

WV I/DD Waiver Program
Personal Options Web Portal Instructional Manual for Employees
How to use the “Contact Us” page

How to use the “Contact Us” page:

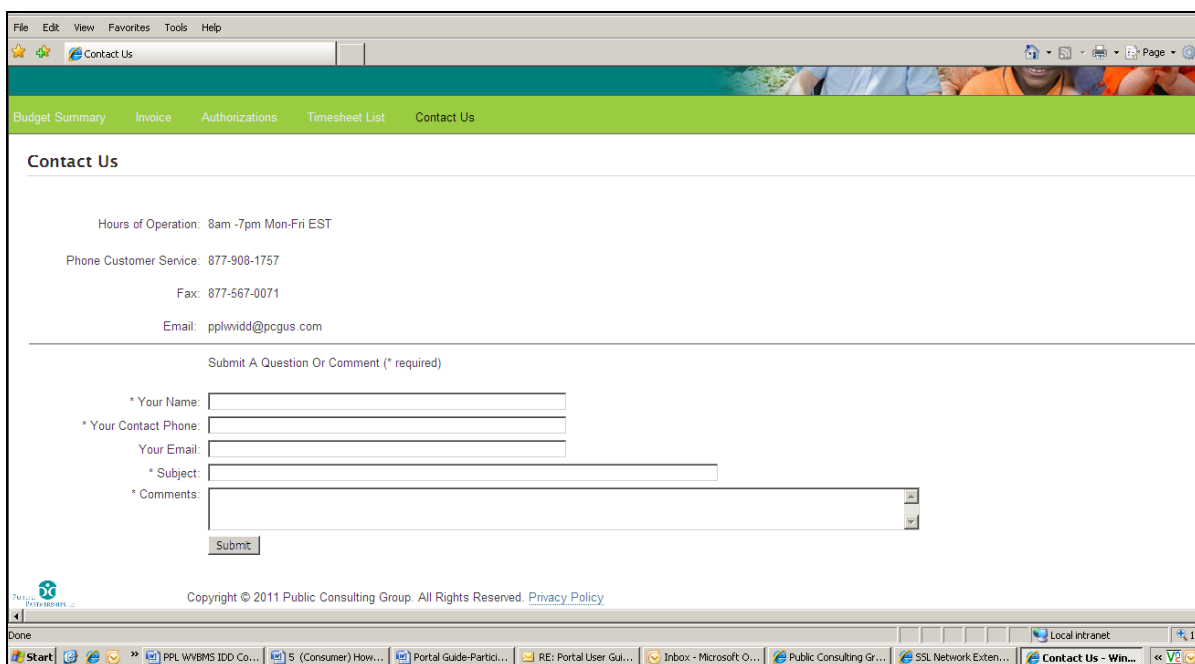
1. Log in to the PPL Web Portal using your pre assigned username and password

<https://fms.publicpartnerships.com/PPLPortal/login.aspx>

2. In the green header bar at the top of the screen you will see a **“Contact Us”** section. Choose it by clicking on it.



3. The screen below will appear.



4. You will see the following:

How to use the “Contact Us” page

- ✚ **Hours of Operation:** 8am -7pm Mon-Fri EST If you need to call customer service after hours there is a voicemail system. Please leave a message and a customer service representative will return your call.

- ✚ **Phone Customer Service:** 1-877-908-1757

- ✚ **Fax:** 1-877-567-0071 You can use the fax number to return any of the required documents to PPL.

- ✚ **Email:** pplwvidd@pplfirst.com You can email ppl customer service if you'd like.

- ✚ You can either email PPL customer service directly from the Contact Us page or you can use the email address to email from your own email account.

- ✚ When you email PPL, your email will be responded to by a Customer Service Representative specifically familiar with and assigned to the WV I/DD Waiver Personal Options program. These are the same Customer Service Representatives that answer the phone.

We look forward to working with you! If you have any questions please don't hesitate to contact us!