West Virginia I/DD Waiver Program

Personal Options Web Portal Instructional Manual

for

Employees

Table of Contents

This manual will be continually updated as necessary.

Online Registration

Welcome to the PPL Web Portal for Employees

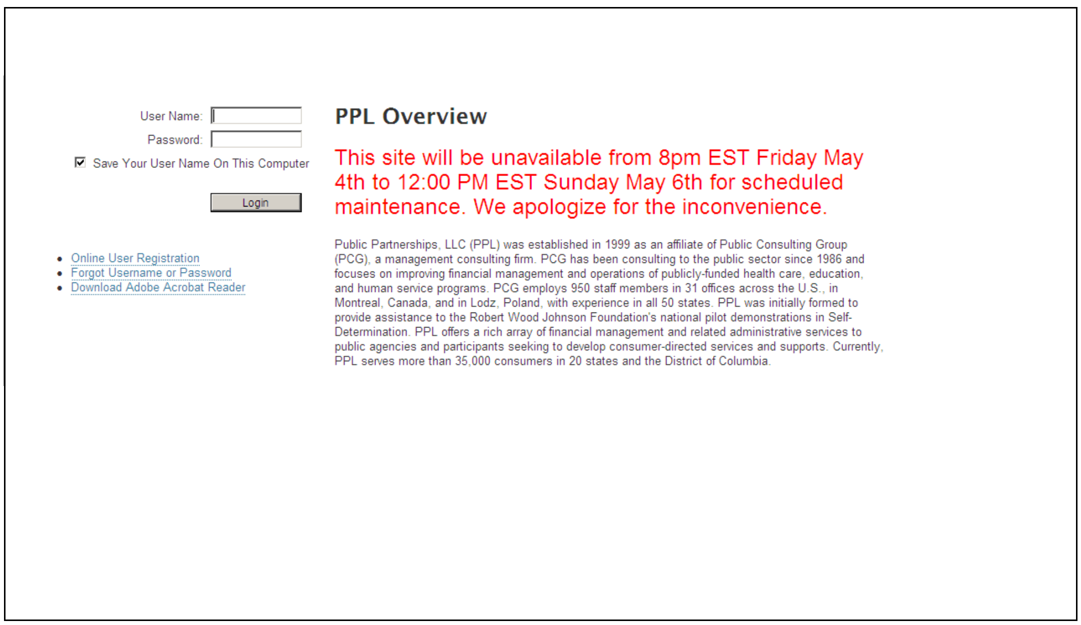
How do I register online? This document will explain how to set up your Username and Password so that you can begin using the PPL Web Portal. Once you are registered you will be able to use the PPL Web Portal for

- Submitting timesheets and travel invoices
- Searching and viewing the status of your timesheets and travel invoices

1. The first thing you should do is type in the web address provided below into your internet browser: (we recommend saving this as a ***favorite***, so that you don't have to keep typing it in).

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

2. A log in screen will appear. You will use this screen to log into the Web Portal after you have registered.



Online Registration

3. Select the **Online User Registration** hyper link below the login button on the Login Screen.

- Online User Registration
- Forgot Username or Password
- Download Adobe Acrobat Reader

4. This will bring you to the **New User Registration** screen. It will ask you to choose your state. You should select **West Virginia** from the drop down list.

Step 1: Select your State, Program and Role

State West Virginia

Cancel

5. After you select your state two new data fields will appear: **Program** and **Role**

- Select your Program – **WV IDD**
- Select your Role – **Employee** (if you choose the incorrect role the system will not be able to verify your information.

Step 1: Select your State, Program and Role

State West Virginia

Program TEST - WV IDD

Role Employee

Cancel Next

6. After you have selected your role click the **NEXT** button to continue on to registration.

    - By choosing the correct role the Portal now knows which information to look up for your account.
    - If you do not choose the correct role the system will be unable to find your account in order for you to complete your registration.

7. You will be brought to the **STEP 2. Verify Credentials** screen. You are now required to verify your employment by the participant by completing the three data fields below :

Provider ID	
Mailing zip Code	
SSN	
Last Name	

Please note if the system is unable to verify the employee's information there are potentially two issues:

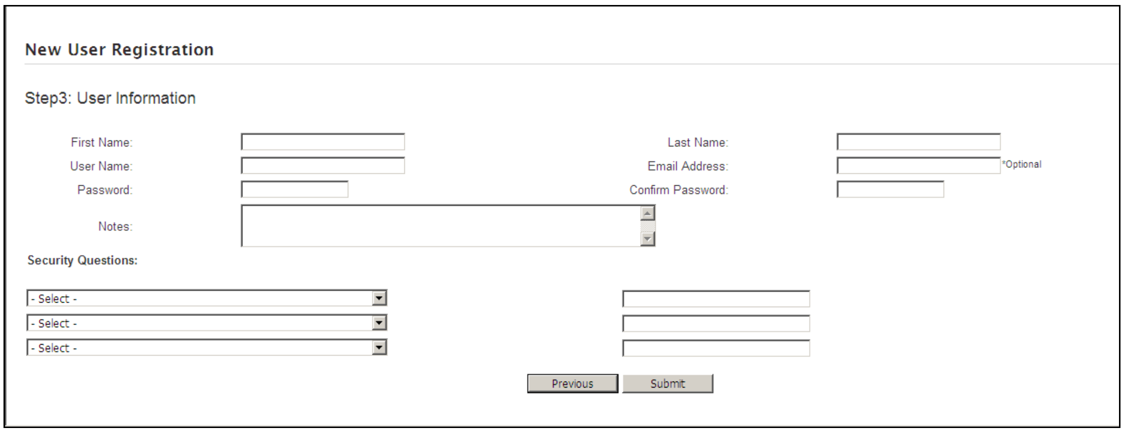
1. The employee's information was inaccurately entered at the time of enrollment. In order to resolve this:

    You should call Customer Service (1-877-908-1757) and provide the employee's ID so that PPL can correct the information.

2. The employee is new to the Personal Options program and has not yet been entered into the web portal yet. To resolve this please contact the

participant's Resource Consultant to make sure the employee information has been submitted to PPL.

8. You will now be brought to **Step 3: User Information** page. This is the page in which you will actually register yourself as a user in the system. You will be asked for the following information:


New User Registration

Step3: User Information

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

Security Questions:

- Select -
- Select -
- Select -

Previous Submit

- **<u>Username</u>**- PPL suggests that you use the first letter of your first name and your last name.
  Example: Mary Poppins = mpoppins
  Please note, if the user name you selected is already in use you will need to select a different username.

- **<u>Password</u>**- Your password must be at least **6** characters long and contain *at least* **1 numerical character**, **1 capitalized character** and **1 lower case character**. Please be aware that your password will be case sensitive.

- **<u>Confirm Password</u>**- Here, you need to retype the password you created.

- **<u>Email Address</u>**- Your email address is an optional field. PPL will use this to send information pertaining to your employee's timesheets to your email account. **Please note: If you provide an email address you will receive an email confirmation of your username and password.**

- **Security Questions**- You should choose three questions from the drop down menu. Type your answers to these questions in the data field next to each question.

  If you ever needed to change your username or password these questions provide a layer of security to protect your privacy. So that only YOU can change your user registration information.

9. If you are satisfied with all of your information click the **SUBMIT** button.

CONGRATULATIONS! You are now registered to use the PPL Web Portal.

You may now return back to the Log in Screen and enter your Username and Password

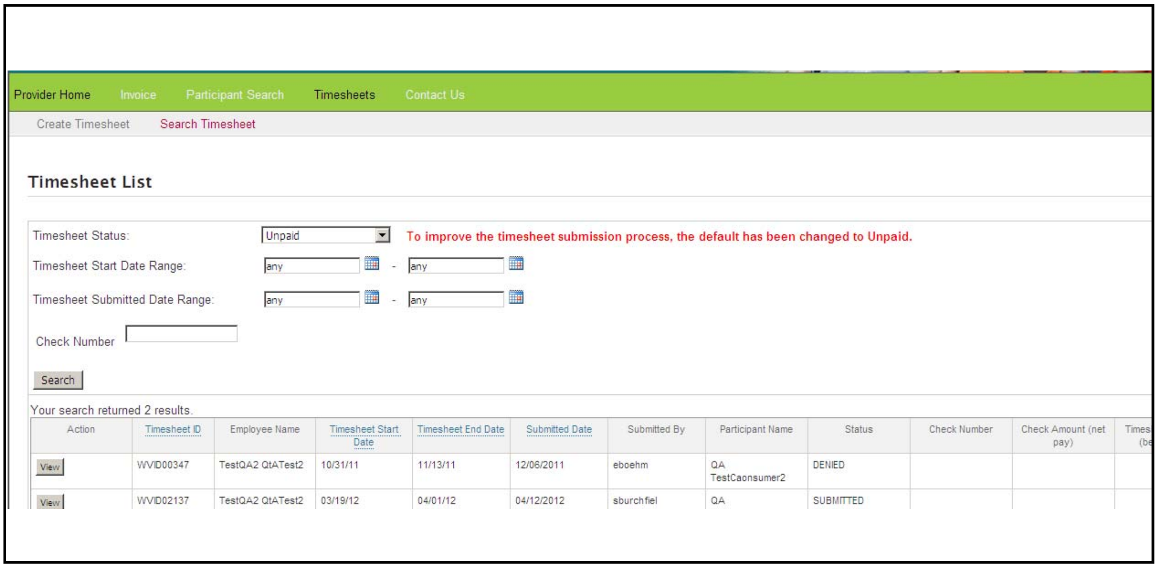
https://fms.publicpartnerships.com/PPLPortal/login.aspx

How to Create and Submit a timesheet:

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

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

2. You will default on the **"Timesheets – Search Timesheet"** page.

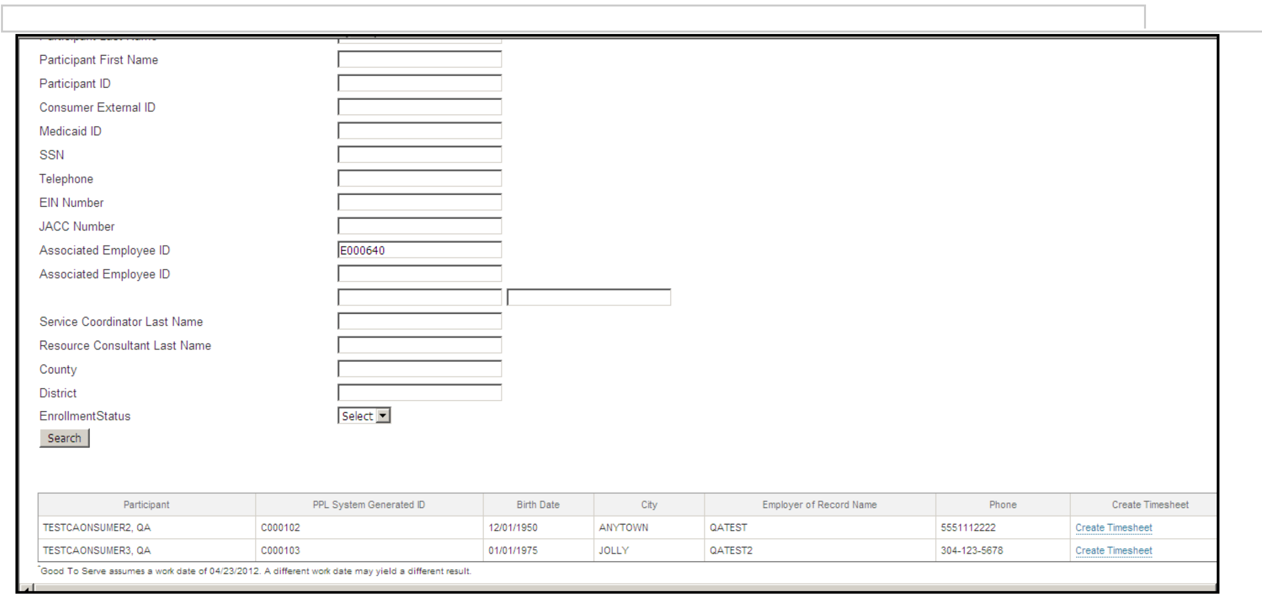


Here you may view all timesheets that have ever been submitted or you may narrow the search results by a specific status (Paid, Unpaid, In Process, etc.) or by specific dates. You may enter a check number to retrieve the associated timesheet.

3. In the header bar at the top of the page you will see two options:
   - Create Timesheet
   - Search Timesheet

How to Create and Submit a Timesheet

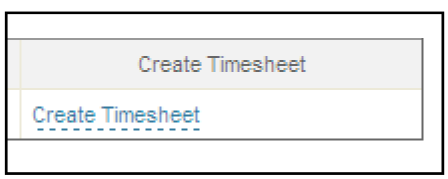
4. Select the option for **"Create Timesheet"** by clicking on the words. You will see the **"Participant Search"** page below:



Participant	PPL System Generated ID	Birth Date	City	Employer of Record Name	Phone	Create Timesheet
TESTCAONSUMER2, QA	C000102	12/01/1950	ANYTOWN	QATEST	5551112222	Create Timesheet
TESTCAONSUMER3, QA	C000103	01/01/1975	JOLLY	QATEST2	304-123-5678	Create Timesheet

*Good To Serve assumes a work date of 04/23/2012. A different work date may yield a different result.

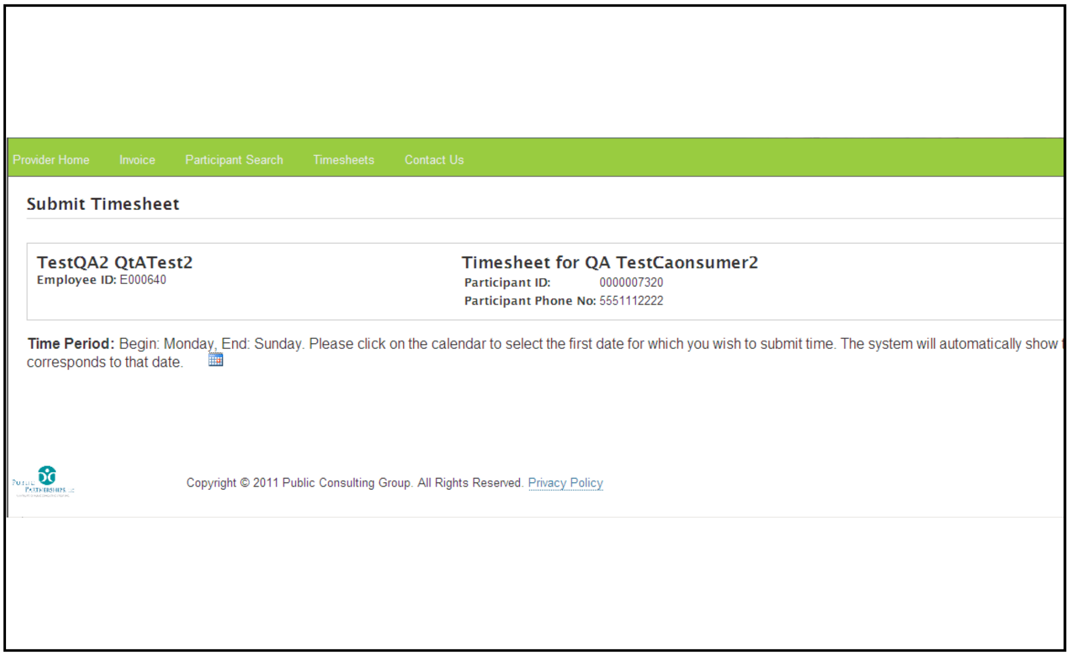
5. The Participant Search page will show all of the participants for which you work.
   - In the example above you work for two participants: "TESTCAONSUMER2, QA" and "TESTCAONSUMER3, QA". To create a timesheet for one of these participants, select the blue hyperlink to the right of the page.



   - If you are trying to submit a timesheet for a different participant and his name is not displayed, you may not be associated with that participant in the system. You should call Customer Service (1-877-908-1757) to determine how to proceed.

How to Create and Submit a Timesheet

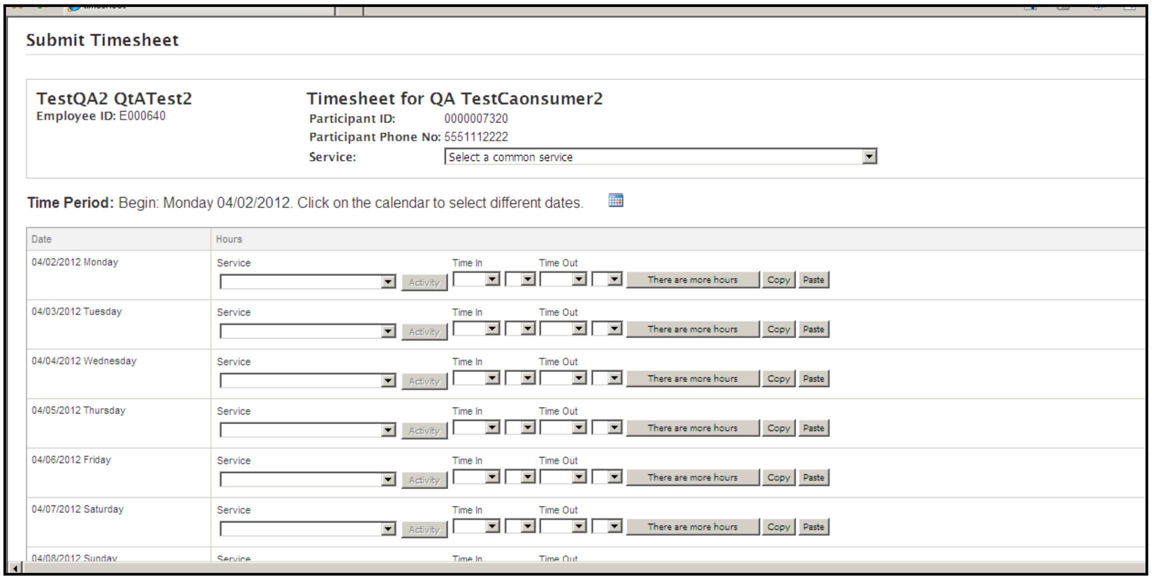
6. After selecting the blue hyper link you will see the “Submit Timesheet” page below:
   - This is the beginning of the timesheet creation process.



7. In this first screen you should click on the calendar box to select the pay period you are submitting time for.

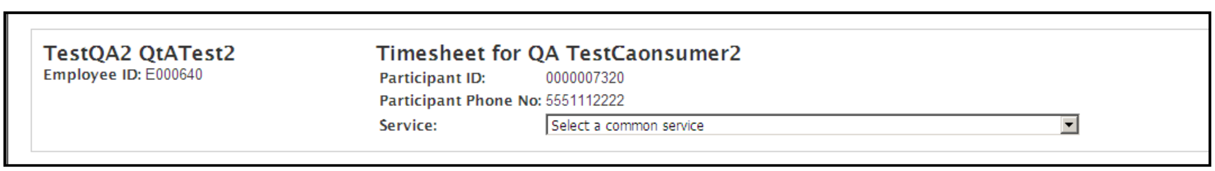
How to Create and Submit a Timesheet

8. After selecting the correct pay period you will be taken to the screen below:



9. This page is where you will enter in the time you worked for the pay period.
   - If you didn't work on one day, that's ok, just leave it blank.

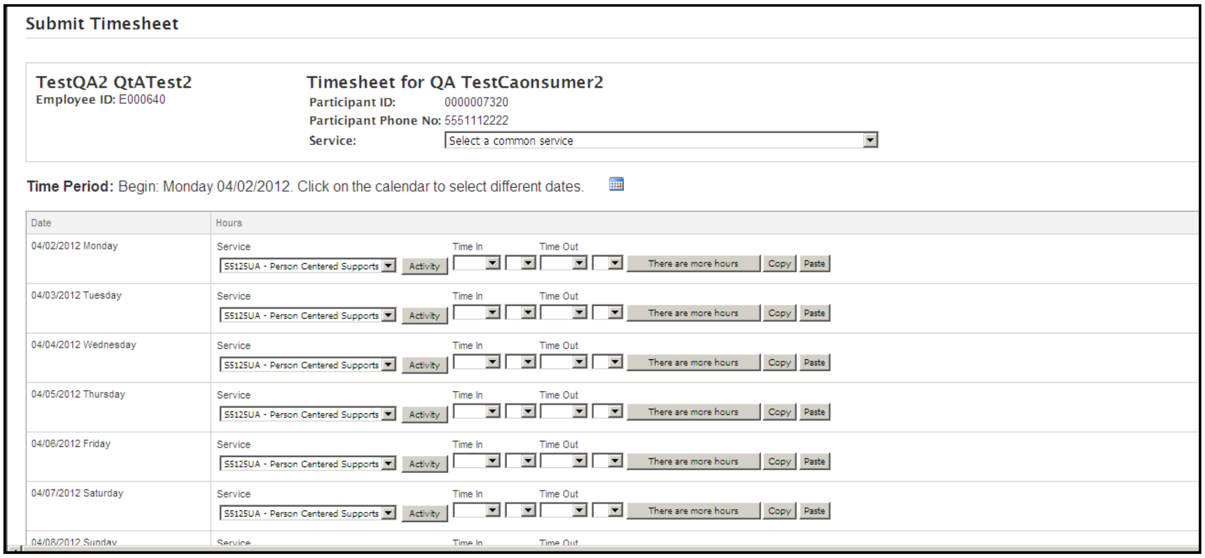
10. At the top of the page you should confirm that you are putting together a timesheet for the correct participant.
    - You also have the option of selecting a **"Common Service"**.



- This dropdown feature is used by employees who provide the same service throughout the entire pay period.
- The common service drop down lets you populate every line of the timesheet at once instead of filling in each day individually.
- The common service drop down is optional, you do not have to use this feature.

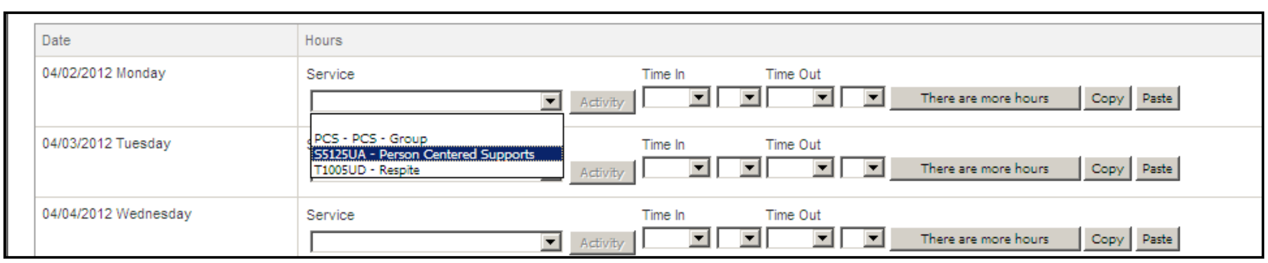
How to Create and Submit a Timesheet

- If you choose to use the **"Common Service"** feature, you will see something similar to the example below:



- If you choose not to use the **"Select Common Service"** feature. You must enter in the service type for each of the days worked.

11. To enter the service per day click on the **"Service"** drop down bar on the day you worked.

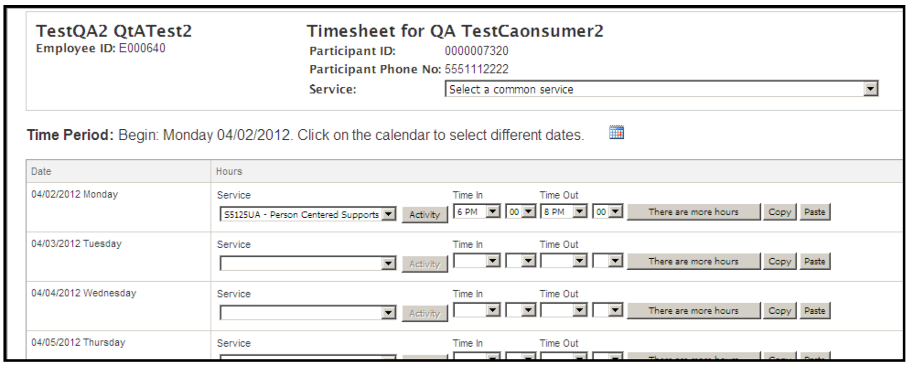


- Every day you work must have a service selected.
- If you worked a service that does not appear in your drop down menu please contact Customer Service. This typically means that PPL did not receive the required paperwork for that service type.

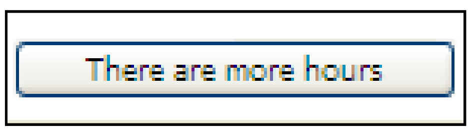
How to Create and Submit a Timesheet

12. Next you must select the hours in the day that you worked.

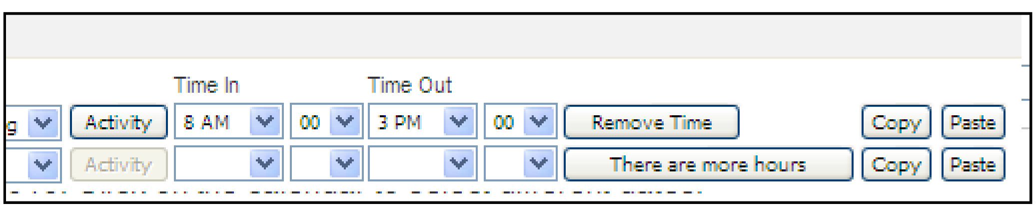
- To select the time of day you started click on the **“Time In”** dropdown:
- To select the time of day you ended click on the **“Time Out”** dropdown:
- You can also specify the exact minute that you started/stopped working. If you do not specify the exact minutes, the time will default to the top of the specified hour—i.e. 6:00 p.m.



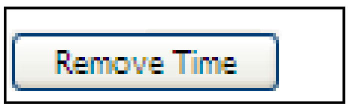
- If you worked multiple shifts in one day select the **“There are more hours”** button.



- After selecting the **“There are more hours”** button an additional line will be created for the day worked.

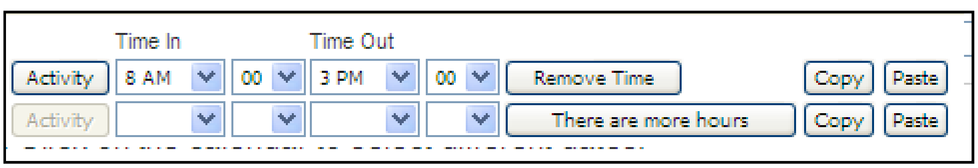


- After selecting the **"There are more hours"** feature, you will need to enter in the:
  - service type (which may be different than the service provided earlier that day)
  - the activity (if required)
  - the hours worked
- If you made an error and wish to delete an entire line item you may select the **"Remove Time"** button.



13. You also have the option to copy and paste each line item individually. This is a fast and accurate way to create timesheets for employees that work the same hours each day. To copy a line item:

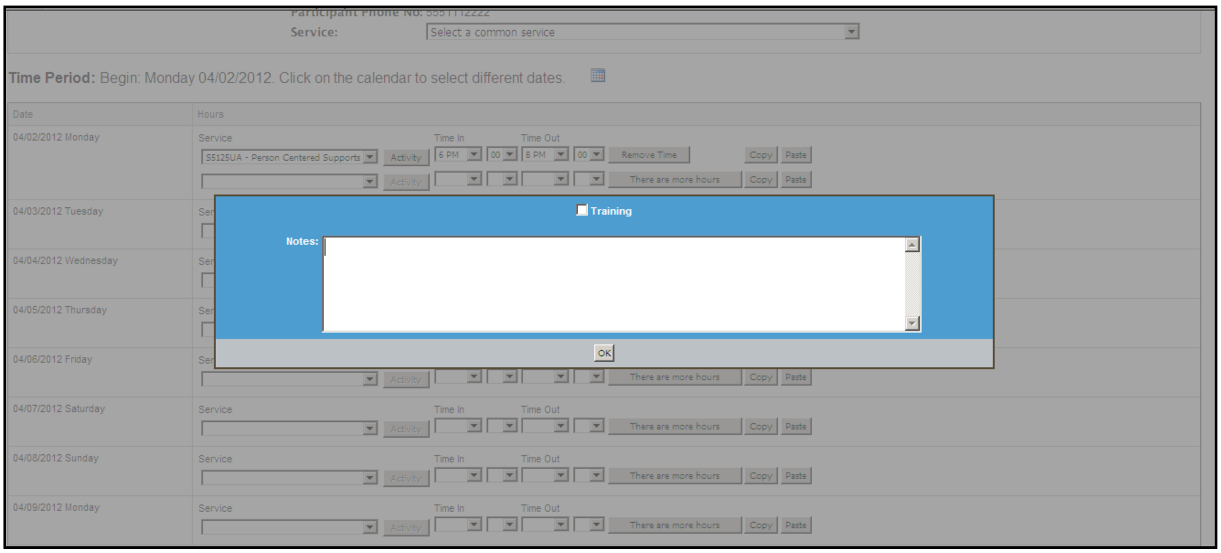
    - First click on the **"Copy"** button of the line item you would like to copy.



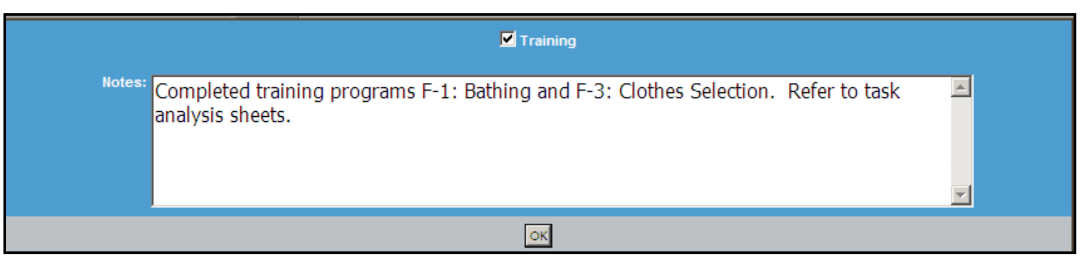
    - Next click on the **"Paste"** button of the line item where you wish to enter the copied information.

Next to the service box you will see an **"Activity"** button. If no formal training was provided, it is not necessary to click on the **"Activity"** button. However, you must use this feature if you provided <u>formal</u> training to the participant during the hours worked. Formal training is defined as specialized training program(s) developed and overseen by a traditional agency's Therapeutic Consultant (TC) or Behavior Support Professional (BSP). When formal training is provided, the employee is typically required to document training activities on task analysis forms which are collected by the TC or BSP. If you are unsure whether formal training is provided, please contact the participant/ Program Representative or the Service Coordinator.

When you click on the **"Activity"** button the following screen will be displayed:

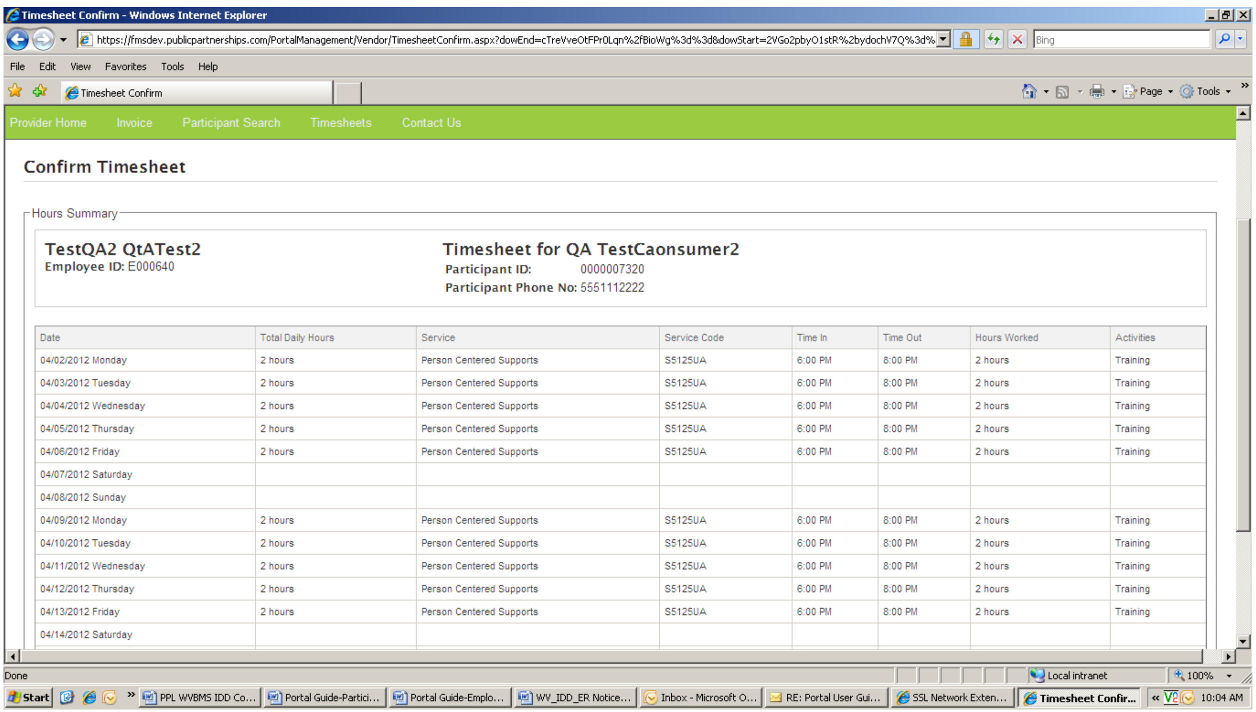


If formal training was provided, click the **"Training"** box so that a check mark appears. You may also type optional notes regarding the formal training activities.



14. When you have finished entering hours for all days worked, scroll to the bottom of the page and click on the **"Next"** button.

15. You will be taken to the **"Confirm Timesheet"** page. This page allows you to review the timesheet to ensure it is complete an accurate before submitting for approval.



Confirm Timesheet

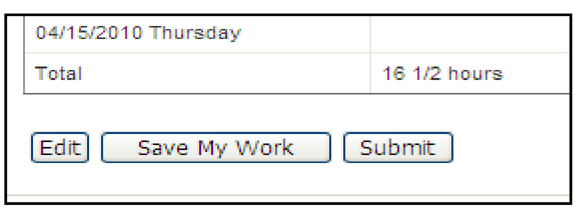
Hours Summary

TestQA2 QtATest2
Employee ID: E000640

Timesheet for QA TestCaonsumer2
Participant ID: 0000007320
Participant Phone No: 5551112222

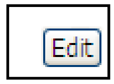
Date	Total Daily Hours	Service	Service Code	Time In	Time Out	Hours Worked	Activities
04/02/2012 Monday	2 hours	Person Centered Supports	S5125UA	6:00 PM	8:00 PM	2 hours	Training
04/03/2012 Tuesday	2 hours	Person Centered Supports	S5125UA	6:00 PM	8:00 PM	2 hours	Training
04/04/2012 Wednesday	2 hours	Person Centered Supports	S5125UA	6:00 PM	8:00 PM	2 hours	Training
04/05/2012 Thursday	2 hours	Person Centered Supports	S5125UA	6:00 PM	8:00 PM	2 hours	Training
04/06/2012 Friday	2 hours	Person Centered Supports	S5125UA	6:00 PM	8:00 PM	2 hours	Training
04/07/2012 Saturday							
04/08/2012 Sunday							
04/09/2012 Monday	2 hours	Person Centered Supports	S5125UA	6:00 PM	8:00 PM	2 hours	Training
04/10/2012 Tuesday	2 hours	Person Centered Supports	S5125UA	6:00 PM	8:00 PM	2 hours	Training
04/11/2012 Wednesday	2 hours	Person Centered Supports	S5125UA	6:00 PM	8:00 PM	2 hours	Training
04/12/2012 Thursday	2 hours	Person Centered Supports	S5125UA	6:00 PM	8:00 PM	2 hours	Training
04/13/2012 Friday	2 hours	Person Centered Supports	S5125UA	6:00 PM	8:00 PM	2 hours	Training
04/14/2012 Saturday							

16. Next scroll to the bottom of the "Confirm Timesheet" page. You will see the following options:

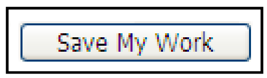


How to Create and Submit a Timesheet

17. If the timesheet is incorrect and you would like to make changes, click on the **"Edit"** button to return to the previous screen.

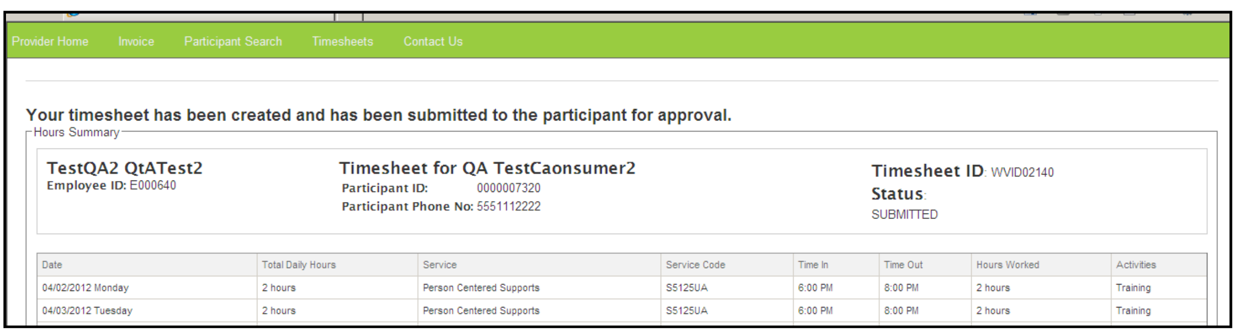


18. If the timesheet is correct but incomplete you can save your work. Click on the **"Save My Work"** button.
    - Some employees like to enter their time every day rather than at the end of the pay period.
    - This **"Save My Work"** feature allows you to enter time as you work it without submitting it for approval until the very end.



19. If the timesheet is complete and accurate you may click the **"Submit"** button to submit it to the participant or his/her appointed Program Representative.

20. After you have clicked the **"Submit"** button the following page will appear:



Date	Total Daily Hours	Service	Service Code	Time In	Time Out	Hours Worked	Activities
04/02/2012 Monday	2 hours	Person Centered Supports	S5125UA	6:00 PM	8:00 PM	2 hours	Training
04/03/2012 Tuesday	2 hours	Person Centered Supports	S5125UA	6:00 PM	8:00 PM	2 hours	Training

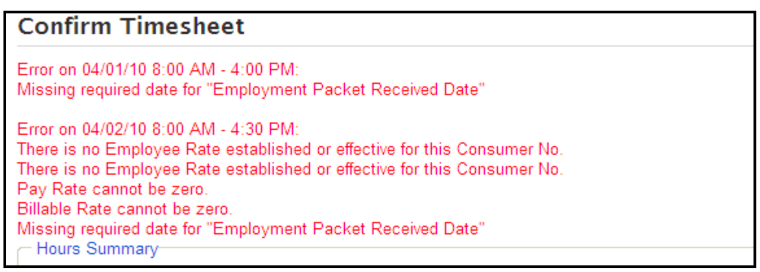
21. Upon clicking the "Submit" button, you will be notified by a red error message if there is any problem with the timesheet that could cause it to not be paid. The Web Portal will not allow a timesheet to be submitted for approval until the problem is fixed.

Examples:

- Missing start or stop time
- Overlapping time with another employee's timesheet
- Missing employee paperwork
- Missing employee services or rate of pay

22. On the top of your timesheet you will see red error messages that tell you what is wrong with your timesheet. Please call customer service if you need assistance regarding error messages.

    - As you can see in the example below, the error messages indicate that PPL is missing required paperwork for the employee.
    - If you feel that an error message is incorrect, please call Customer Service.
    - In this example, the employee should submit the missing paperwork as soon as possible so that PPL staff can enter it into the Web Portal. Then the employee will be able to submit the timesheet without error.



23. Once the timesheet has successfully been submitted by the employee, the participant/Program Representative is responsible for reviewing it and approving for payment.

24. You can use the Web Portal to monitor the status of a submitted timesheet:

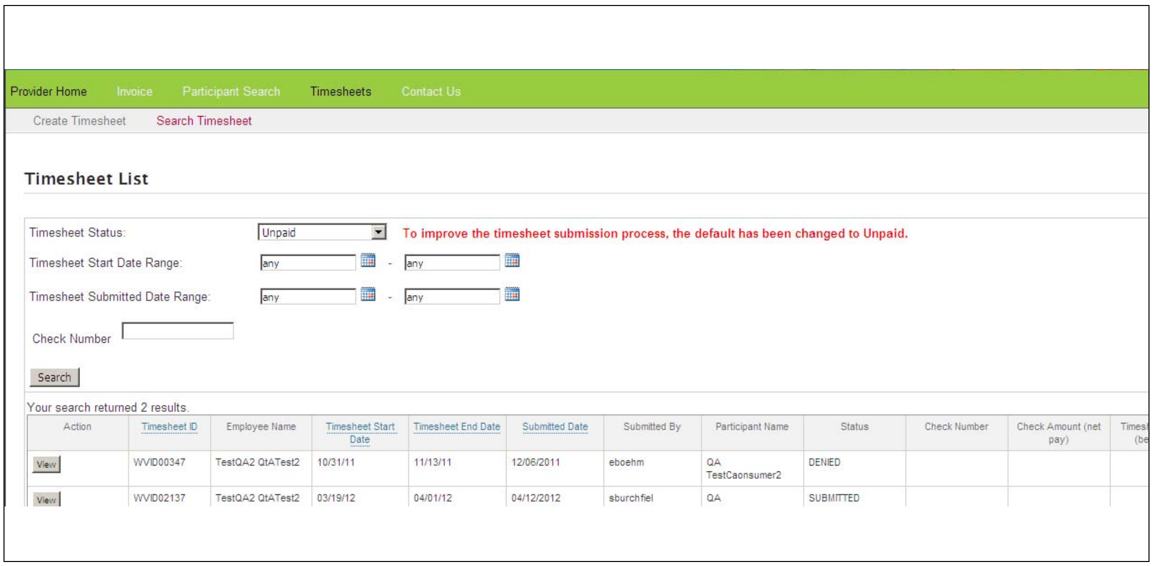
- As long as the timesheet is in the “Submitted” status it has not been approved by the participant/Program Representative.
- A “Rejected” status indicates the participant/Program Representative has returned the timesheet to the employee for correction.
- Once the timesheet has an “Approved” status, it has been sent to PPL for payment.

How to Search and View a timesheet:

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

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

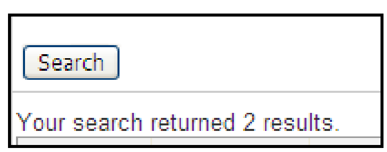
2. You will default on the **"Timesheets – Search Timesheet"** page.



3. In the header bar at the top of the page you will see two options:
   - Create Timesheet
   - Search Timesheet

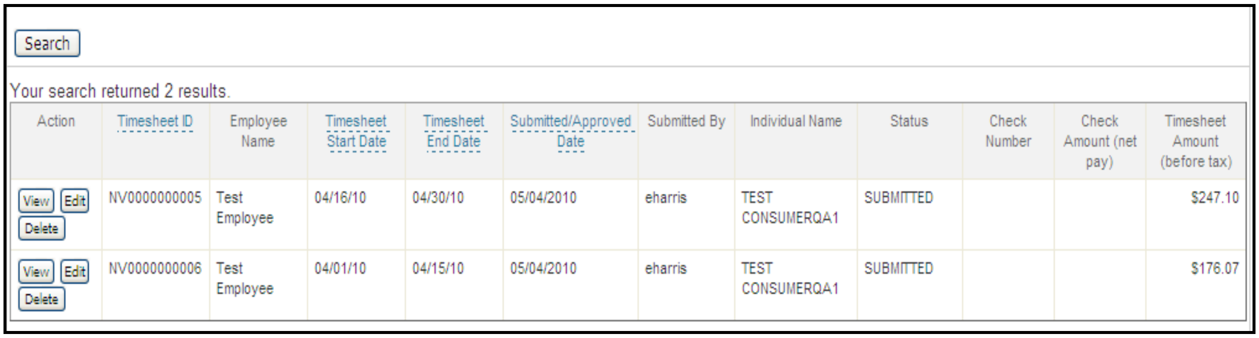
4. The screen has defaulted to the **"Search Timesheet"** option so there is no need to click on it.

   Here you may view all timesheets that have ever been submitted by clicking on the **"Search"** button.



How to Search and View a Timesheet

5. Scroll down the page to see the returned results:

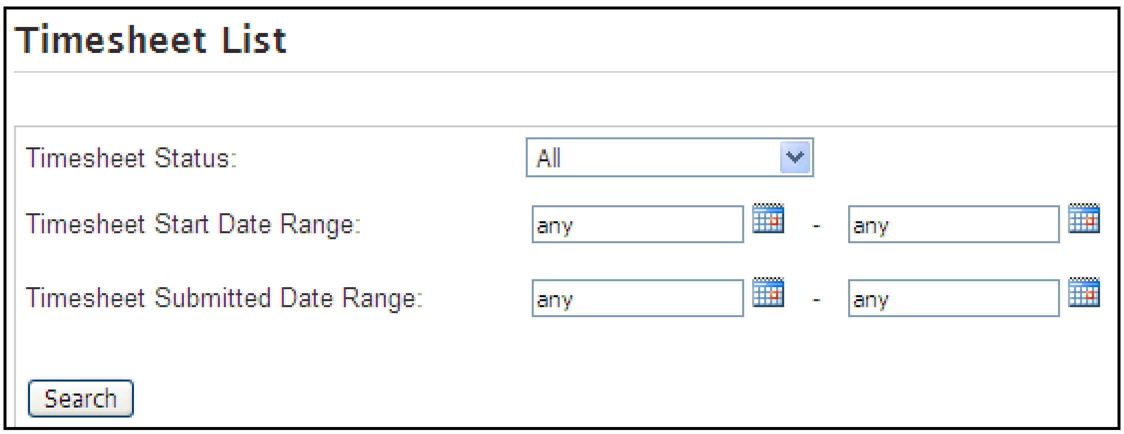


Search

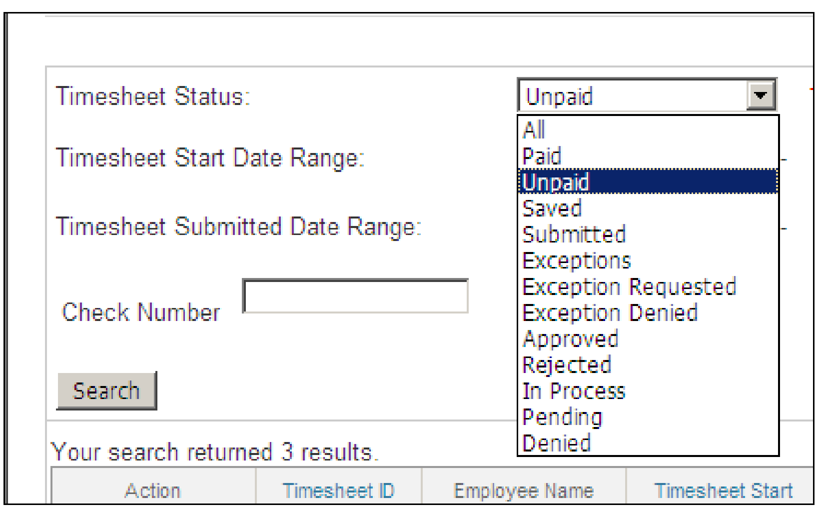
Your search returned 2 results.

Action	Timesheet ID	Employee Name	Timesheet Start Date	Timesheet End Date	Submitted/Approved Date	Submitted By	Individual Name	Status	Check Number	Check Amount (net pay)	Timesheet Amount (before tax)
View Edit Delete	NV0000000005	Test Employee	04/16/10	04/30/10	05/04/2010	eharris	TEST CONSUMERQA1	SUBMITTED			$247.10
View Edit Delete	NV0000000006	Test Employee	04/01/10	04/15/10	05/04/2010	eharris	TEST CONSUMERQA1	SUBMITTED			$176.07

6. There are a variety of search options if you would like to narrow your search:



Timesheet Status:



How to Search and View a Timesheet

Searching by a specific status can be an efficient way to find the timesheet(s) that you want to review. Understanding the meaning of each status allows employees to track the progress of their timesheets:

All – this search will display all timesheets regardless of their assigned statuses
Paid – this search will display all timesheets that have been paid or are approved by PPL for payment on the next scheduled payday
Unpaid – this search will display all timesheets that have not been paid
Saved – this search will display all timesheets that have been saved but not submitted to the participant/Program Representative for approval
Submitted – this search will display timesheets waiting to be approved by the participant/Program Representative
Exceptions– this status is not applicable to the WV I/DD Waiver program
Exception Requested– this status is not applicable to the WV I/DD Waiver program
Exception Denied – this status is not applicable to the WV I/DD Waiver program
Approved – this search will display timesheets that have been approved by the participant/Program Representative but not yet being processed by PPL
Rejected – this search will display timesheets that have been rejected (not approved) by the participant/Program Representative. The employee must correct a rejected timesheet and resubmit to the participant/Program Representative for approval.
In Process – this search will display timesheets that the participant/Program Representative has approved and are now being processed for payment by PPL
Pending – this search will display timesheets that are waiting to be processed by PPL
Denied – this search will display timesheets that have been denied and cannot be processed by PPL. Typically this status indicates a duplicate timesheet has already been approved/paid for the same pay period.

How to Search and View a Timesheet

Timesheet Start Date Range

- This feature allows you to search for a specific timesheet based upon the start date of the pay period.

Timesheet Submitted Date Range

- You may want to use this search feature if you want to see all timesheets that you submitted during a certain time period.

7. After choosing the search criteria, click the **"Search"** button. The timesheets you have chosen to view will be displayed at the bottom of the page.

Your search returned 2 results.

Action	Timesheet ID	Employee Name	Timesheet Start Date	Timesheet End Date	Submitted/Approved Date	Submitted By	Individual Name	Status	Check Number	Check Amount (net pay)	Timesheet Amount (before tax)
View Edit Delete	NV0000000005	Test Employee	04/16/10	04/30/10	05/04/2010	eharris	TEST CONSUMERQA1	SUBMITTED			$247.10
View Edit Delete	NV0000000006	Test Employee	04/01/10	04/15/10	05/04/2010	eharris	TEST CONSUMERQA1	SUBMITTED			$176.07

8. If you would like to view the timesheet detail select the **"View"** button under the action column.

- The view button allows you to see the day by day detail of the timesheet you submitted.

Timesheet List

Timesheet Status: Unpaid

Timesheet Start Date Range: any - any

Timesheet Submitted Date Range: any - any

Check Number

Search

Your search returned 3 results.

Action	Timesheet ID	Employee Name	Timesheet Start Date	Timesheet End Date	Submitted Date	Submitted By	Participant Name	Status	Check Number	Check Amount (net pay)	Timesheet Amou (before tax)
View	WVID00347	TestQA2 QtATest2	10/31/11	11/13/11	12/06/2011	eboehm	QA TestCaonsumer2	DENIED			$531
View	WVID02137	TestQA2 QtATest2	03/19/12	04/01/12	04/12/2012	sburchfiel	QA TestCaonsumer2	SUBMITTED			$126
View	WVID02140	TestQA2 QtATest2	04/02/12	04/15/12	04/23/2012	rkhill	QA TestCaonsumer2	SUBMITTED			$180

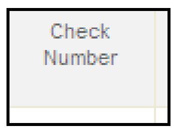
How to Search and View a Timesheet

9. On the far right side of the search results you will see 4 columns.

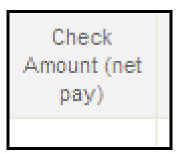
- Status
- Check Number
- Check Amount (net pay)
- Timesheet Amount (before Tax)

Status: The status column show the stage of processing for each timesheet displayed.

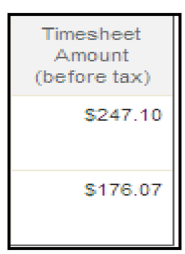
Check Number: The check number column will populate with information as soon as a check has been issued. If you receive direct deposit the Remittance Advice number will appear in this same column.



Check Amount (net pay): After a check has been issued, the check amount will appear in this column. This is the check amount AFTER taxes have been withheld.



Timesheet Amount (before tax): You will notice that this column populates with information before your check is issued. This column indicates the gross or "before tax" amount of the paycheck.



How to Search and View a Timesheet

***If you have any concerns about the accuracy of the timesheet data you are viewing on the Web Portal, please don't hesitate to call Customer Service (1-877-908-1757) for assistance.**

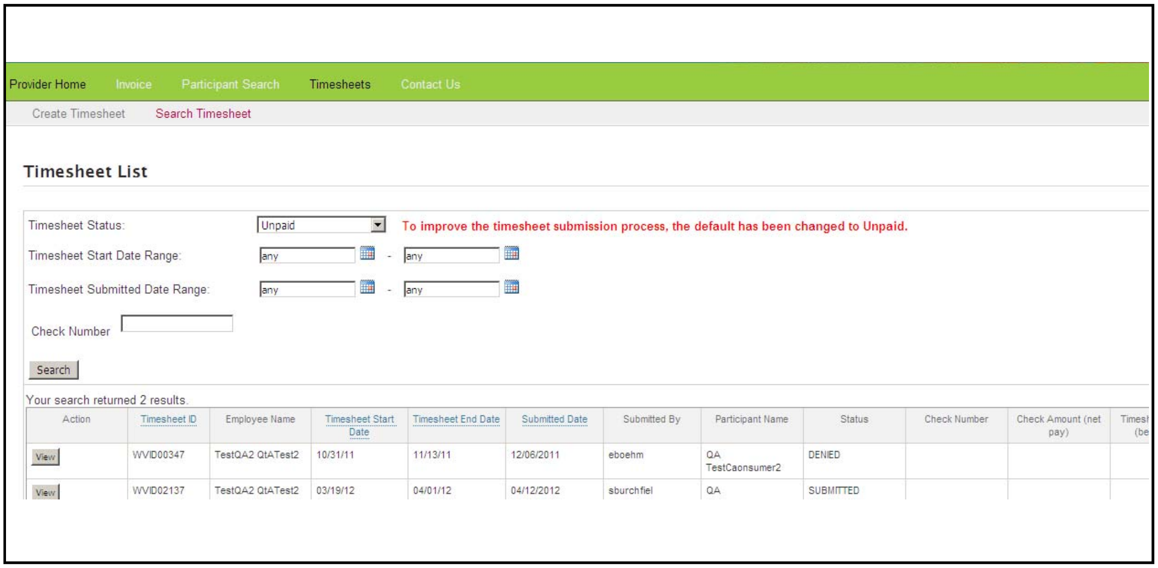
How to Create and Submit a Travel Invoice

How to Create and Submit a Travel Invoice:

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

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

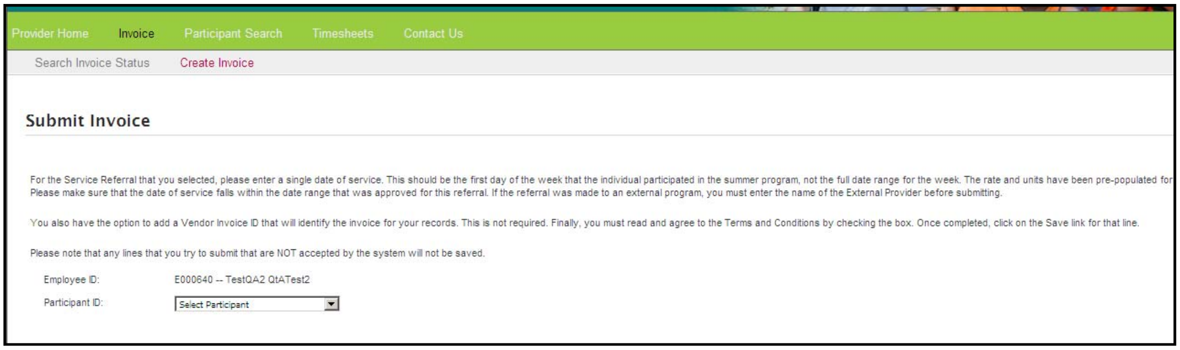
2. You will default on the **"Timesheets – Search Timesheet"** page.



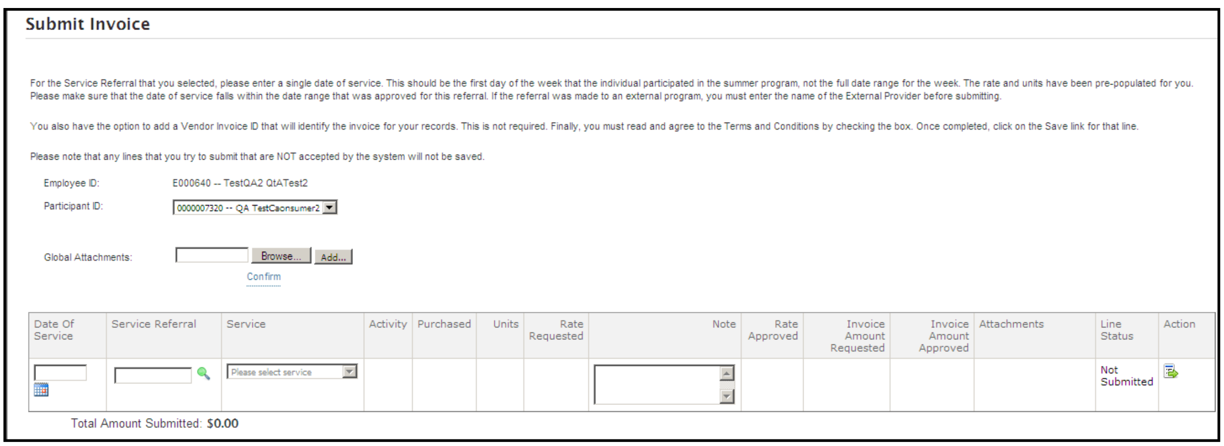
3. In the header bar at the top of the page you will see the navigation options for employees:

4. Select the option for **"Invoice"** by clicking on the words. The screen will default to **"Create Invoice"** and you will see the **"Submit Invoice"** page below:

How to Create and Submit a Travel Invoice



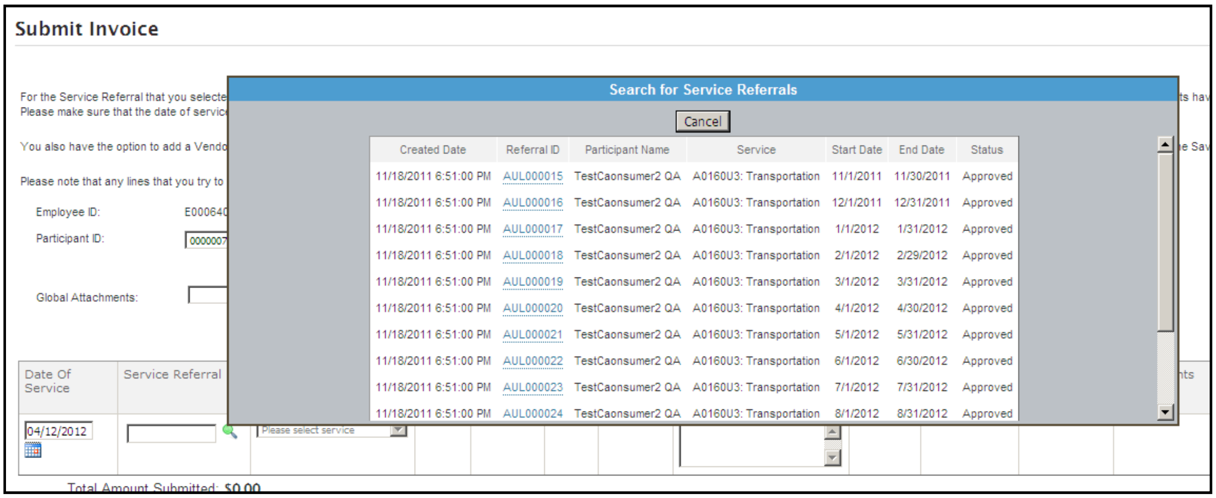
5. If you work for multiple participants, choose from the drop down list the participant ID for which you want to submit a Travel Invoice. Once a participant has been selected, the following page will be displayed:



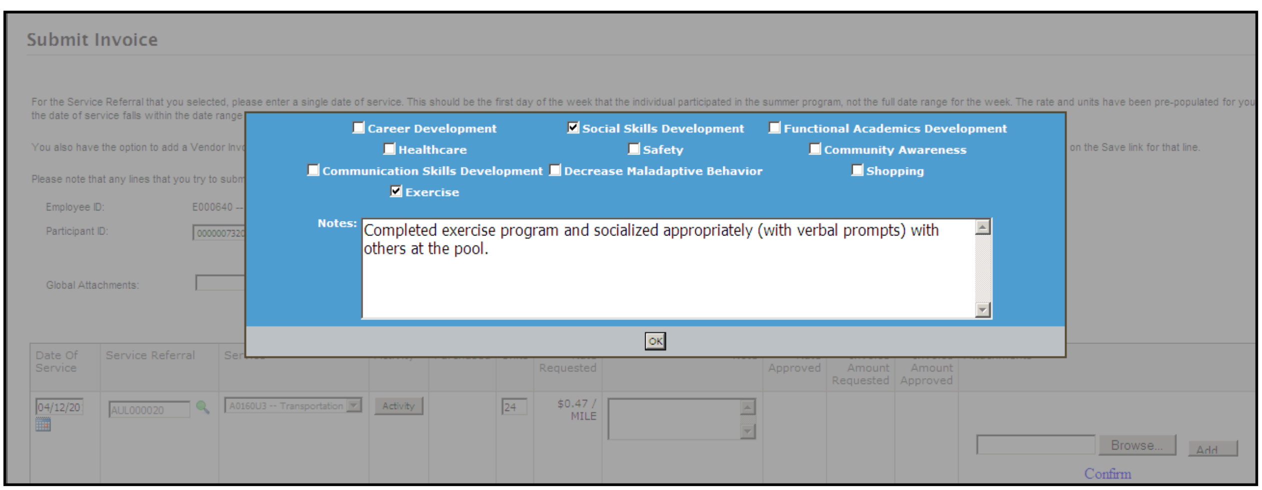
6. You may type the **"Date of Service"** (i.e. 4/23/2012) or you may choose the date of service by clicking on the calendar and selecting the date on which you provided Transportation services.

How to Create and Submit a Travel Invoice

7. Next you must select the **"Service Referral"** that relates to the mileage that you wish to submit for reimbursement. By clicking on the magnifying glass beside the Service Referral box, you can view a list of all Transportation Service Referrals. Choose the one with start and end dates that correspond to the date you provided transportation services.

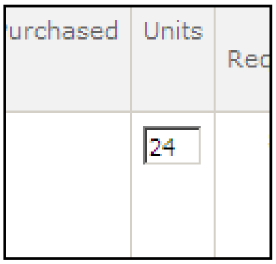


8. By clicking on the **"Activity"** box, the following screen will be displayed. You may choose the activity(s) that best describes the purpose of the travel. In the notes section of this page you may type details regarding the activity.



How to Create and Submit a Travel Invoice

9. Enter the total number of miles traveled in the "Units" box. You cannot enter fractions or decimal figures. Instead you may round up or down to the nearest whole mile. (Round down for less than half a mile. Round up for a half mile or more.)

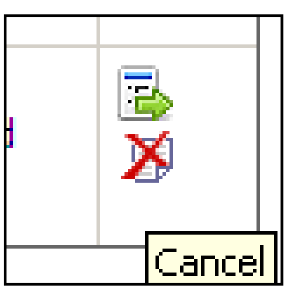


10. The **"Rate Requested"** will display the reimbursement rate per mile that was agreed upon by you and the participant/Program Representative at the time you were hired.

11. In the **"Note"** section you MUST enter the starting point and destination for the activity. You may designate a round trip using the abbreviation "RT".
    Example: *Traveled from the participant's home to the YMCA, Hillcrest Drive, Charleston, WV. RT*

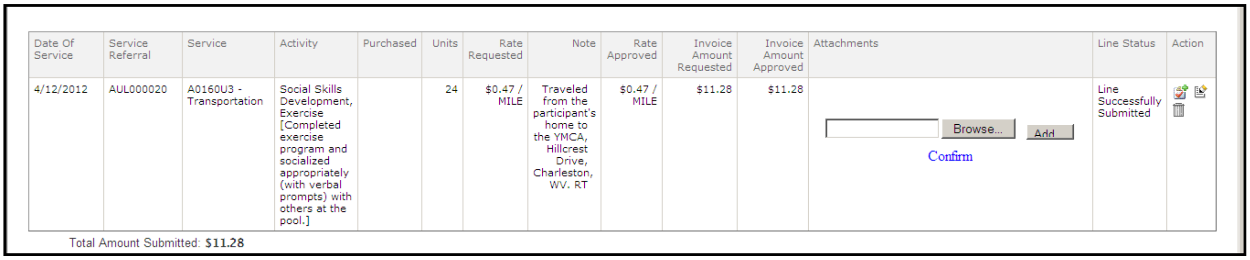
12. It is not necessary to submit attachments for Transportation Invoices.

13. While entering data you may remove the entire line by clicking the **"Cancel"** icon (red X) under the **"Action"** column at the far right side of the page.



How to Create and Submit a Travel Invoice

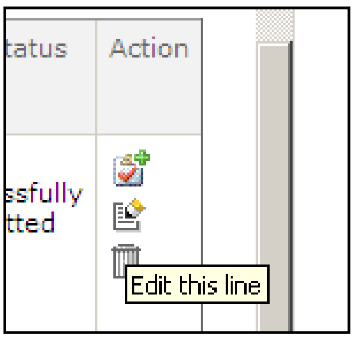
14. Once you have correctly entered the required data, click the **"Submit"** icon under the **"Action"** column. Doing so will calculate the **"Invoice Amount Requested"** and the **"Line Status"** column will display **"Line Successfully Submitted"**. If you failed to correctly enter all required data, a red error message will indicate the specific data to be corrected.



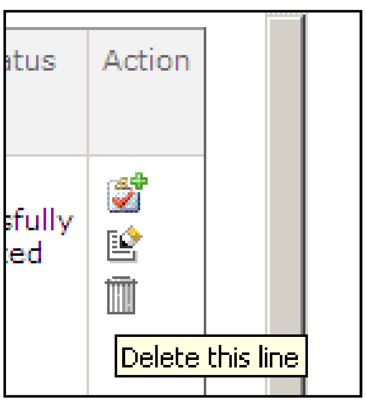
Date Of Service	Service Referral	Service	Activity	Purchased	Units	Rate Requested	Note	Rate Approved	Invoice Amount Requested	Invoice Amount Approved	Attachments	Line Status	Action
4/12/2012	AUL000020	A0160U3 - Transportation	Social Skills Development, Exercise [Completed exercise program and socialized appropriately (with verbal prompts) with others at the pool.]		24	$0.47 / MILE	Traveled from the participant's home to the YMCA, Hillcrest Drive, Charleston, WV. RT	$0.47 / MILE	$11.28	$11.28	Browse... Add Confirm	Line Successfully Submitted	

Total Amount Submitted: $11.28

15. If after submitting the line you realize something needs to be corrected, click the **"Edit this line"** icon under the **"Action"** column. This will return you to the previous page so that you may change the data that you previously entered.

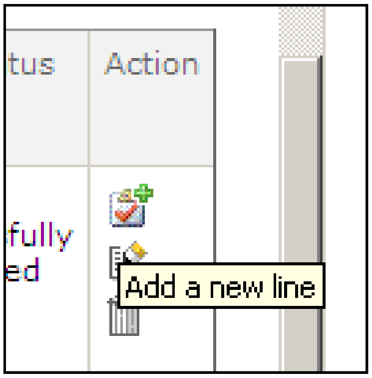


16. You may remove an entire line item by clicking **"Delete this line"** icon under the **"Action"** column.

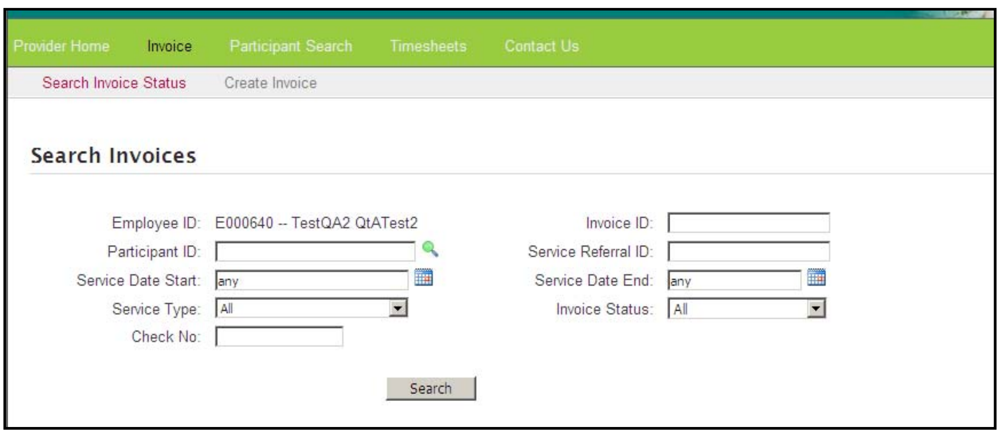


How to Create and Submit a Travel Invoice

17. Click the **"Add a new line"** icon under the **"Action"** column to create additional entries for transportation provided on days throughout the pay period.



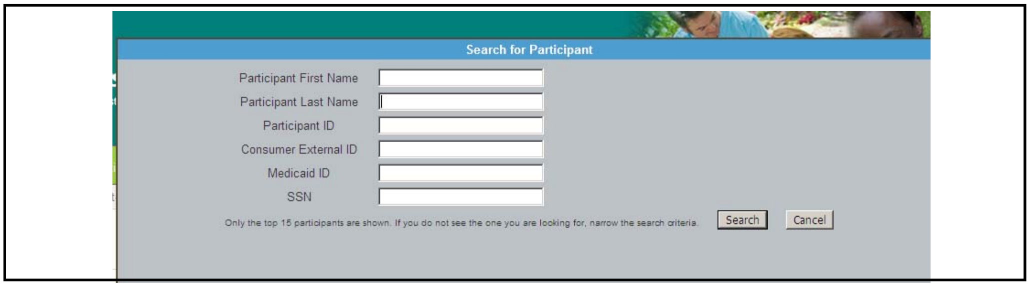
18. Once a Travel Invoice has been created/submitted for approval, you may monitor its status by clicking on **"Search Invoice Status"**.



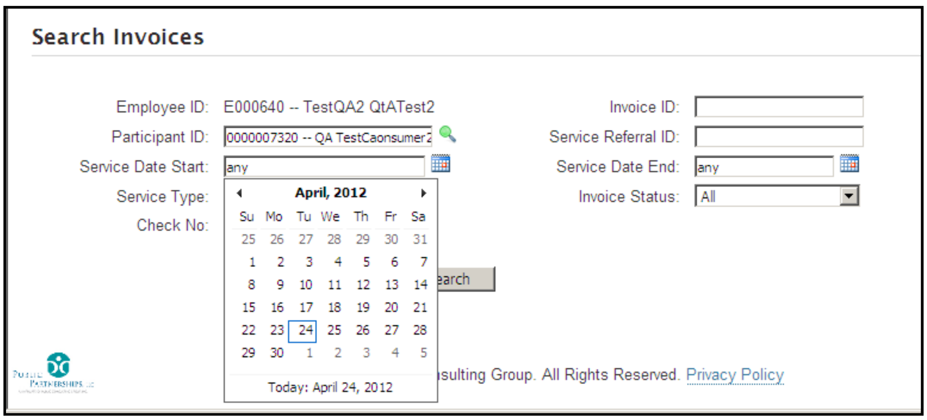
19. Once the **"Search Invoices"** page is displayed, you can click on the **"Search"** button which will allow you to view <u>all</u> invoices that you have submitted.

20. You may narrow the search results by typing the participant's ID # in the **"Participant ID"** box or you may click on the magnifying glass to search for the participant by name. The search feature is handy if you work for more than one participant.

How to Create and Submit a Travel Invoice

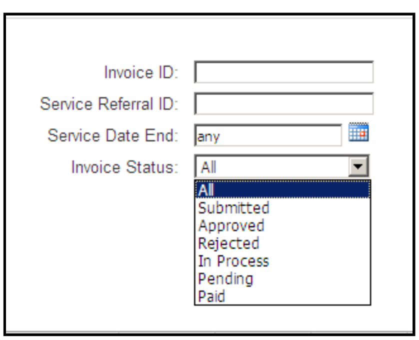


21. You may search by typing the **"Service Start Date"** of a particular invoice you wish to view. You may also use the calendar feature to enter the start date.



22. Additional search filters include:

"Service Type";
"Check Number";
"Invoice ID";
"Service Referral ID";
"Service End Date"; and
"Invoice Status"



How to Create and Submit a Travel Invoice

23. Once you entered the information for the invoice you wish to view, click the **"Search"** button. The results of your search will be displayed at the bottom of the page.

Your search found 2 records.

Action	Invoice ID	Invoice Date(s)	Submitted Date(s)	Employee Name	Submitted By	Total Amount	Check No	Payment Date	Status
Details	WVID02135	4/12/2012	04/12/12 5:41:37 PM	TestQA2 QtATest2	sburchfiel	$4.70		04/12/12	IN PROCESS
Details	WVID02141	4/23/2012	04/23/12 3:20:52 PM	TestQA2 QtATest2	rkhill	$22.56		04/23/12	IN PROCESS

The status of the invoice is displayed in the far right column of the search results:

" Submitted" – the travel invoice has been submitted but not yet approved by the participant/Program Representative;
"Approved" – the travel invoice has been submitted and approved by the participant/Program Representative;
"Rejected" – the travel invoice has been submitted to the participant but has been rejected by the participant or by PPL;
"In Process" – the travel invoice has been submitted and approved by the participant and is being processed for payment by PPL;
"Pending" – the travel invoice has been submitted and approved by the participant but not yet being processed by PPL; and
"Paid" – the travel invoice has been submitted, approved by the participant, processed by PPL and the payment has been issued or will be issued to the employee on the next scheduled payday.

24. You may click on the "Details" button to view specific details of the travel invoice.

Employee Invoice WVID02135 Details

Employee ID: E000640
Employee Invoice ID: WVID02135
Employee Name: TestQA2 QtATest2
Invoice Status: IN PROCESS

Service Referral ID Service Description CPT Code	Participant Name Participant ID	Date Of Service Time In Time Out	Submitted Date	Activities	Attachments	Notes	Requester Notes	Check Notes	Purchased	Rate	Units	Amount To Be Paid
AUL000015 Transportation	QA TestCaonsumer2 CID: C000102	11/01/11	04/12/12		Manage Files...				0	$0.47	10.00	$4.70

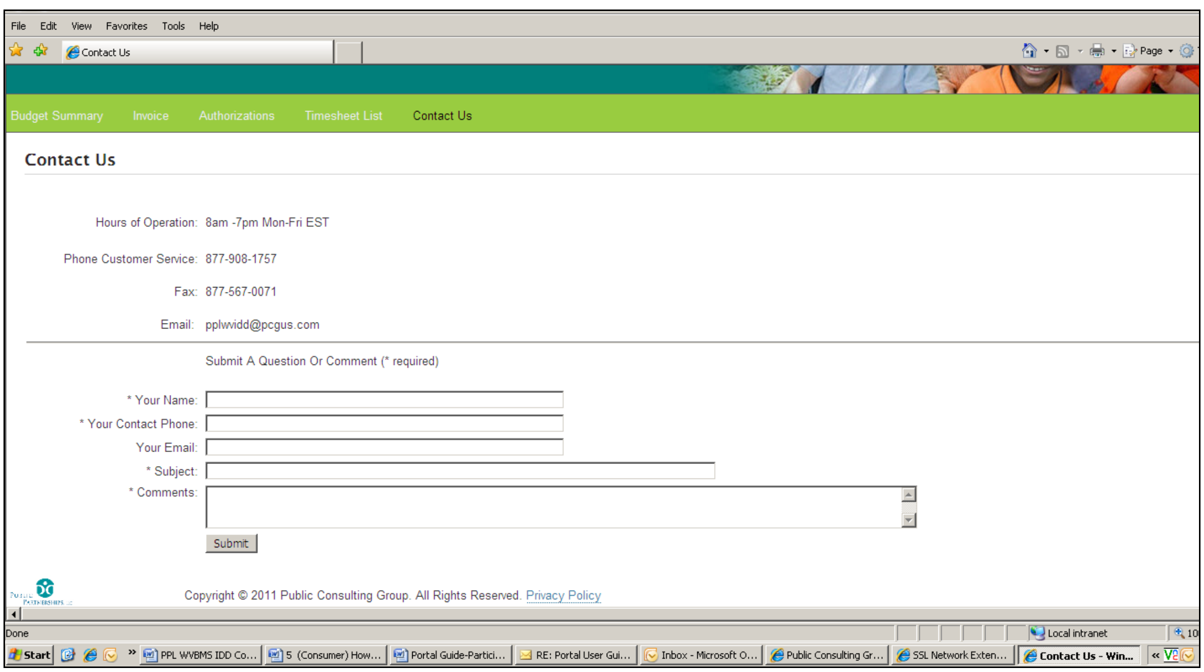
How to use the "Contact Us" page:

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!**