

“WHAT TO EXPECT” *New Referral Enrollment Timeline*



EMPOWERING
PEOPLE'S HEALTH



1 | REFERRED TO PPL

Member is referred to Public Partnerships (PPL).

2

PPL ENROLLMENT SPECIALIST ASSIGNED / *PPL assigns an Enrollment Specialist to the new referral within one business day of referral receipt.*

3

WELCOME CALL / *PPL Enrollment Specialist completes a **Welcome Call** to the member and the Representative introducing Self Direction and scheduling the **Enrollment Call**. This step occurs within 2 business days of referral receipt.*

4

ENROLLMENT CALL / *PPL Enrollment Specialist completes the enrollment for the Member, Employer of Record, Authorized Representative (if applicable), and Provider (if present). The Enrollment Specialist will educate and train the Employer of Record and Provider on their roles and responsibilities. The call can typically take one to two hours to ensure all enrollments documents are completed and all questions are answered.*

5

WEEKLY CHECK-IN / *PPL Enrollment Specialist will provide weekly updates to the Employer— until all enrollment requirements to begin services have been met.*

6

START DATE NOTIFICATION AND TIMESHEET TRAINING/ *PPL Enrollment Specialist notifies the Member, Employer of Record when they are ready to begin receiving services. During the call the Enrollment Specialist will review payroll information, provide instructions on how to submit timesheet using PPL's systems, and answer any outstanding program questions.*

Note: *Prior to completing the **Start Date Notification and Timesheet Training Call** the Enrollment Specialist will ensure the **Notice of Action** was received from the case manager. The Notice of Action (NOA) contains the members authorization.*



7/ Enrollment Success Call

During the Enrollment Success Call the PPL Enrollment Specialist will inform the Member and Employer of Record they have successfully completed enrollment and their Providers have received payment for their first timesheet. In addition, the Enrollment Specialist will also provide additional resources for future reference.