

## **West Virginia Personal Options Intellectual/Developmental Disabilities Waiver Program Enrollment Packet**

Welcome to *Personal Options*. The Bureau for Medical Services has contracted with Public Partnerships, LLC (PPL) to help you direct your own services, including the responsibilities of being an employer and purchasing other goods and services. PPL will help you:

- Complete required paperwork.
- Develop and manage your self-directed budget.
- With the tools needed to recruit, hire, train, supervise, and dismiss employees.
- Select and purchase other goods and services.

PPL will perform payroll services on your behalf, including:

- Help you verify the qualifications of employees and other service providers.
- Process time entries or timesheets and invoices
- Issue payment to your employees and other service providers.
- Process and pay Federal and State taxes.

Forms to complete and submit to the PPL Resource Consultant during the enrollment visit:

- Enrollment Form – This form explains your rights and responsibilities and confirms your voluntary participation in *Personal Options*.
- Qualified Support Worker Back-up Plan – This plan is to ensure you have planned for short-term and long-term coverage in the event your employee is unable to show for work.
- Appointment of Representative – Use this form to appoint a program representative to assist you. If you have a Legal Guardian/Representative and they choose to be a paid worker, they may not also serve as the program representative.
- Verification of City Service Fee Withholding – This form determines if you live inside the city limits and are required to pay a city service fee.

Program Information and Forms to keep and use as needed:

- Notice of Separation of Employment – Use this form to notify PPL when an employee will no longer be working for you and the reason why their employment ended.
- Incident Report – You are required to report unusual situations in your home, such as falls or accidents. You may also use this form to report abuse, neglect, or exploitation. You must call your Service Coordinator directly to report over the phone.

- Grievance Form – PPL is committed to your satisfaction. If you have questions or concerns regarding PPL services, please call your PPL resource consultant. Use this form only if you are dissatisfied with PPL’s response to your concerns.
- Freedom of Choice – Use this form only if you wish to transfer back to the traditional agency service model.

Payroll Forms and Information to keep and use as needed:

- Payroll Schedule – Your employees will submit time entries daily or timesheets and/or invoices every two weeks according to this payroll schedule.
- Time4Care User Guide – Your employees will create their logins and navigate the app using these instructions.
- Qualified Support Worker Progress Notes – Your employee will use this optional form to document any goals that were completed, anything out of the ordinary (such as illness, behaviors, etc.) or any support that required more assistance than usual.
- Wage Notice and Change Request Form – If you chose to change your employee’s rate, you must fill out this form and submit to your resource consultant. Your resource consultant will help you revise your spending plan to show the employee’s wage change.

**For more information:**

Visit the PPL website at [www.PPLFIRST.com](http://www.PPLFIRST.com) to get more information and paperwork. Select State Programs, click on West Virginia, and select Medicaid Intellectual and Developmental Disabilities Waiver.

Visit [PPL Provider Connect.com](http://PPL Provider Connect.com) to access a PPL supported directory for those who choose to self-direct their home care and need to hire caregivers, and, for caregivers seeking jobs. Participants post information regarding the type of assistance they need, while caregivers post their work experience and search the job postings to find a match.

**Questions:**

Call Customer Service toll free at (877) 908-1757 or email us at [pplwidd@pplfirst.com](mailto:pplwidd@pplfirst.com). TTY users please dial toll free at (800) 360- 5899.

We look forward to serving you.

Sincerely,

Public Partnerships LLC  
Fiscal/Employer Agent and Resource Consultant