

# FREQUENTLY ASKED QUESTIONS (FAQ)

## *for Participants and Providers*

### WHAT IS MYACCOUNT?

PPL's mission is to transform more lives by making self-directed home care easier for all.

Reflecting that mission, is PPL's new web portal, MyAccount, which was designed with simple screens and offers different sources of help, such as videos and written guides.

Within a self-directed program, there is information and documentation that an individual program participant and their care/support worker(s) need to provide and monitor.

PPL's industry leading MyAccount web portal, designed specifically for those involved in self-direction programs, allows users to create and manage their online information with PPL, any time when it is convenient for them – 24/7.

### WHO CAN USE MYACCOUNT AND FOR WHAT?

MyAccount enables **self-directing program participants** to:

- Set up a protected online account with PPL
- Complete program participant enrollment paperwork online
- View authorizations and budget information
- Enroll a new care/support worker and view progress to completion
- Approve care/support worker timesheets or manage and review EVV submitted time entries (should your program require EVV.)
- And should they need it, the ability to input/nominate an authorized representative (e.g. a parent) who PPL can communicate with and share information on their behalf

MyAccount enables **self-directing program care/support workers** to:

- Set up a protected online account with PPL
- Enroll as a new care/support worker for a self-directing program participant and view progress to completion
- Enter timesheets for periods worked (if permitted in your program) or review EVV submitted time entries (if the program requires EVV)
- View paystubs
- Set up direct deposits to a bank or other financial institution
- View recent W-2 tax forms

### WHERE CAN I FIND MORE INFORMATION ON MYACCOUNT?

Information and training videos can be found at: [publicpartnerships.com/tools/myaccount](https://publicpartnerships.com/tools/myaccount)

Additional information including written user manuals can be found at your program page at: [publicpartnerships.com/state-programs/virginia](https://publicpartnerships.com/state-programs/virginia)

### WHAT IS THE MIGRATION BETWEEN THE BETTERONLINE PORTAL AND MYACCOUNT?

On May 10, 2021, PPL opened up registration for MyAccount for VA CCC+ users and sent everyone in the following categories an invitation to join MyAccount. The following user's data has been transferred to MyAccount and are free to join MyAccount anytime.

- All Participants that have ever had an active authorization within the last 18 months.
- All Participants that have ever been good to serve in the last 18 months.
- Any enrollees started in the last 18 months.
- Any Participant that paid a provider in the last 18 months.
- Any Provider associated to a Participant within one of these categories.

**IMPORTANT** - *If a participant or provider existed in the BetterOnline portal but are not showing in MyAccount, please do not start a new enrollment. Please **contact us** so we can assist with the migration of their details to MyAccount.*

### DO I HAVE TO RESTART ENROLLMENT IF I SWITCH TO MYACCOUNT?

No! If you had complete enrollment before, you do not have to re-complete enrollment in MyAccount. You may be seeing that the enrollment fields are blank if you view their "Enrollment" in 'My Programs'. This is because, we are converting some of the way that information will display through MyAccount and will be complete soon.

This won't impact your payroll or Good to Go status, it's a temporary display only. We have put a screen up on that page to help the participants and providers not worry if they see a blank page.

## I LOST OR NEVER RECEIVED MY REGISTRATION EMAIL, HOW DO I SIGN UP FOR MYACCOUNT NOW?

[Contact us](#) for help in getting a new registration email.

## WHAT HAPPENS AFTER THE USER RECEIVES THE REGISTRATION EMAIL?

Users will receive two emails:

- 1 First a registration email, they should select the registration link to begin registration.
- 2 Second an Activation email, the activation link will need to be selected to activate the newly created MyAccount Credentials.

The user will then need to create a new password for especially for MyAccount. They cannot use their old BetterOnline portal information. The user's email (or mobile if that is the preferred communication method) will be their username.

## I WAS USING THE SAME EMAIL ADDRESS WITH ANOTHER PERSON FOR BETTERONLINE PORTAL BEFORE, WHAT HAPPENS IN MYACCOUNT?

Since the email address needs to be unique per user, whoever registers for MyAccount with that shared email first, will be able to use it. Anyone else wanting to use that email address will need to create a new one. [Contact us](#) for help in resetting an email address or for help in getting a new registration email.

## IF I CHANGE TO MYACCOUNT, DO I HAVE TO STOP USING TIME4CARE?

You can and should continue to use Time4Care as usual.

## DOES MY LOGIN FOR TIME4CARE CHANGE WHEN I SIGN UP FOR MYACCOUNT?

Yes, in most cases. We recommend that if you have registered in MyAccount, that you log out of Time4Care and re-log in to Time4Care with your new MyAccount credentials. Often the mobile app will store your old credentials and if you do not log out and log back in with the new credentials, it may still try to log in with the old and outdated BetterOnline portal credentials. Remember usernames and passwords that you save on your phone or in the cloud will have to be updated with your new MyAccount username and password.

## I FORGOT MY PASSWORD, WHAT DO I DO NOW?

Use the "Forgot Your Password" link on the login page. A temporary password will be sent to the email we have on file.

Alternatively, [contact us](#) for password help.

## I OR MY PARTICIPANT ARE LOCKED OUT, WHAT DO I DO?

[Contact us](#) for help in unlocking your account.



For the latest MyAccount information and tools visit [www.publicpartnerships.com/tools/myaccount](http://www.publicpartnerships.com/tools/myaccount)

For general program information be sure to bookmark your individual program page.