MYACCOUNT

Guide for Employees (Providers)

public partnerships **PPL**

Your #1 choice for self-directed care ™
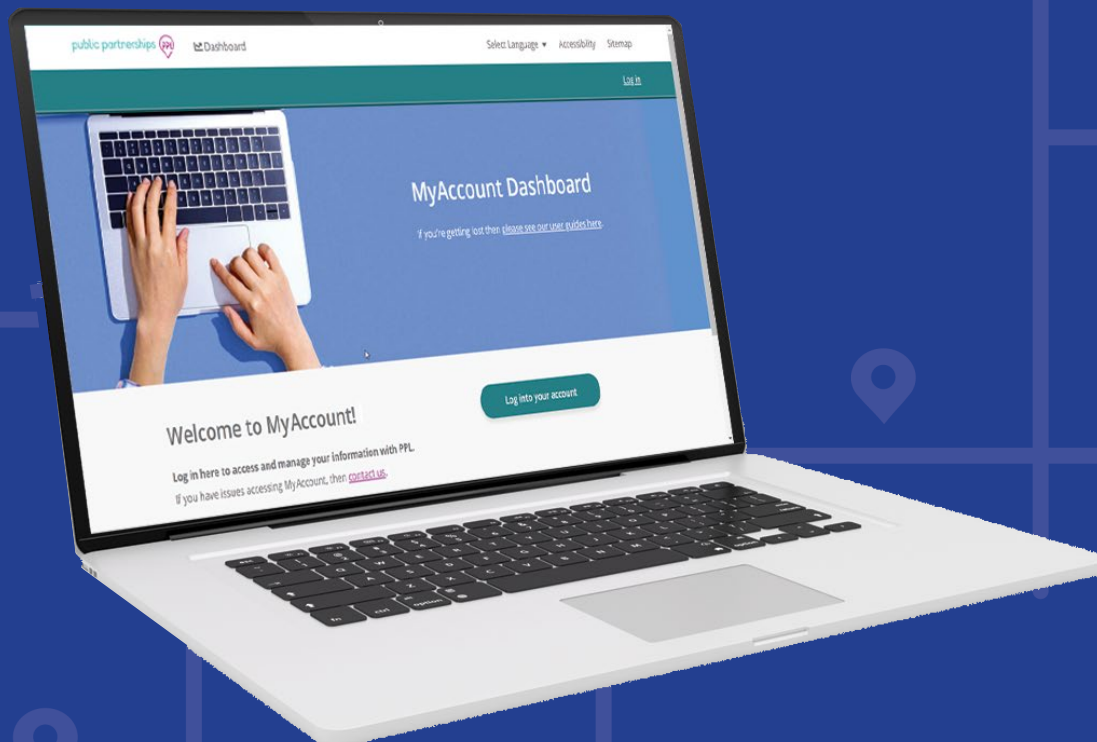
USER GUIDE
at a glance

CONTENTS

WELCOME

WELCOME

As a care Provider, the MyAccount platform from Public Partnerships (PPL) is where you'll keep and manage your employment information.

This guide provides:

- How to set up your MyAccount access

- How to enroll as an employee if you haven't yet enrolled

- How to view and manage your earnings

Terminology used in MyAccount:

- *Provider* = Support Service Professional (SSP) employee

- *Participant* = Common Law Employer (CLE), who may be the person receiving care or a surrogate

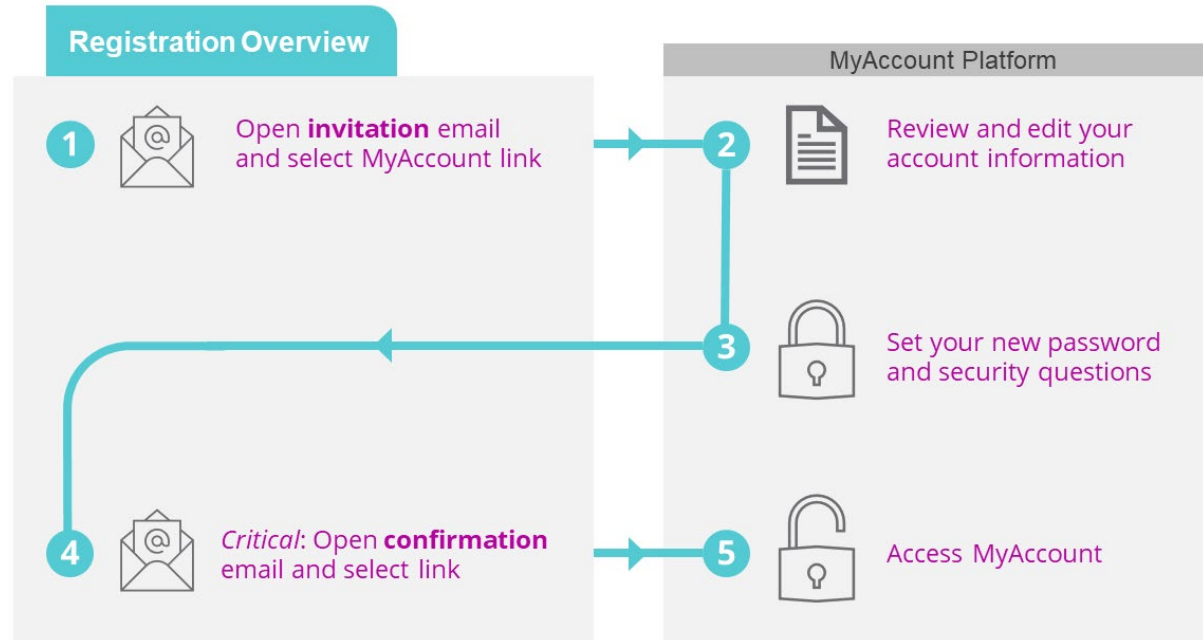**Getting Program Documents in an Alternative Format**
If needed, you can request program documents in an alternative format at no expense to you. For example, you could request large print, audio, Braille, or a translation. Please contact the Public Partnerships Customer Service.
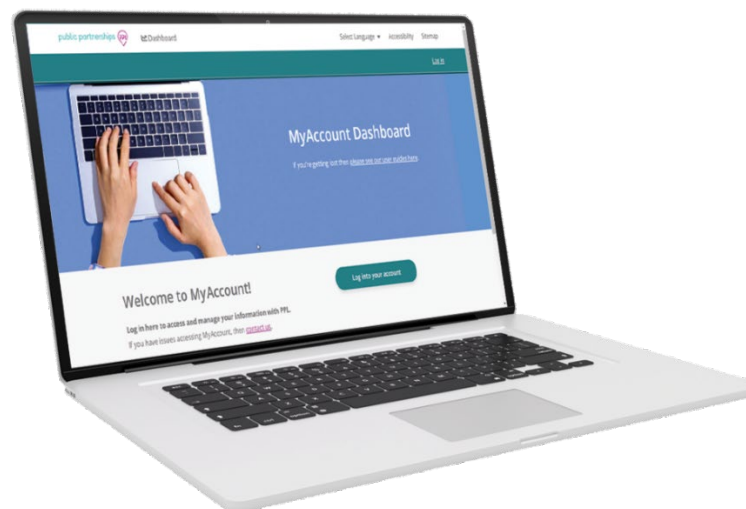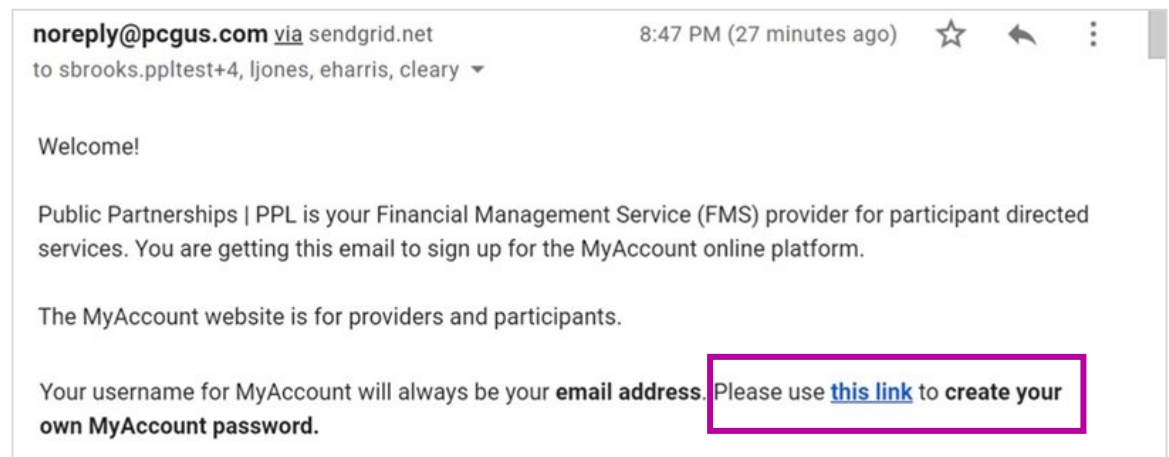
Set Up Your MyAccount Access

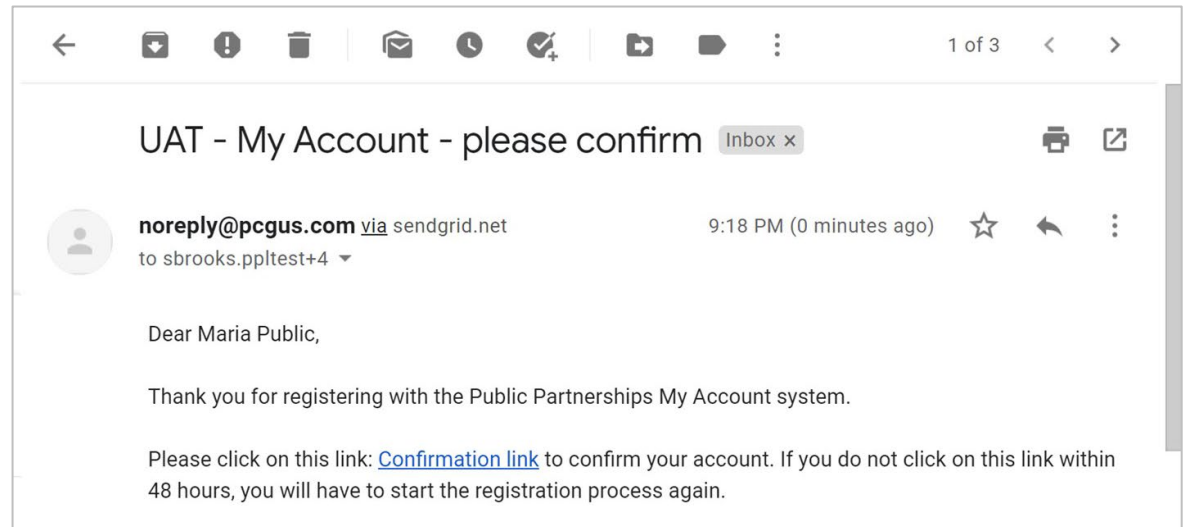Here are the major actions to register in MyAccount:

1. Look for an email asking you to register for MyAccount.

2. In your email, open the MyAccount link.

3. In MyAccount, review and edit your details.

4. Under **Account Details**, type a new password and set your security questions.

   NOTE: Your new password will also apply to the Time4Care™ app.

5. Look for a "confirm" email and open the *Confirmation link*.

   NOTE: Must confirm within 48 hours.

6. Now you have MyAccount access, so you can continue with enrollment or other tasks.

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UAT - My Account - please confirm Inbox ×   🖨 ⧉

noreply@pcgus.com via sendgrid.net   9:18 PM (0 minutes ago)   ☆ ↩ ⋮
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.

Set Up Your Signature

To complete enrollment, you will use an electronic signature. You can receive help, but no other person can create it for you.

1. On your MyAccount dashboard, select **My signature**.

2. Under *Who will be signing*, select **Employee**.

3. Choose between these options:

   - **Select a Style** – Useful if you can only type your name. You can select different styles and sizes to your liking.

   - **Draw It** – Useful if you have a touch screen device.

4. Select **Save signature**.
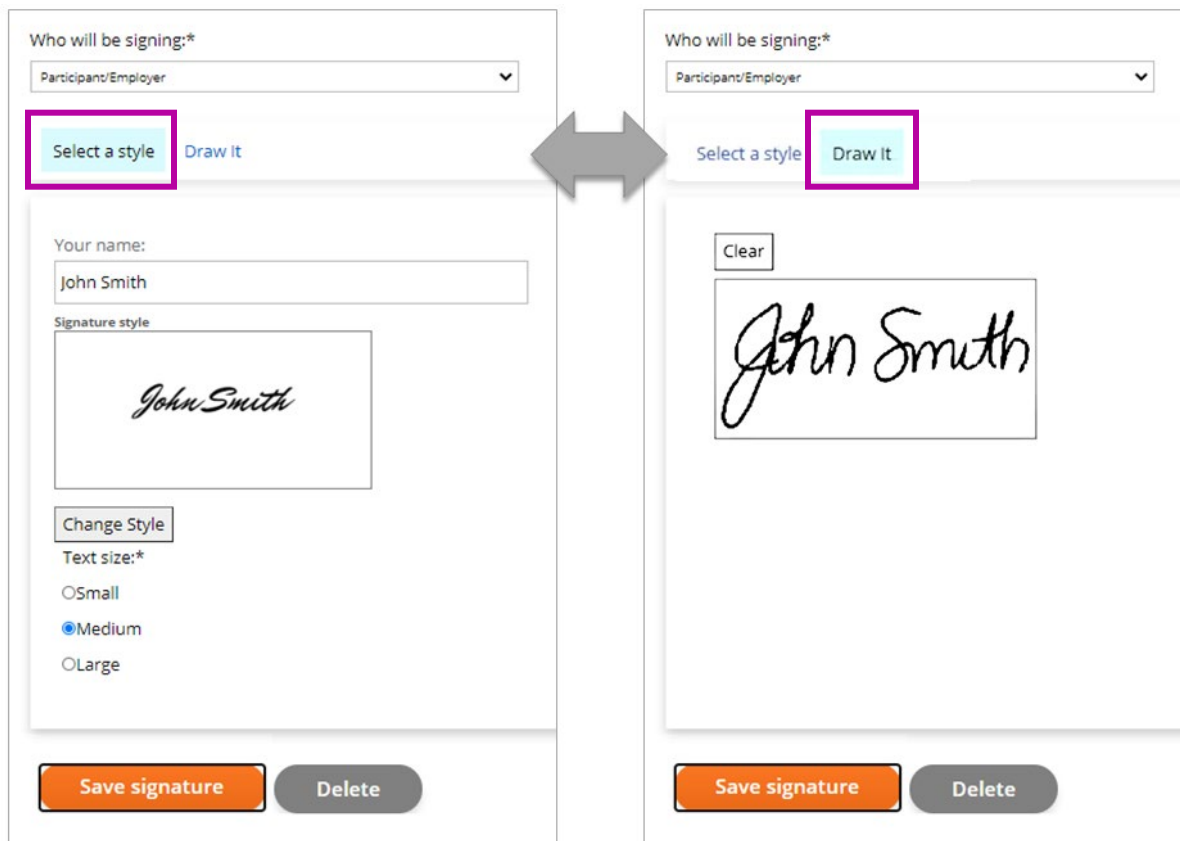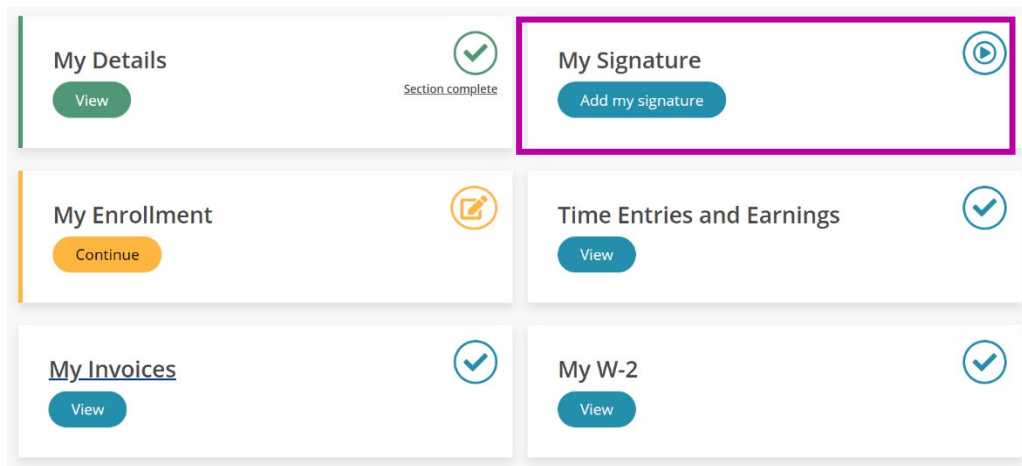
Complete Your Enrollment

When you are just starting with Public Partnerships (PPL), you need to complete your enrollment.

NOTE: Your information from Palco (the former Financial Management Service) will be transferred so you can quickly complete the other parts.

1. On the MyAccount dashboard, select **My Enrollment**.

My Details View	✓ Section complete	**My Signature** Add my signature	▶
My Enrollment Continue	✎	**Time Entries and Earnings** View	✓
My Invoices View	✓	**My W-2** View	✓

2. Under the Participant name, select **Enrollment**.

   NOTE: If you serve multiple Participants, you must complete a separate enrollment for each person.

3. Complete questions in all the sections that appear.

   Questions with an asterisk * are required. For details, see the section Enrollment Questions.

SSP Qualification

✎ Payment Details

✎ Employment Eligibility

✎ Tax Information

✎ Personal Information for CBC

✎ Terms and Conditions

Support Service Professionals (SSP) Qualification

To qualify to provide services and supports to the Participant we will need to capture the following information:

To verify your identification we will need to capture one of the following*
- ○ Driver's License
- ○ State or Federal ID

Have you lived continuously in Pennsylvania for the past two years?*
- ○ Yes
- ○ No

Is the Participant you are providing services for under the age of 18 or is there a child under the age of 18 residing in the home of the Participant?*
- ○ Yes
- ○ No

4. On the **Terms and Conditions** page, review all statements.

5. Scroll to the bottom and select the agreement checkbox.

6. Select **Finish** at the bottom of the page.

7. On the summary page, select **Confirm**.

   MyAccount will automatically apply your information and digital signature to the enrollment forms and display them for your review.

   NOTE: You do not need to print the forms; they will remain available at any time.

8. Wait for your Participant to review and sign your enrollment forms.

If your Participant is not online:
You can either print the forms or ask Public Partnerships to mail the completed and signed documents to you. Your Participant can then physically sign the documents and you will need to fax them back to PPL.

☑ **I understand and agree with all of the terms and conditions of this enrollment***

Date: 1/8/2024

[Previous]   [Finish]

Enrollment documents

- ☐ 📄 PA ODP I-9
- ☐ 📄 PA ODP GCLGS-32-6_2017F Residency Certification Form
- ☐ 📄 PA ODP SSP Qualification Form
- ☐ 📄 PA ODP W-4

Enrollment Questions

Here are the sections you will complete for enrollment:

SECTION	EXPLANATION
SSP Qualification	This section collects information about the qualification and eligibility to provide services to the participant.
Payment Details	You can choose between: • **Direct Deposit** – Payments going directly into your bank account. You need to provide your bank information. • **Debit Card** – Payments going onto an ADP pay card. **NOTE:** Expect initial payments to come via paper check. • **Paper Check** – Payment issued to a paper check and mailed to you (slowest method of payment).
Employment Eligibility	For the documents you choose to use, you need to provide the name, document number, and issuing authority. For more information on documentation requirements, see: <u>List of Acceptable Documents</u>. **NOTE:** You will not upload the proof of documentation to MyAccount. You must provide copies of these documents to your Employer for their review.
Tax Information	Answer questions related to these federal tax forms: • Tax Exemptions • W-4: Employee's Withholding • Difficulty of Care Federal Income Exclusion • FLSA Live-In Exemption
Personal Information for CBC	The information in this section will be used for PPL to apply for a criminal background check (CBC) on your behalf.
Terms and Conditions	This is an important section. Please read it carefully. Once you have completely read and agreed, check the agreement box at the end of the terms and conditions. You may update your enrollment after it is completed; see the next section.

Change Your Enrollment Details

You can change your enrollment information at any time. Start by selecting **My Enrollment** on the MyAccount dashboard and choosing the Participant. The steps you take depend on your situation:

If your enrollment is not yet complete:

1. Make your edits and choose **Confirm**.
2. When the PDF forms appear, verify your changes.
3. Select **Sign and submit**.

If you are only editing bank or payment information:

1. Select **Edit Enrollment**:
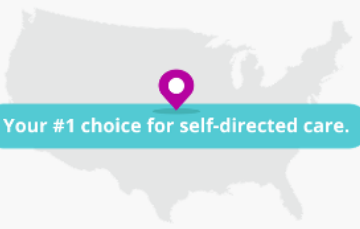2. Update the Payment Details section.
3. Select **Save**.

   You do not need to resubmit the PDF forms.

If you are changing other information:

1. Select **Edit Enrollment**.
2. Update your information.
3. Select **Save**.
4. Select **Finish**.
5. Select **Sign and submit**.

My programs

To learn about the self-directed home care programs PPL may offer in your home state, click on the state name to show our available programs.

For details and documentation on each program, click the program name for more information, such as: eligibility requirements, program-specific information, educational information, and more.

Your #1 choice for self-directed care.

ℹ Completed enrollments will be reviewed and verified by the PPL team to check compliance.

⊗ Close

✓ Congratulations! Your enrollment has been completed

Edit enrollment

Manage Your Earnings

For submitting timesheets, you must use the Time4Care™ app, not MyAccount.

Using Time4Care ensures you're in compliance with Electronic Visit Verification (EVV) requirements.

Use MyAccount to view interactive charts and to make certain corrections.

Open **Time Entries and Earnings** from your dashboard.
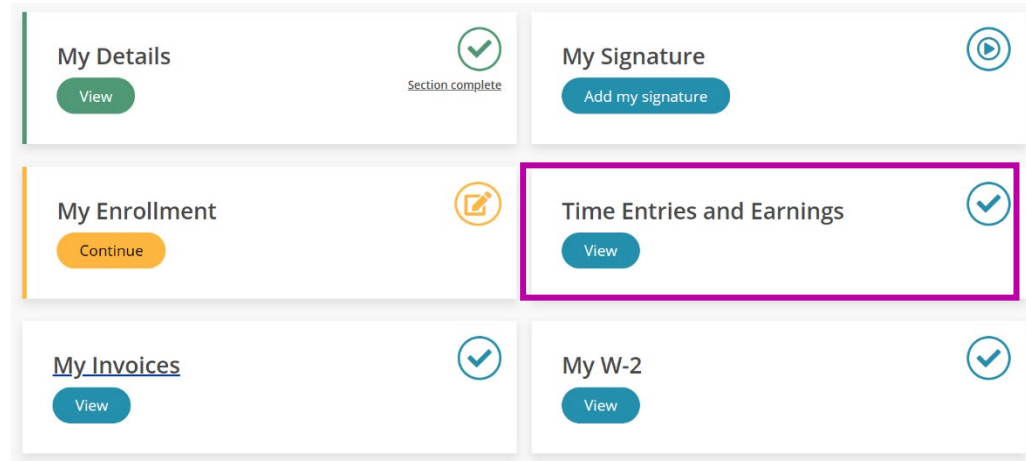
In the tabs that appear, use filters to see the information you need:

- **Earnings Summary**—Interactive chart. For example, change the pay period to see earnings from a certain month.

- **Work History**—Includes filters for dates, services provided, and status.

- **Paystubs**—Lists all your payments. To see the detailed time entries, select **View** next to the payment.

NOTE: In the **Time Entry** tab you could create or correct time entries. However, if you do, the entry will not be compliant with EVV program requirements.
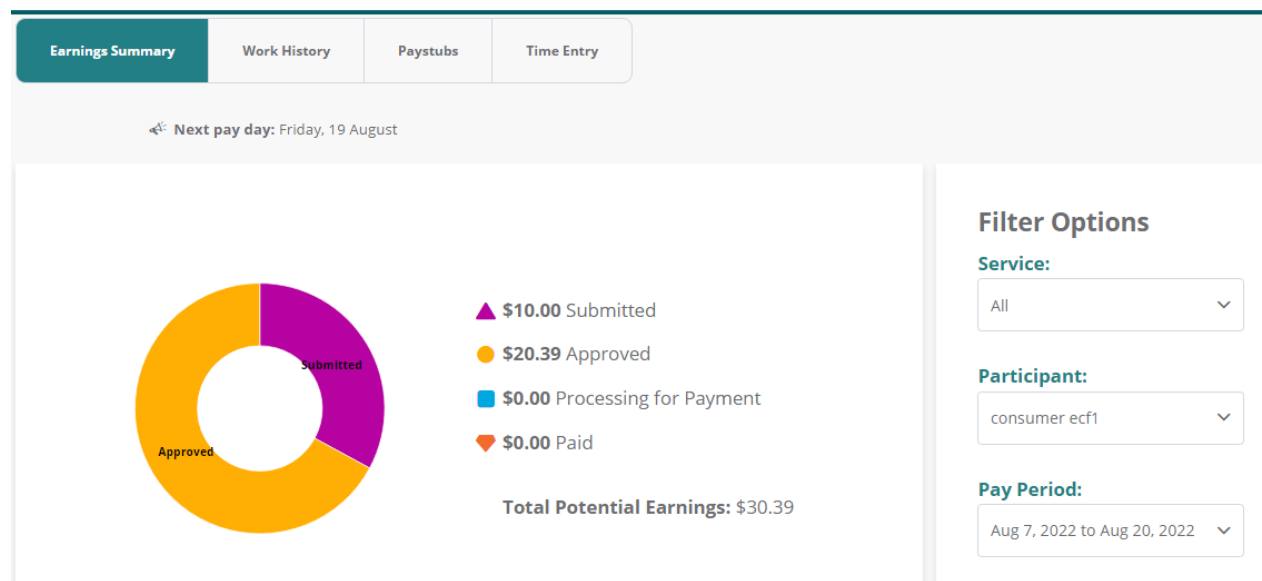
Time Entry Status

Here are the status labels you will see, shown in order:

ORDER	STATUS	DESCRIPTION
1	SAVED	Time entries that are started but not yet submitted. Time entries in this status are not yet available for processing.
2	SUBMITTED	Time entries that are submitted and meet the timesheet rules. In this status, the Participant must next approve payment.
3	APPROVED	Time entries that the Participant has approved. They are ready to be processed in the next pay cycle.
4	IN PROCESS	Time entries that are currently being processed by PPL's payroll team.
5	GOOD TO PAY	Time entries that are one step away from payment.
6	PAID	If the check number starts with "RA," then it has been paid via direct deposit. If it has only a number, it has been paid via paper check.
	REJECTED	This time entry has been rejected by the Participant. You must correct the time entry and resubmit it for approval.
	PENDING	This time entry has been submitted via paper and currently breaks a timesheet rule that must be corrected before payment can occur.
	DENIED	This time entry cannot be paid or processed.

View Your W-2 Earnings Summary

To prepare your annual taxes, you need to generate a W-2 form.

To access it, select **My W-2** on your dashboard.

NOTE: This option does not appear until next January, following the year you began work.

Connect with New Participants

With MyAccount, you can choose to advertise additional work opportunities within the program. This feature is completely optional.

You can set up a profile in the **PPL Connect** directory. Interested Participants can then find you and you can exchange messages.

1. On the MyAccount dashboard, select the **PPL Connect** tile.

2. Select **Create or Edit Account**.

3. Complete the questions, beginning with *Would you like to be a part of PPL Connect*?

   By selecting **Yes**, Participants up to 50 miles away can find your profile and send you messages within PPL Connect. (They do not have access to your personal contact information.)
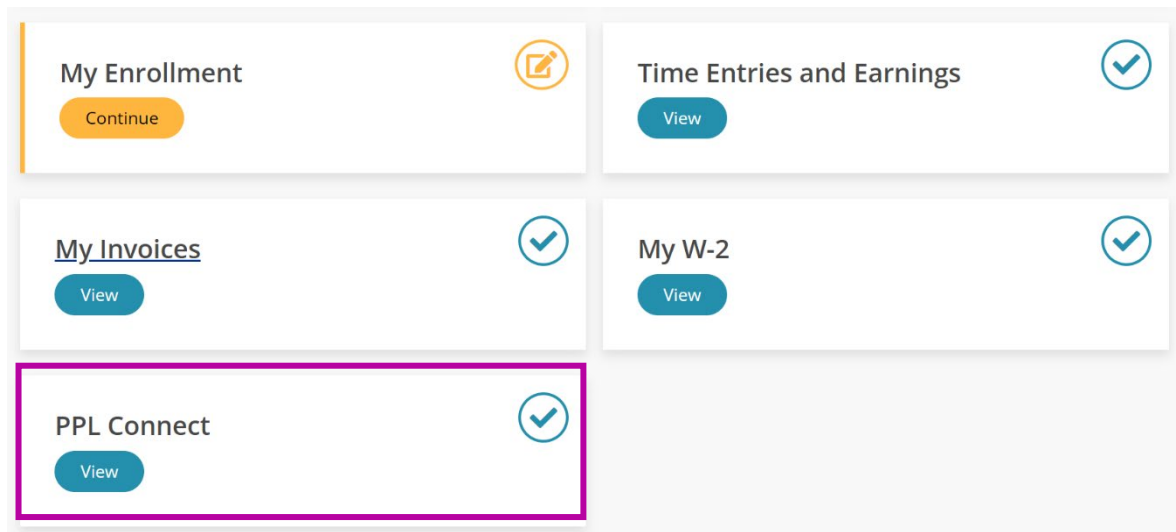
   NOTE: You can switch your answer to **No** at any time and Participants will not see you in the directory.

4. Select the checkbox to show you agree to the disclaimer.

5. Complete the remaining questions and select **Finish**.

   NOTE: You can select multiple choices for Services, Availability, and other questions. Pick whatever fits the type of work you want.

   NOTE: When you choose the *Distance willing to travel*, then only Participants who live within that distance will see your profile when searching the directory.

6. Return to PPL Connect to review any messages you receive.

My Enrollment	Time Entries and Earnings
Continue	View

My Invoices	My W-2
View	View

PPL Connect
View

Edit and create your account

✔ PPL Connect
✔ Services
✔ Skills & Licenses
✔ Personal Info

SERVICES

The info in the fields below will be displayed directly in your profile for browsing participants to view.

Services

IADL: Meal Preparation x   IADL: Shopping x

Availability

Tuesday x   Wednesday x   Friday x

Time of Day

Day x

Distance willing to travel 15 miles*

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