MY ACCOUNT

How-to Guide for Consumers and Authorized Representatives

USER REGISTRATION

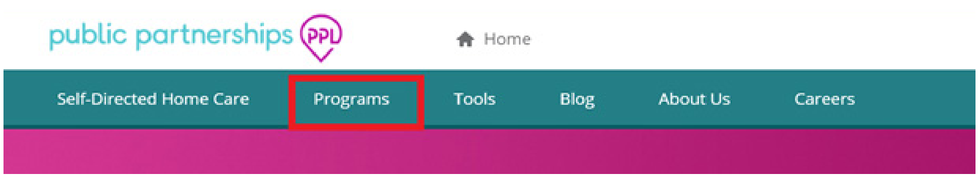
This document will outline how to set up your Username and Password so that you can begin using My Account.

As a Consumer/Employer, once you are registered you will be able to use My Account to:

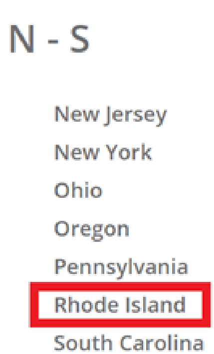
- Complete Enrollment
- Hire New PCAs
- Approve your PCA's E-Timesheets
- View the status of your PCA's E-Timesheets
- Update your account details

These instructions are online at publicpartnerships.com.

01 Select Programs on the top menu.



02 Select Rhode Island from the list.



03 Select Rhode Island Independent Provider Program

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04 Select the Program Documents tab.

STEP 1: VERIFY CREDENTIALS

Once your Service Advisor has submitted your referral form, and it has been received by PPL, an invitation link will be sent to your email. Once you click on the link you will need to verify your credentials:

- **First Name:** This is the Consumer's first name.
- **Last Name:** This is the Consumer's first name.
- **Social Security Number:** This is the Consumer's social security number (SSN). SSN must be entered in a XXX-XX-XXXX format.
- **DOB:** This is the Consumer's date of birth. DOB must be entered in a MM/DD/YYYY format.
- **Users registering under the Consumer role ONLY:** Even though you are representing the Consumer, you still put the DOB of the Consumer in the system, not yours.

TIPS

- Internet Explorer is not supported and should not be used. Please use the following web browsers: Chrome, FireFox, or Edge.
- This website can be added as a Favorite in your web browser for quick access.
- Ensure the correct information is entered. If the system is unable to verify your information the issue could be that what was submitted by your Consumer is different than the information you are noting in the registration. To resolve this, please call customer service so that PPL can verify the demographic information on file.

STEP 2: START REGISTRATION

Next, Select the **Start Registration** button at the bottom of the registration page. Fields on the next few pages have been pre-populated for you based on information provided by your Consumer/Employer on the new hire form.

- You can enter additional information on the **Personal Details** page or click the **Next** button at the bottom of the page to continue.
- Enter your account password, security questions and answers on the **Account Details** page, then click the **Next** button.
- You can enter additional information or update the pre-populated information on the **Contact Details** page.
- Once you are done, click the **Finish** button.

STEP 3: ACCOUNT ACTIVATION

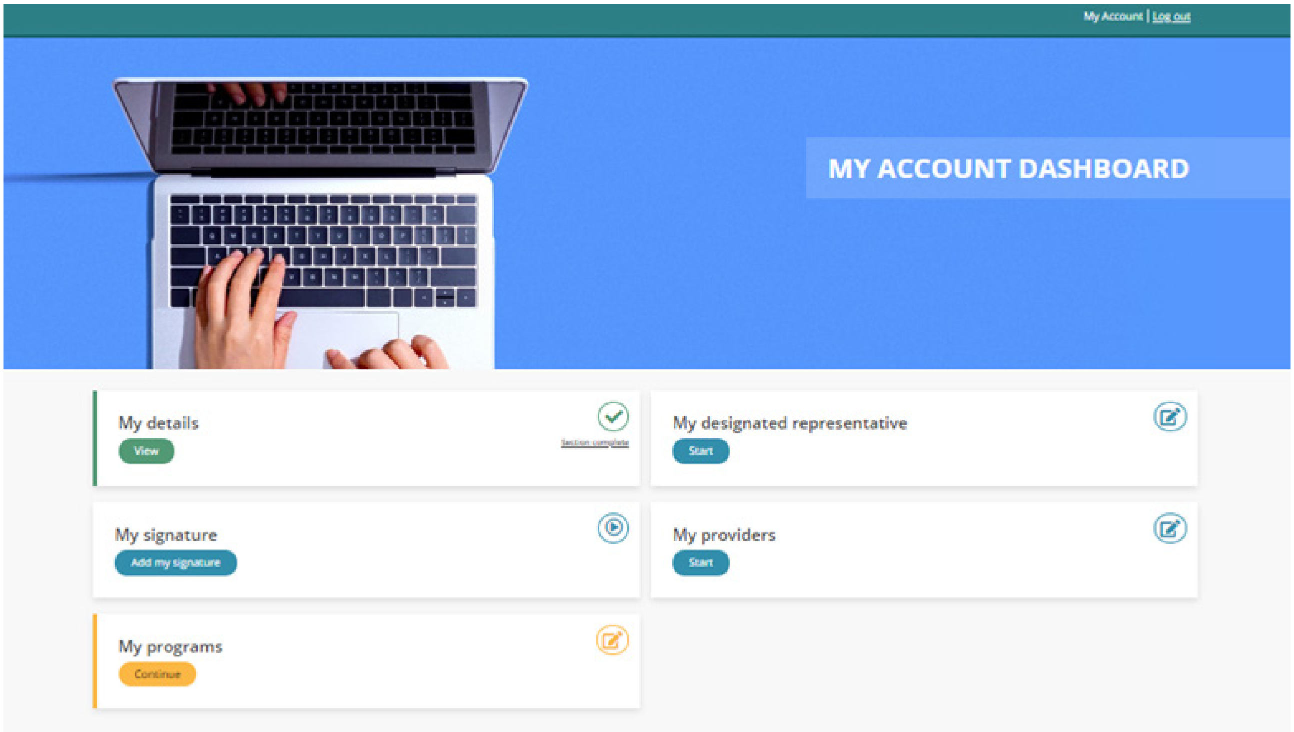
Once you have finished your account registration, you will receive an email with a confirmation link. When you click the link you will be directed to your My Account Dashboard to complete your enrollment. From here you can:

- Add your electronic signature
- Complete your enrollment
- Start enrollment for your designated representative
- Start enrollment for your PCA(s)

CONGRATULATIONS!

You are now registered and ready to log in to MyAccount and view your Dashboard at any time!

MY ACCOUNT DASHBOARD



When you login, you will first see your Dashboard. From this location you can access the following:

Add/Update your Details

- **Personal Information**
- **Account Details:**
  - Password
  - Security Questions
  - Security Question Answers
- **Contact Details**
  - Home phone or Alternate phone
  - Mobile
  - Best time to contact
  - Physical and Mailing Address

Add/Update your electronic signature

My Programs

- **Complete your enrollment**
- **If you have already completed your enrollment during your account activation, then you will be able to access your completed enrollment forms here**.

Start enrollment for your designated representative or start enrollment for a new designated representative

Start enrollment for your PCA(s)

TIPS

- To navigate back to the Dashboard home page, click on Dashboard on the top center of the page next to Public Partnerships.

SERVICE AUTHORIZATIONS

Once you have completed your enrollment, you will be able to access service authorizations from your My Account Dashboard.

The service authorization page will show you the services that you have been authorized to receive. Your PCAs are not able to see your service authorization page.

The most important information on this page is:

The service codes.

- This is the service code that identifies the service type you have been authorized.

The start and end date of the authorized service.

- This is the period for which you have been authorized to receive that service.

The total authorized units:

- This is the total number of units you have been authorized to receive between the start and end date.

The remaining hours:

- This is the hours that you have not used yet and are still available to be spent.

Service	Service Authorization I	Start Date	End Date	Authorized Units	Total Hours	Paid Hours	Good to Pay Hours	Remaining Hours
T1019: Personal Care	AUL0000004	9/27/2020	10/3/2020	54.00 units	13.50 hours	0.00 hours	0.00 hours	13.50 hours
T1019: Personal Care	AUL0000002	9/20/2020	9/26/2020	54.00 units	13.50 hours	11.50 hours	0.00 hours	2.00 hours
T1019: Personal Care	AUL0000006	9/19/2020	9/19/2020	54.00 units	13.50 hours	2.00 hours	0.00 hours	11.50 hours
Total:				162.00	40.50	13.50	0.00	27.00

TIME ENTRIES

Once you have completed your enrollment, you will be able to access the Time Entries page and you can:

- See any time entries that have been submitted by your PCAs;
- Approve and Reject electronically submitted timesheets;
- Monitor the payment progress for each of your employee's time entries;

HOW TO APPROVE AND REJECT ELECTRONIC TIMESHEETS

01 To approve or reject a submitted electronic timesheet, go to the TIME ENTRIES page.

02 The Ready for Approval column will show if any time entries need your approval

Date Range
Sep 1, 2020 - Oct 5, 2020

Pay Period	Provider	PPL Provider ID	Hours	Ready For Approval	Gross Amount	Check Amount	Pay Stub	Action
9/27/2020 - 10/10/2020	Provider	PR-0010153	13h 30m	7 entries				View Entries
9/12/2020 - 9/26/2020	Provider	PR-0010153	13h 30m		$ 186.57	$ 162.86	Pay Stub (000001)	View Entries
9/12/2020 - 9/26/2020	Provider	PR-0010153	0h 0m		$ -186.57	$ -162.86	Pay Stub (V 000001.)	View Entries

02 Click the VIEW ENTRIES link under the Action column, for the PCA's Pay Period

03 From here you will have the ability to view the time entries submitted by the PCA for that Pay Period

9/27/20 - 10/10/20

SELECT ALL | APPROVE SELECTED | REJECT SELECTED

	Date	Service	Time In	Time Out	Hours	Provider Notes	Status
☐	09/27/2020 Sunday	T1019 - Personal Care	11:00 AM	1:00 PM	2h 0m		Submitted
☐	09/28/2020 Monday	T1019 - Personal Care	10:00 AM	11:30 AM	1h 30m		Submitted
☐	09/29/2020 Tuesday	T1019 - Personal Care	9:00 AM	11:00 AM	2h 0m		Submitted
☐	09/30/2020 Wednesday	T1019 - Personal Care	10:00 AM	12:00 PM	2h 0m		Submitted
☐	10/01/2020 Thursday	T1019 - Personal Care	10:00 AM	12:00 PM	2h 0m		Submitted
☐	10/02/2020 Friday	T1019 - Personal Care	10:00 AM	12:00 PM	2h 0m		Submitted
☐	10/03/2020 Saturday	T1019 - Personal Care	10:00 AM	12:00 PM	2h 0m		Submitted

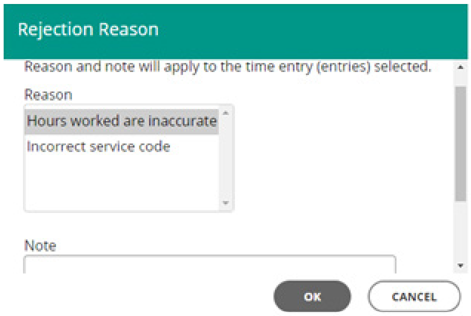
04 If any entries are in SUBMITTED status, they will need your approval before PPL can process them

05 For those SUBMITTED entries you will have the option of selecting the time entry by clicking the checkbox in the first column and then click either:

APPROVE SELECTED, which will move the timesheet forward for payment processing;

OR

REJECT SELECTED, which will return the timesheet to your employee for correction. You can enter a reason so that your employee knows what they need to correct.



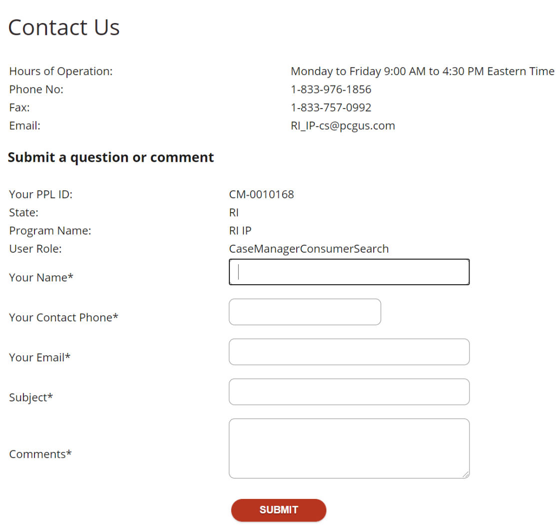
A rejected timesheet will not be paid by PPL until it has been corrected and resubmitted by the employee and approved by you.

CONTACT US

The contact us page is a helpful tool where you can:

- View the customer service center hours of operation
- Retrieve contact information such as phone number, fax and email for the program
- Submit a question or comment directly to the program email box from My Account

To navigate to this page, select 'Contact Us' on the website's footer.



We hope you enjoy using My Account!

Questions?

If you have any questions, please call Customer Service and a representative will be happy to assist.

Customer Service:

1-844-842-5891

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