PA OFFICE OF DEVELOPMENTAL PROGRAMS(ODP) PROGRAM

Session A

January 2024

public partnerships PPL
Your #1 choice for self-directed care™

OVERVIEW

- PA ODP Program Overview
- Roles and Responsibilities
- Enrollment Flow
- Transition Plan
- MyAccount
- Frequently Asked Questions FAQ

Glossary of Terms

Term	Definition
Office of Developmental Programs (ODP)	Administrator of Vendor Fiscal/Employment Agent VF/EA Participant Directed Services
Support Coordinator	Assesses, refers and develops the Individual Service Plan (ISP) with the participant
Participant	Service Recipient
Common Law Employers (CLEs)	Employer of Record
Enrollment Specialist (ES)	A PPL employee that will assist the employer with completing their enrollment.
Support Service Professional (SSP)	Provider- Individual providing services
Support Broker SB	Paid position that supports the participant with employer responsibilities (Not a PPL Employee)
Vendor	A person or business which provides goods, services, and transportation to the Participant.

Contact Information

Operational Hours	Monday – Friday 9:00am – 7:00pm EST Saturday 9:00am – 1:00pm EST
Customer Service phone number	1-800-249-0861
Admin email address	PAODP@pplfirst.com
Customer Service email address	PAODP-CS@pplfirst.com
PPL public website	https://www.pplfirst.com/welcome-pennsylvanians/

SELF-DIRECTION: *Who is Who?*

CLE: Makes all employer-related decisions

Public Partnerships PPL: the FMS provides specific employer agent functions that support the participant with the employer-related functions.

The Participant

Supports Coordinator SC: Refers participant to PPL and assists in the development of the participant Service Plan.

The Support Service Professional SSP: Individuals hired by the CLE are tasked with providing support as indicated in the participant's Individual Service Plan (ISP).

The CLE Roles and Responsibilities

The CLE is the **employer** of record.

CLE is **responsible** for **providing direction/training** to SSP on how they want services delivered.

CLE is **responsible** for **reviewing, approving** or **rejecting shifts** in a timely manner.

CLE is **responsible** for **providing feedback** on the SSP's work performance.

CLE is **responsible** for **setting their hourly wages** (within program limits)

CLE is **responsible** for communicating any **changes in the schedule**.

CLE is **responsible** for providing the SSP with a start date once the enrollment packet has been approved.

CLE is **responsible** for ensuring documentation of service notes and quarterly progress notes

The SSP Roles and Responsibilities

The SSP role is **employee**.

- ✓ The SSP is **responsible** for **consistently** and **reliably** delivering **quality service**, to the participant.
- ✓ The SSP is **responsible** for **complying** with **time submission requirements**, **reporting neglect, abuse or exploitation** of the participant,
- ✓ and **reporting fraud, waste or abuse** of Medicaid funds.
- ✓ The SSP is **responsible** for completion of service note documentation.

Public Partnerships Roles and Responsibilities

Our role is serving as the **payment agent** as defined by the IRS.

Our role is to **support** and provide training to CLEs and SSPs in all aspects of the enrollment process.

Our role is to process timesheets and verify EVV entry data.

We are **responsible** for providing **customer service,** and **enrollment services**.

We are **responsible** for processing background checks.

We are **responsible** for **withholding taxes**, **garnishments** as applicable, **calculating payroll**, **executing payments to providers**, **paying invoices for goods and services**, preparing and distributing **W-2s** annually.

We are **responsible** for providing a process for complaints and grievances.

We are **responsible** to report suspected **neglect, abuse, or exploitation**, and suspected **fraud, neglect**, or **abuse** of Medicaid funds.

ENROLLMENT FLOW

Transition Plan

CS Lines Go Live:
Date: 01/04/2024

Trans Enrollment Begins:
Date: 01/08/2024

Live Webinars
Login Assistance & Paperwork Completion
Date: Throughout January

Time4Care Time Submission Begins
Date: 03/10/2024

Last PALCO Time Submission
Date: 03/09/2024

Time4Care Orientation
Date: Throughout February

Last PALCO Payment
Date: 03/09/24

First Pay Period:
3/10/2024 - 3/23/2024

First Payroll Posting Date
Date: 04/05/2024

SELF-DIRECTION: *The Enrollment Journey*

Enrollment Specialist contacts the CLE to initiate the Enrollment Process

CLE enrolls with **Enrollment Specialist**

SSP completes hiring process

CLE provides a start date

SSP starts working submits time

CLE approves time

PPL processes payroll

You are self-directing with **PPL**!

THE DETAILS: *Key Forms*

Common Law Employer (CLE) Paperwork

IRS 2678

Names PPL as the payment agent

CLE Consent Form

Terms for being an employer in self-direction

Vendor

Vendor Details Form

Updates vendor's demographics and payment information

Form W-9

Provide the vendor's correct Taxpayer Identification Number (TIN) to PPL

Support Service Professional (SSP) Paperwork

Provider Enrollment Form

Updates employee demographics and payment information

Employment Agreement

Terms for being an employee in self-direction

USCIS I-9

Verifies applicant can be legally employed

IRS W-4

Informs PPL what taxes to withhold

Difficulty of Care Exclusion Form

Determines if the Provider is eligible for income exclusion

Tax Exemptions

Identifies employees providing domestic services that may be exempt from paying certain federal and state taxes

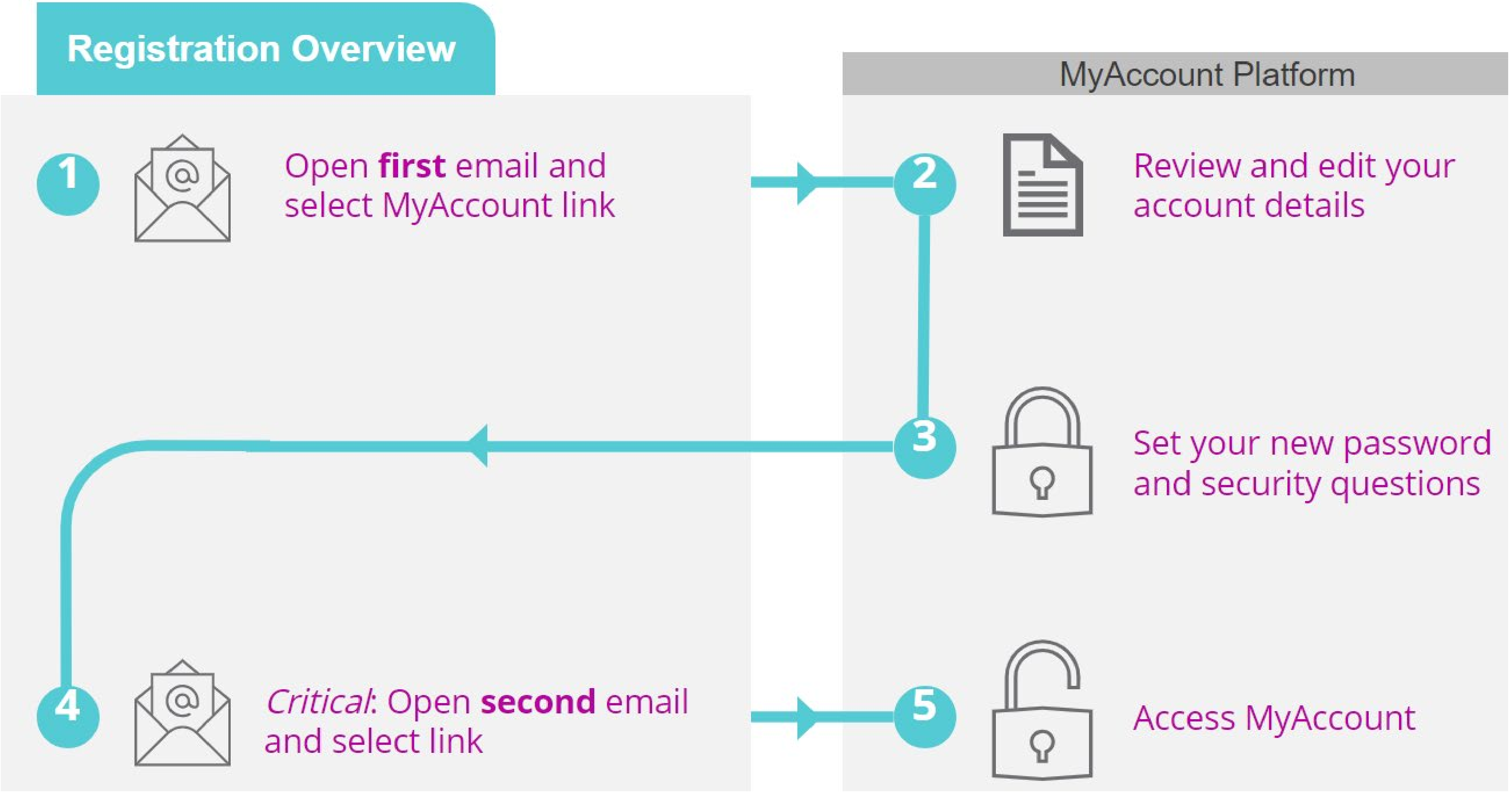
Fair Labor Standards Act (FLSA)

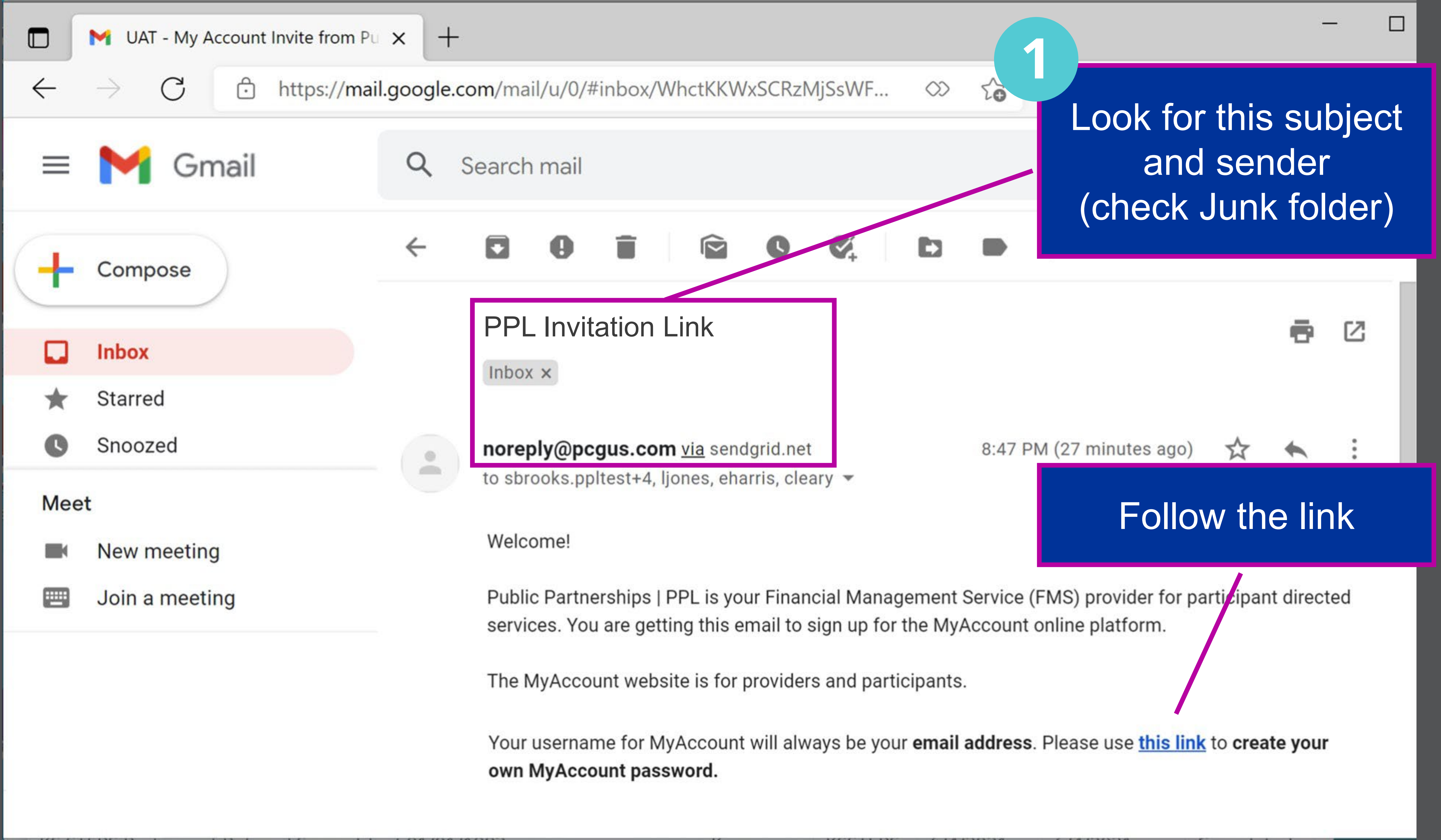
Notifies PPL the employee qualifies for the live-in exemption from overtime pay

MYACCOUNT

MyAccount

- On this first week of January PPL will send The MyAccount registration link to the transitioned Participants, and SSPs.

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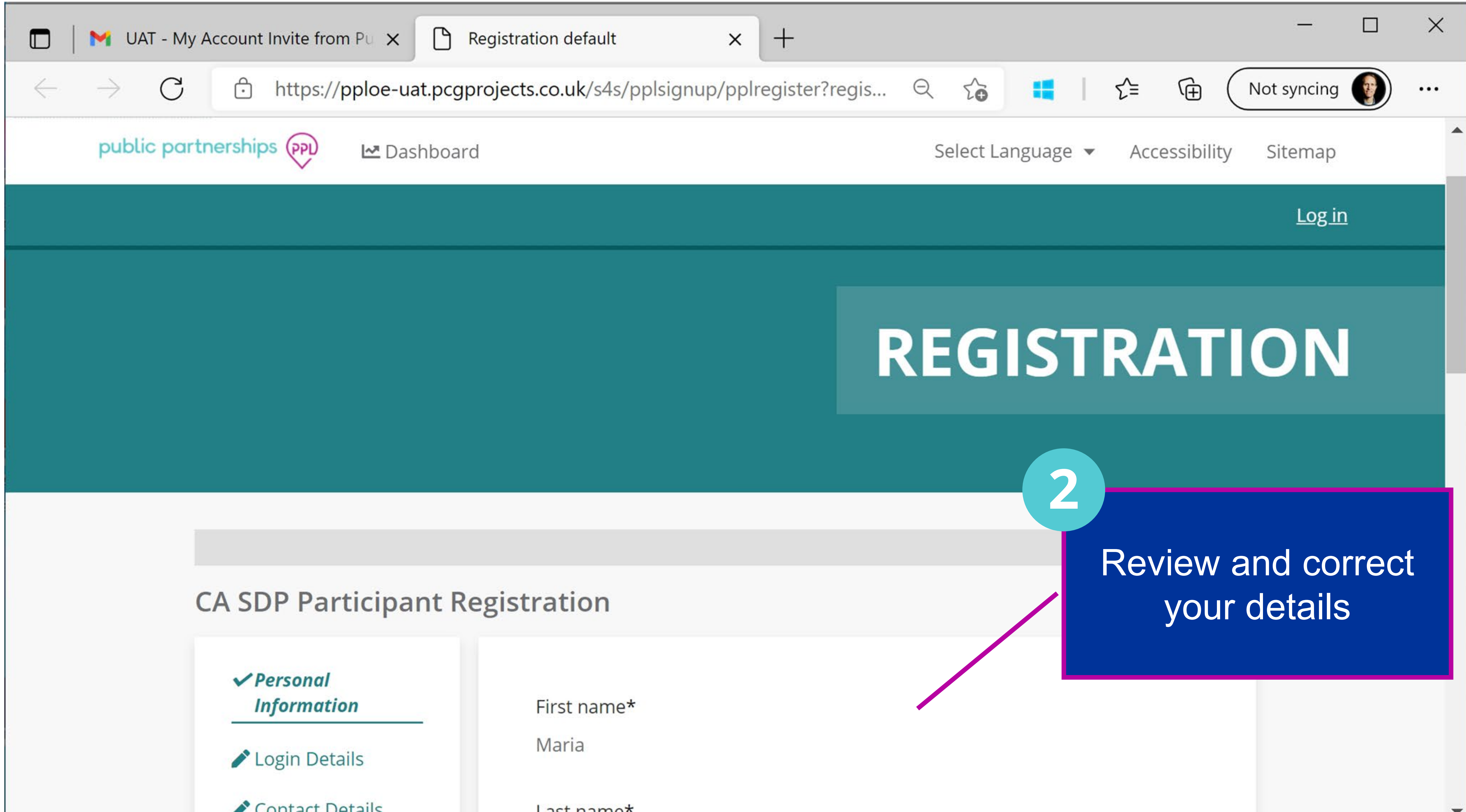
Look for this subject and sender (check Junk folder)
Follow the link
UAT - My Account Invite from Pu
https://mail.google.com/mail/u/0/#inbox/WhctKKWxSCRzMjSsWF...
Gmail
Search mail
Compose
Inbox
Starred
Snoozed
Meet
New meeting
Join a meeting
PPL Invitation Link
Inbox ×
noreply@pcgus.com via sendgrid.net
8:47 PM (27 minutes ago)
to sbrooks.ppltest+4, ljones, eharris, cleary
Welcome!
Public Partnerships | PPL is your Financial Management Service (FMS) provider for participant directed services. You are getting this email to sign up for the MyAccount online platform.
The MyAccount website is for providers and participants.
Your username for MyAccount will always be your email address. Please use this link to create your own MyAccount password.



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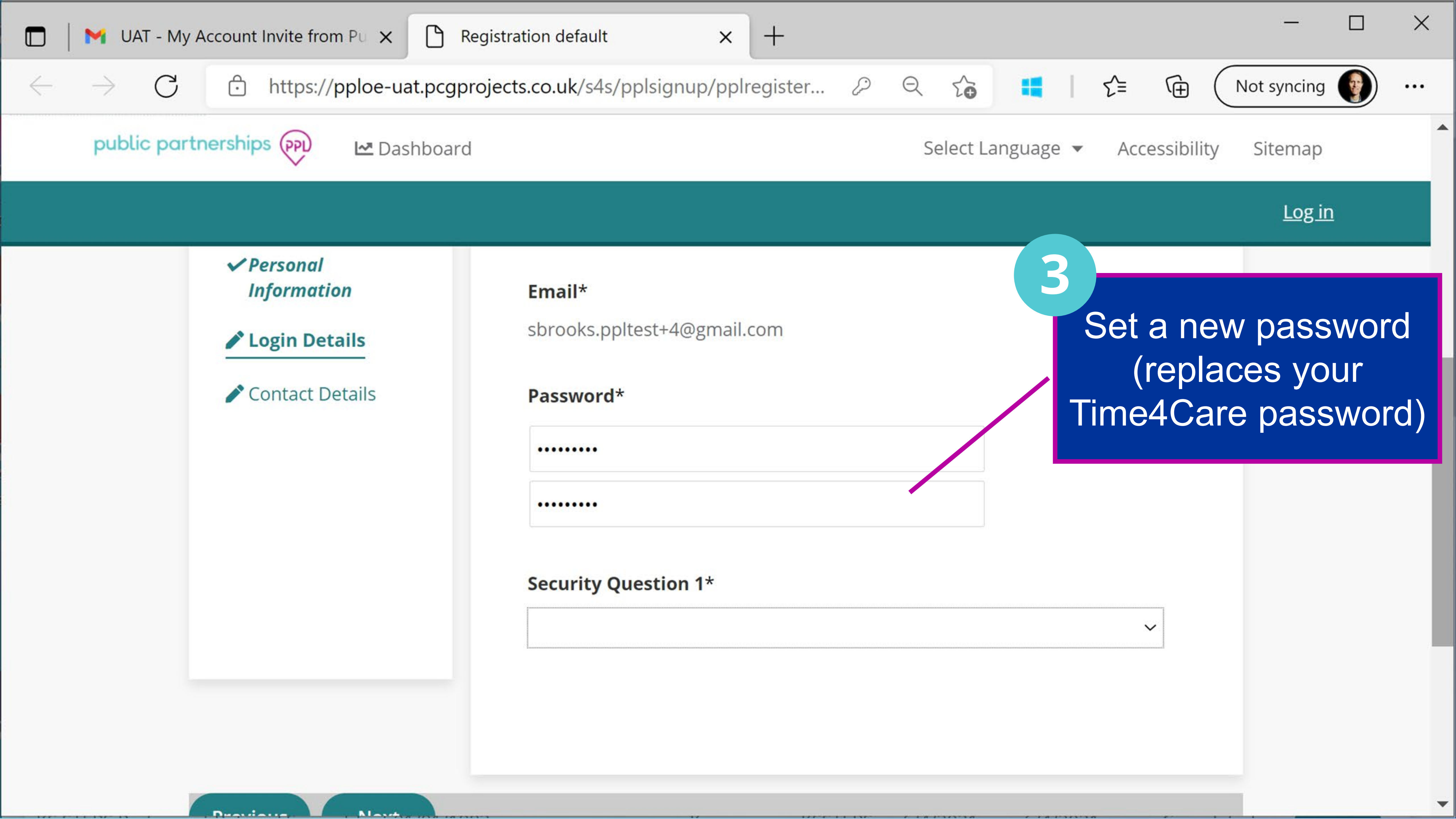
Review and correct your details



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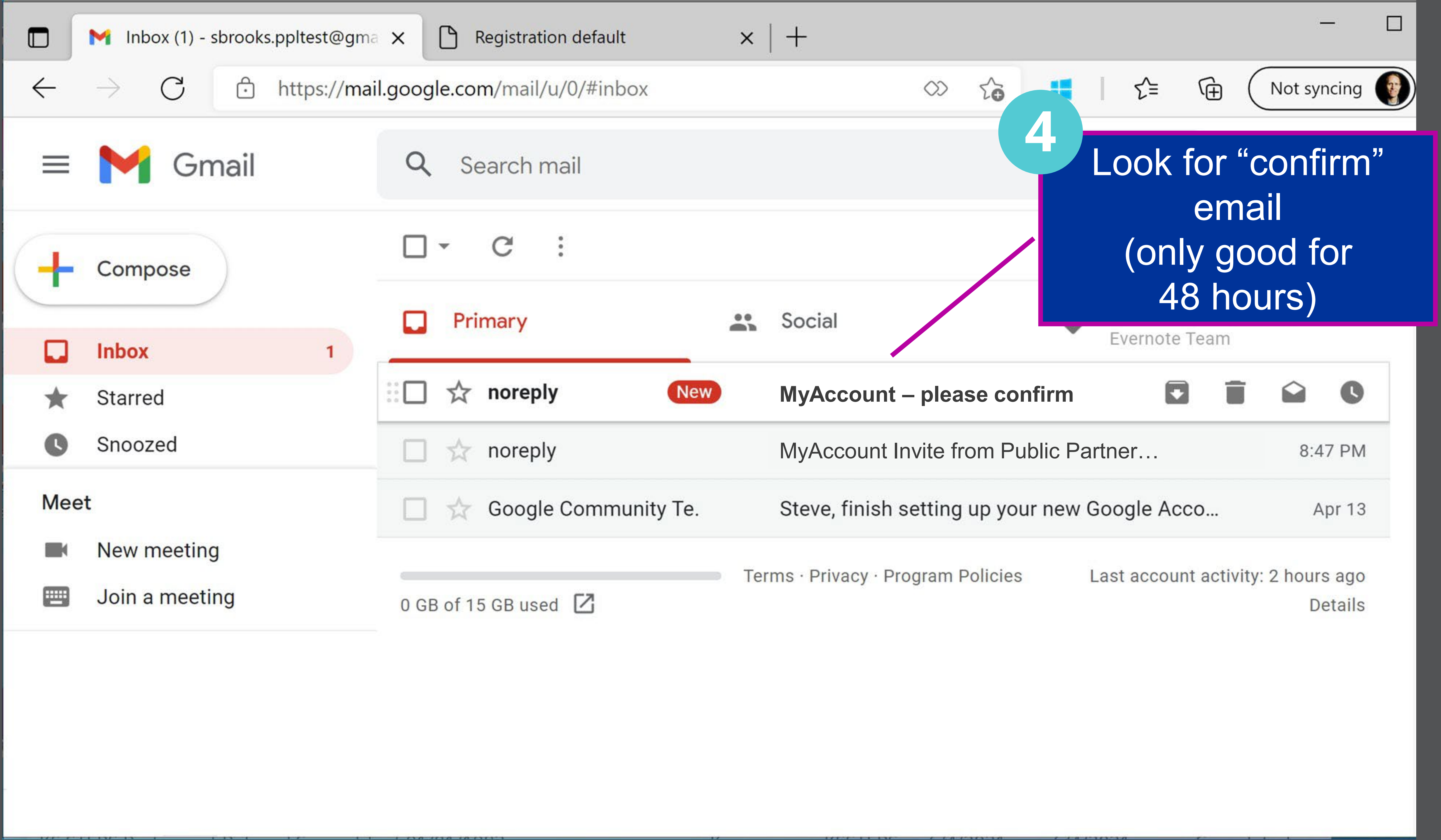
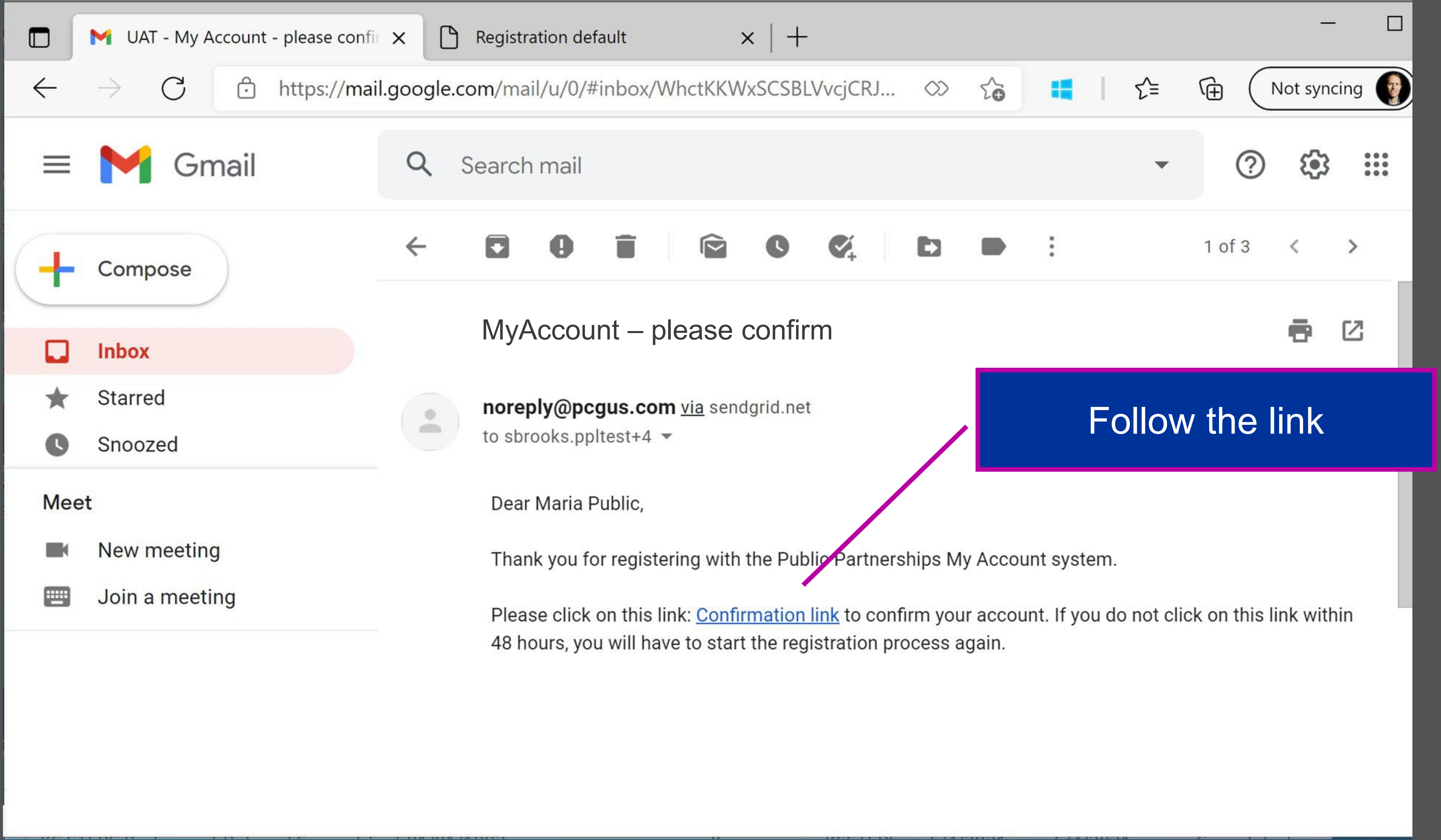
Set a new password (replaces your Time4Care password)

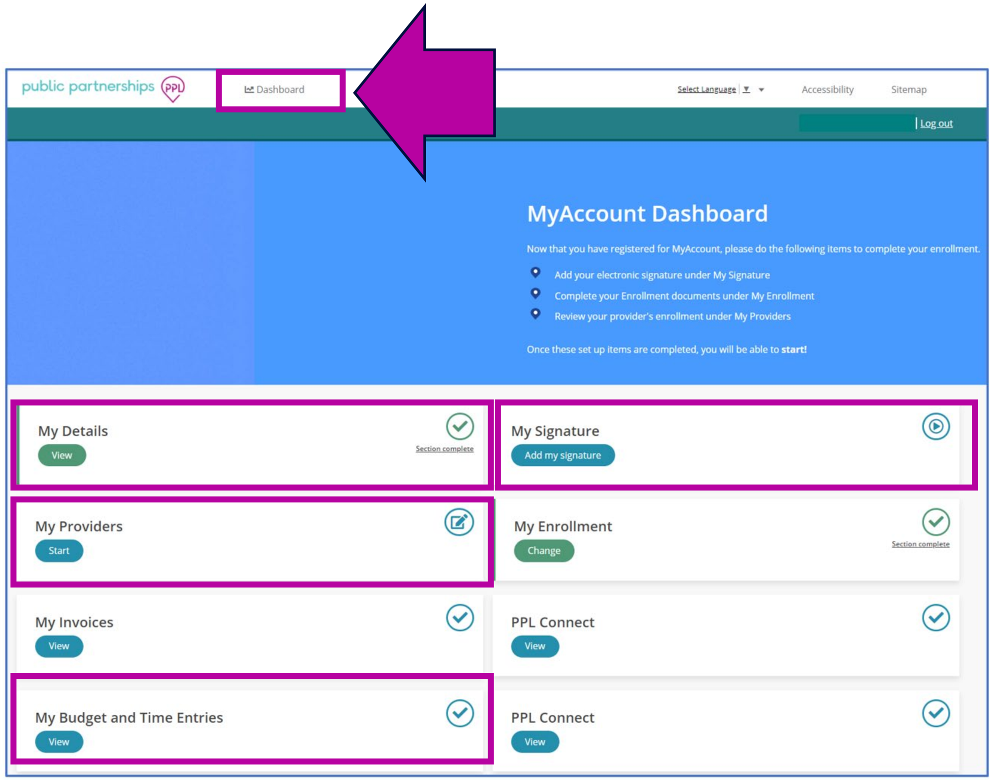

Inbox (1) - sbrooks.ppltest@gma
Registration default
https://mail.google.com/mail/u/0/#inbox
Not syncing
Gmail
Search mail
Compose
Inbox 1
Starred
Snoozed
Meet
New meeting
Join a meeting
Primary
Social
Evernote Team
noreply New MyAccount – please confirm
noreply MyAccount Invite from Public Partner… 8:47 PM
Google Community Te. Steve, finish setting up your new Google Acco… Apr 13
0 GB of 15 GB used
Terms · Privacy · Program Policies
Last account activity: 2 hours ago
Details
4
Look for "confirm" email
(only good for
48 hours)


UAT - My Account - please confi
Registration default
https://mail.google.com/mail/u/0/#inbox/WhctKKWxSCSBLVvcjCRJ...
Not syncing
Gmail
Search mail
Compose
Inbox
Starred
Snoozed
Meet
New meeting
Join a meeting
1 of 3
MyAccount – please confirm
noreply@pcgus.com via sendgrid.net
to sbrooks.ppltest+4
Dear Maria Public,
Thank you for registering with the Public Partnerships My Account system.
Please click on this link: Confirmation link to confirm your account. If you do not click on this link within 48 hours, you will have to start the registration process again.
Follow the link

MyAccount Participant Dashboard

***MyAccount is Public Partnerships web portal for managing your information and documents*.**

While you are navigating MyAccount and want to return to the Dashboard, you can click on the ***Dashboard Icon*** at the top left of the screen at any time to return here.



My Details allows you to view and/or change your own contact information.

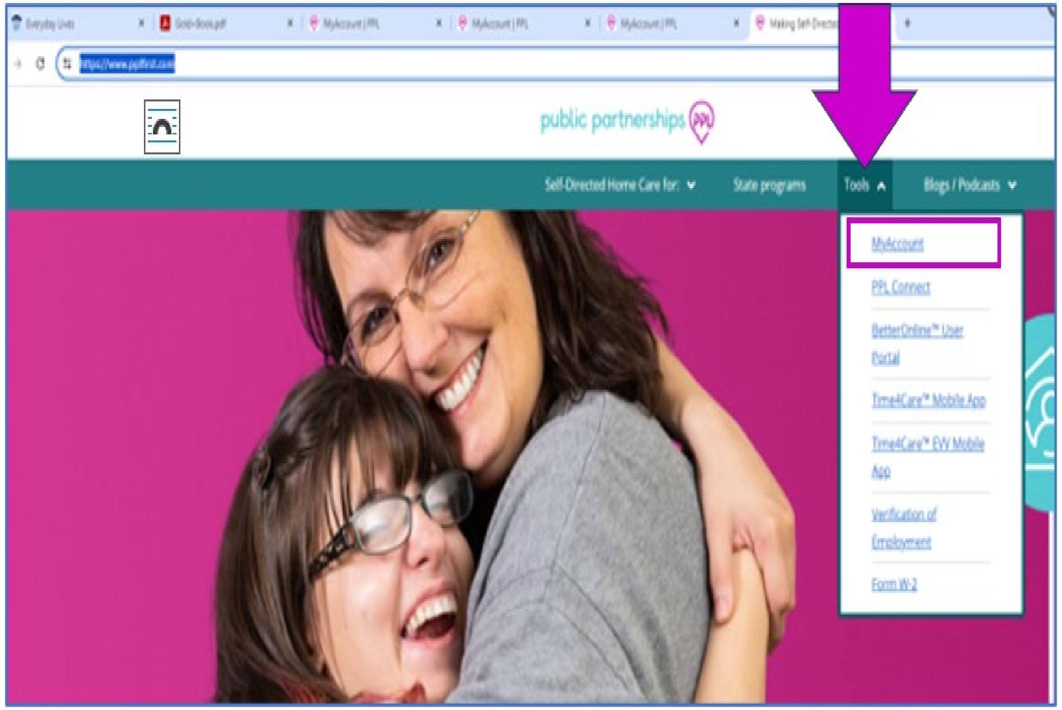
My Signature allows you to select or draw your signature electronically to complete required enrollment documents.

My Providers allows you to view, register, and manage the person or people who will be providing you support and care.

My Budget & Time Entries allows you to approve or reject your provider(s) time entries and review your remaining budget to help you make decisions about your support.

MYACCOUNT ORIENTATION

You can access these training YouTube videos by going to PPL's website https://www.pplfirst.com under the TOOLS to access the How-To Videos



MyAccount Participant My Details
https://youtu.be/ACdQvLFH3IQ

MyAccount Participant 'My Signature' Feature
https://youtu.be/3xnpEmDwp6w

FREQUENTLY ASKED QUESTIONS- FAQs

Important Transition Dates 2024

January 8- PPL transition/enrollment paperwork begins

February – Orientation of Time4Care

March 9 – Last time submission PALCO

March 10 - Begin submitting time in Time4Care

March 22 - Last payment from PALCO

April 5 - First payment from PPL

FAQs- Continued

How will the transition from PALCO impact me?

There will be no disruption to your current service with PALCO.

PPL will be fully operational in April 2024.

We will be communicating with you over the next few months about what to expect.

How will PPL know who I am or how to contact me?

As part of the transition process, ODP and PALCO have provided your demographic information to PPL.

PPL will use this information to communicate with you.

An Enrollment Specialist will be assigned to you and will be reaching out to assist you over the next few weeks.

FAQs- Continued

Do I have to fill out any paperwork?

Yes. Transition/enrollment forms will be completed electronically in PPL's MyAccount.

The new forms are to gather specific withholding, direct deposit and other information to PPL.

If a CLE or SSP completes transition paperwork with PPL when can PPL begin issuing payments for services?

Transition/enrollment paperwork should be completed in January.

You will begin submitting time with PPL on March 10th.

The first PPL payment will be on April 5, 2024.

Completion of the transition/enrollment paperwork is the first step in your transition to PPL.

FAQs- Continued

Do I still submit time to PALCO if I am enrolled with PPL?

Yes. You will complete your transition/enrollment between January and February 2024, but during this time you will still submit time to PALCO and will continue to receive services from PALCO through March 2024.

You will not start submitting time entries to PPL until the planned date of March 10, 2024

How will employees submit their time entries to PPL?

SSPs will be able to submit their time electronically through PPL's Time4Care mobile application.

Your assigned Enrollment Specialist will complete Time4Care Training with you.

PPL will also provide orientation on Time4Care in February.

FAQs- Continued

When will I get paid by PPL?

The first time you will be paid from PPL is April 5, 2024.

The payroll schedule will remain the same as it is today.

How will I get paid?

PPL runs a pre-note with the bank on the SSP's first payment to be sure the account number is correct by March 10. Please make sure paperwork is completed by then.

If paperwork not completed by March 10th, payment will be paper check until your back responds to the pre-note request. .

Pre-notes ensure that your money goes to your account!

Questions