print Forms* in the Consumer Enrollment Details box:

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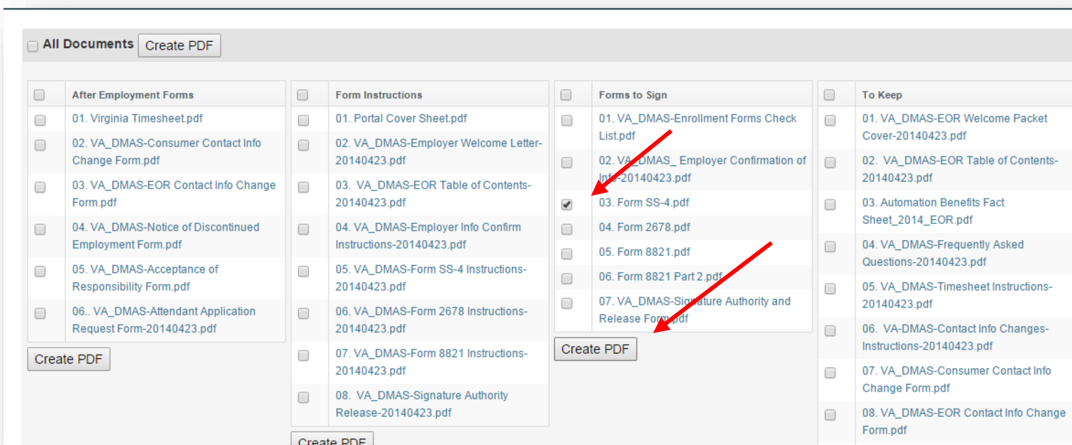
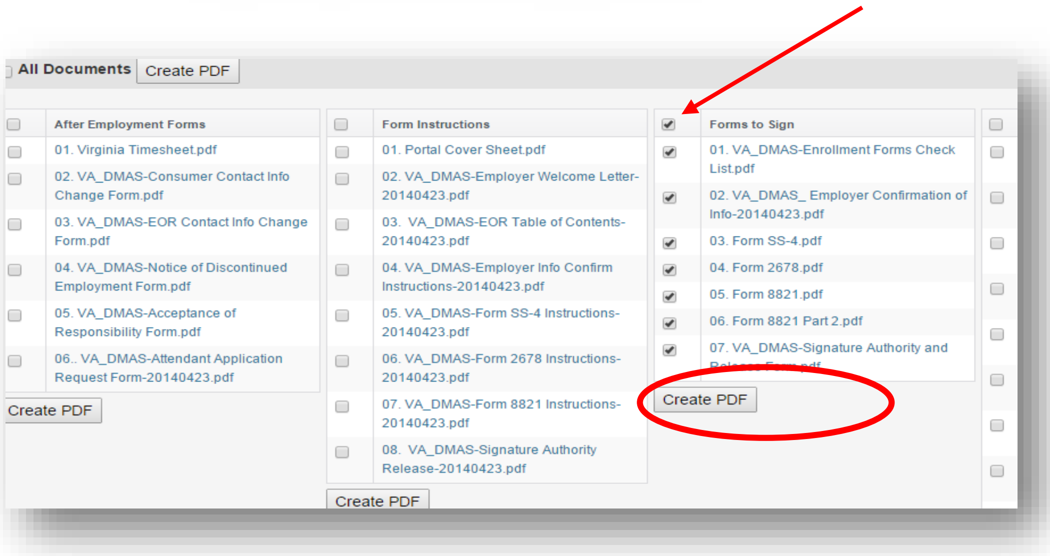
Click on Print Forms you will see the following screen:



To Print an individual form click in the box next to the form and then Click on the "Create PDF" box at the bottom of that section as seen above.

Click on the Top of the Section to print *ALL* forms in that section as seen below.



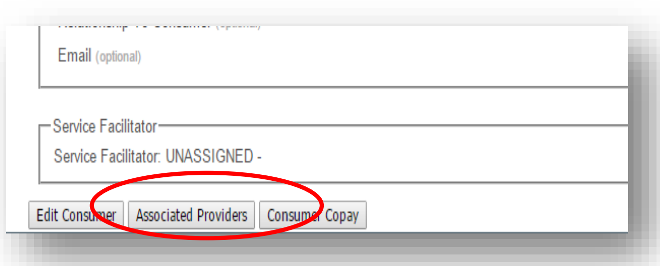
Reviewing Associated Attendants

Information on the Consumer's active and inactive Attendants can be viewed in portal. You will see them listed as either:

Active	=	Associated and currently working for Consumer
Inactive	=	Disassociated or *no longer* working for Consumer

To view all Attendants:

1) Go to *My Profile* from the green header bar.
2) Scroll to the bottom of the profile and click on the Associated Providers tab.

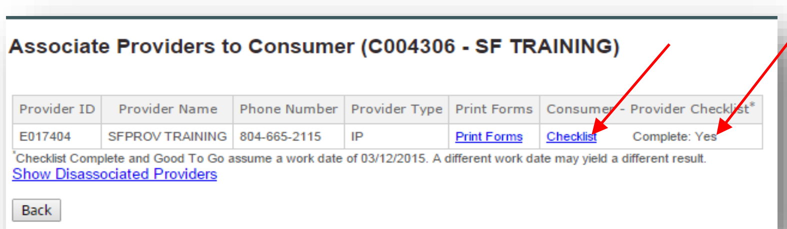


All Associate Attendants will be viewable at the top beginning with the PPL Provider I.D. and Name:

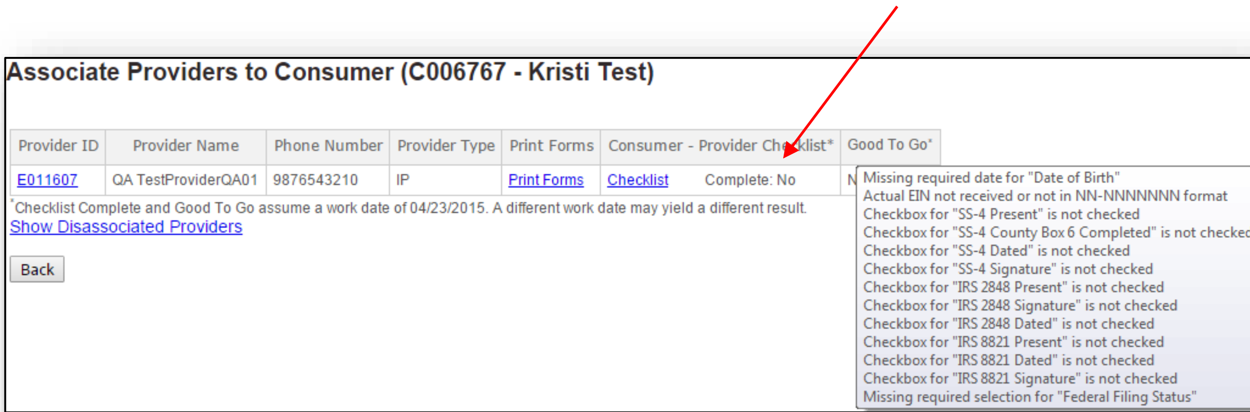
View the status of the Attendant by looking at the Provider Checklist Column. Status:

- Complete/Yes = Attendant has completed the hiring process checklist and is Good to Go.

- Complete/No = Attendant has not completed the hiring process checklist and is not yet Good to Go. Place your cursor over the word *"No"* to view list of items that are still needed or click on *Checklist* tab. From the Checklist tab all items that are still needed will highlight in red on the right side of the checklist screen.



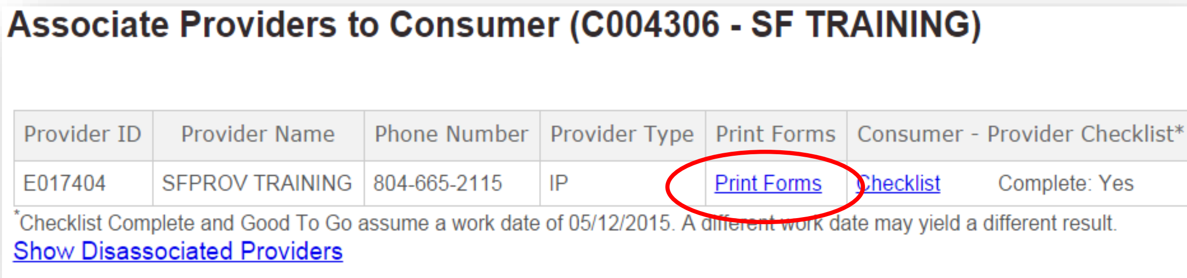
Hover your curser over the word *No* and it will highlight the list of items that have not been processed for the Attendant.



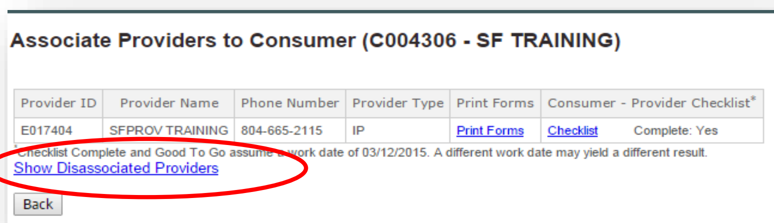
Print Attendant Forms

The Consumer/EOR can print the *hiring packet* or needed Attendant Forms from the Associated Providers list.

1) Go to *My Profile* from the green header bar
2) Scroll to the bottom of the Profile and Select *Associated Providers*
3) Click on *Print Forms* to view and print Attendant hiring forms.



View the Disassociated Attendants by clicking on the *Show Disassociated Providers link.*

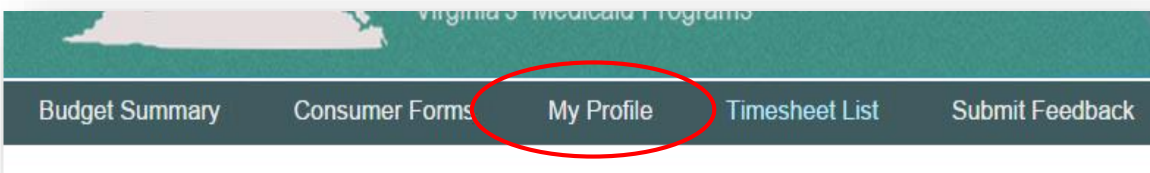


To avoid risk of fraud EOR's should review the list of Active Attendants regularly. If the Attendant has stopped providing services for the Consumer the EOR must submit the Notice of Discontinued Employment Form to PPL. The Attendant will then be moved to the Disassociated Provider List so that no further timesheets or payments can be processed to the Attendant.

Update Consumer Information in Portal

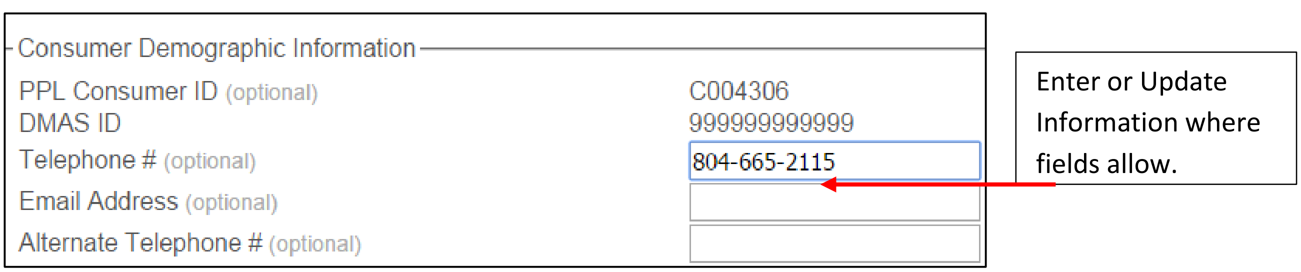
Consumers can update the telephone and email contact information directly in the portal.

1) Click on *My Profile* from the top green header bar

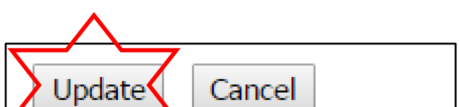


2) Scroll to the bottom of the profile and click on the *Edit Consumer* tab

3) You will have the option to change *phone* or *email* information only.



4) When you are finished making the change, scroll to the bottom of the profile and click on *Update*.



Timesheet Pend Messages

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Most Frequent Pend Messages

Pend Message	Meaning
Duplicate entry on IN PROCESS Timesheet No.	Another timesheet has been submitted for the same hours. The timesheet will pay all hours that do not have a duplicate entry. Employer of Record should have Attendant correct and resubmit.
Duplicate entry on PAID Timesheet No.	Another timesheet has been submitted and already PAID for the same dates/time. Timesheet will be denied for these hours.
Consumer is not authorized for this service	Authorization for this service has not been received by PPL. Authorizations are electronically transmitted from the authorizing agency to PPL.
Worked Units exceeds the Units remaining on the Authorization.	The budgeted units have been exceeded. This will occur if the Attendant submits for units over the approved amount. The timesheet will pay out any units up to the units approved.
Employee Hours cannot exceed 24 in a single day	Attendant cannot submit for more than 24 hours in a single day.
Over 480 Hours of Respite used for fiscal Year	Consumer has used 480 respite hours for the fiscal year authorization period July 1 through June 30.
Medicaid not eligible	PPL has not received the consumer Medicaid and/or Waiver eligibility information for the consumer.
Actual EIN not received or not in NN-NNNNNNN	EIN has not been established. The Employer of Record has not been established until the EIN has been received.

Frequently Asked Questions

I forgot my username or password…now what? If you forgot your username, click on the link and re-register. You will have to follow registration steps and will not be able to use your old username.

To change your password, click on the “Forgot Username or Password” link on the home page.

Enter your username and Click Next.
Enter your new password and Click Next.
You will be able to login using your newly created password.

I get an error message saying my information cannot be found, what do I do?

The most likely reason is that PPL Portal has your zip code or name on file differently than the way you may have entered it. Because of the way we receive the initial information about you, sometimes we will have a 9 digit zip code in the system and sometimes only 5 digits. If you have experienced a recent name change and did not make PPL aware, the same problem can occur. The fastest way to figure out why you can’t register is to call PPL Customer Service @ 1 866-259-3009. Alternatively, you can email pplva@pcgus.com

Why do we ask for your email address? We use your email address to communicate with you regarding updates to the status of your timesheets. We will never give away your email address to any third parties.

PPL Contact Information

Mailing Address: **VA DMAS Consumer-Public Partnerships, LLC** **4991 Lake Brook Drive, Suite G90** **Glen Allen, VA 23060**	Mailing address used for mailing information to PPL.
Customer Service Contact Information **Email: pplva@pcgus.com** **Phone: 1-866-259-3009** **Spanish Speaking – Select Option 2 when calling** **TTY: 1-800-360-5899** **Virginia Relay Service: 7-1-1**	Customer service may be contacted by email and phone. PPL staffs a fully integrated Customer Service Call Center that operates from 8:00 a.m. to 8:00 p.m. daily Monday through Friday and from 9:00 a.m. to 1:00 p.m. on Saturdays.
Fax paperwork: **Administrative Fax: 1-866-709-3319**	Faxing for any documents that can be faxed to PPL other than timesheets.
Timesheet Fax: **1-888-564-1532**	Faxing timesheets ONLY. Do NOT include FAX cover for timesheets.

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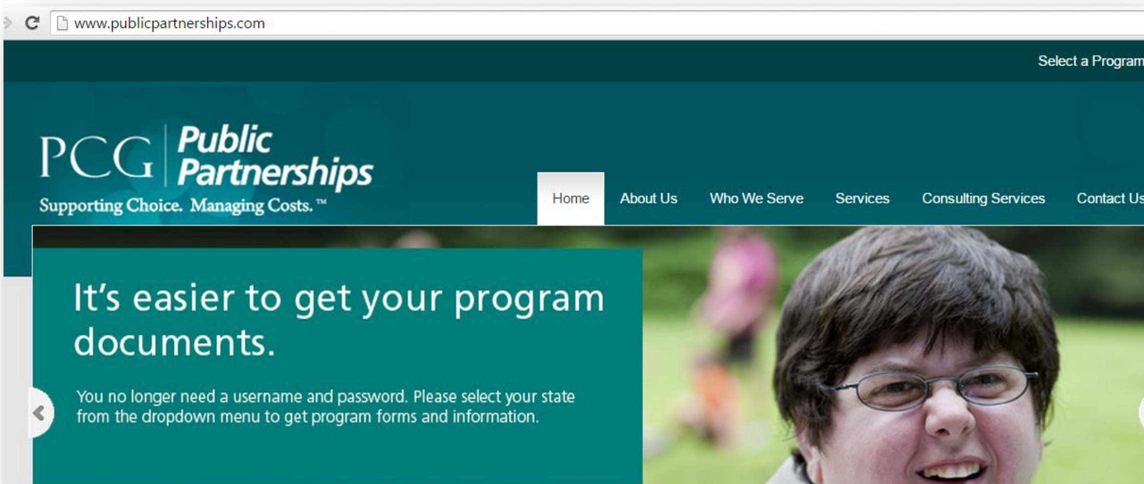
PPL Information Website:

Please visit the Public Partnerships LLC information site for additional assistance with forms, instructions and training. Go to:

www.publicpartnerhips.com
Select the State: Virginia
Select Program: Consumer Directed Fiscal Agent/Consumer/EOR/Attendant



Click on the areas under the Resources tab for helpful information.