



PA OLTL Participant Directed Model of Service

Web Portal Instruction Manual

for

Service Coordinators

Customer Service Information

PPL Customer Service Phone: 1-877-908-1750.

PPL Fax: 1-855-858-8158

PPL Email: padpw-oltl@pcgus.com

Who will be responding to your calls and e-mails?

PPL's Customer Service Line is staffed between the hours of 8:30AM and 5:00PM EST/EDT, Monday through Friday, except on state and federal holidays with a voicemail box activated for after hours.

PPL will respond to all participant calls (inquires, issues and complaints) within one business day of receipt of the call.

Table of Contents

1. How to Login	PG. 4
2. How to Enroll a New Participant	PG. 5
3. How to Search, View and Edit a Participant's Profile	PG. 9
4. How to View a Participant's Authorizations	PG.11
5. How to View an Associated Direct Care Worker/Vendor	PG.17
6. How to View Timesheets	PG. 19
7. How to View Invoices (<i>Services My Way participants only</i>)	PG. 24
8. How to use the Contact Us Page	PG. 25
9. **How to use the Reporting Tool ** Under Construction and Coming Soon!	PG.XX

A supplemental insert for this How to Guide will be provided to you for the Reporting Tool just as soon as it becomes available. Thank you for your patience!

The Service Coordinator's Guide to the PPL Web Portal

Welcome to the PPL PA OLTL Web Portal system!

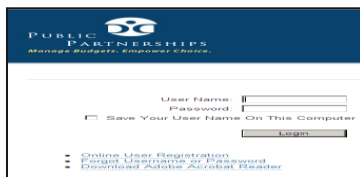
How do I register online?

✚ There is no need for you to register online. PPL will take care of creating your service coordinator account. You will receive an email from PPL with your username and password along with a link to the PPL Web Portal.

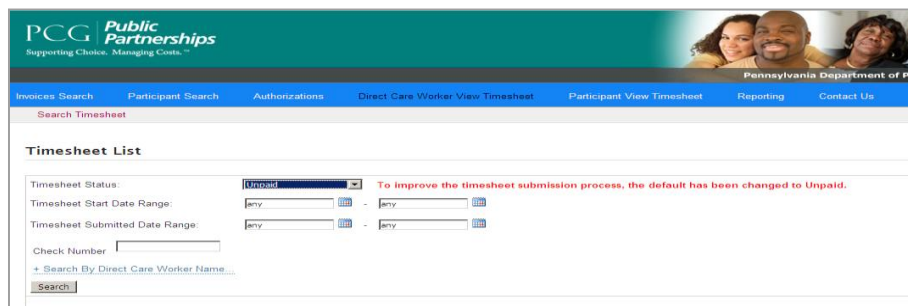
1. The first thing you should do is type in the web address provided below into your browser: (we recommend saving this as a *favorite*, so that you don't have to keep typing it in).

<https://fms.publicpartnerships.com/PPLPortal/login.aspx?>


2. A log in screen will appear. You will use this screen to log into the Web Portal after you have registered.



3. Login to the Web Portal using your pre-assigned username and password.
 - ✚ If you have not received a username and password please email padpw-oltl@pcgus.com to request that a username and password be created for you.
 - ✚ If you forget your password or become locked out of your account (if you enter an incorrect password too many times) e-mail your username to padpw-oltl@pcgus.com and request your account be unlocked. PPL will unlock your account
4. Once logged in the Web Portal will default to the “**Timesheet List**” page.



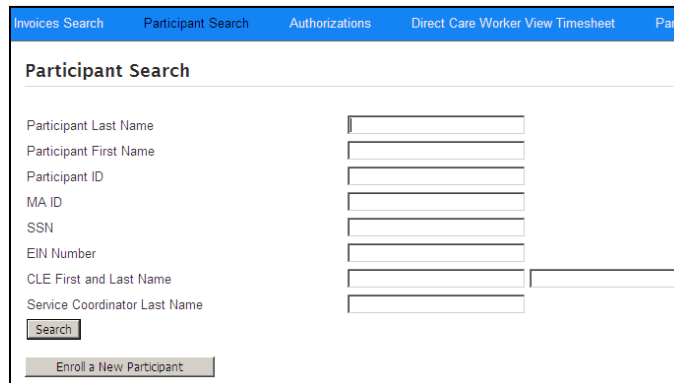
How do I Enroll a New Participant?

 Now that you are able to login to the PPL Web Portal, you will no longer use a paper referral process for initiating the participant enrollment process.

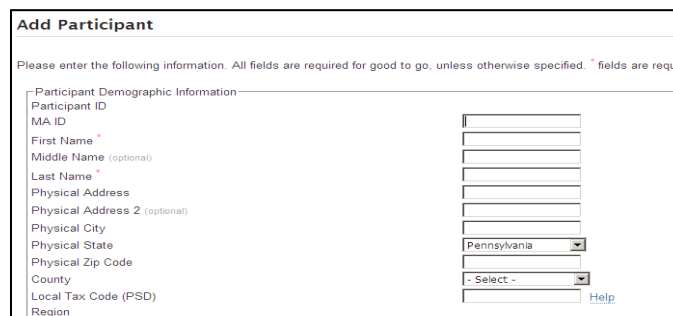
1. Upon logging in, your screen will default to the “Timesheet List” page. In order to begin the enrollment process you should select the “Participant Search” feature in the blue header menu.



2. When you select the “Participant Search” feature, your screen will look like the one below:



3. You should select the “Enroll a New Participant” button in order to begin the enrollment process for a new participant.
4. After selecting the “Enroll a New Participant” button, a blank (and editable) participant demographic profile page will appear.



The Service Coordinator's Guide to the PPL Web Portal

5. The participant demographic profile will be divided into 5 very important sections.

- ✚ Participant Demographic Information
- ✚ Common Law Employer
- ✚ Designated Representative
- ✚ Emergency Contact
- ✚ Service Coordinator

Section 1: Participant Demographic Profile

- A. In the **Participant Demographic Information Section** please complete (at a minimum) the key areas below. If you are able to complete the additional demographic fields please do so.

- ✚ MA ID (Medicaid ID)
- ✚ First Name
- ✚ Last Name
- ✚ Both Physical & Mailing Addresses
- ✚ Social Security Number
- ✚ Date of Birth
- ✚ Phone Number
- ✚ Enrollment Start Date (this is the day you are entering the referral)
- ✚ Diagnosis Code
- ✚ Waiver Type

Important Note!

- ✓ If a data point has a * (**red asterisk**) next to it, it means it is required in order to save the profile. In other words, if you do not complete this data field and you submit the profile, you will lose all of your entries and the profile will not save.
- ✓ If a data question has **OPTIONAL** next to it, it means that this field is not necessarily needed in order to pay a timesheet for this participant's DCW. However, many of these fields are important way that we contact the participant, so if you have the information please enter it.
- ✓ If a data question has **nothing** next to it, it means that is required in order to make the participant good to serve. If this data is missing the Participant will not be made good to serve.

- B. Once you have completed the required demographic information, please scroll down to the **Common Law Employer** section of the participant profile.

Section 2: Common Law Employer

- A. The **Common Law Employer** section is EXTREMELY important!
- + This section must be completed even if the Participant is serving as their own Employer.
 - + This section is used by PPL to pre-populate the Common Law Employer packet. **This means that if information is missing, it will not pre-populate on the packet and it will cause a delay in the enrollment process.**
- B. In the **Common Law Employer** section at a minimum the following data questions must be completed:
- + CLE First Name
 - + CLE Last Name
 - + Address
 - + City
 - + State
 - + Zip Code
 - + SSN (Social Security Number)

Copy Participant Address Information from Above

Employer ID Number (EIN)

COMMON LAW EMPLOYER (CLE)

CLE ID Number (EIN)

CLE First Name (optional)

CLE Last Name (optional)

Address (optional)

Address 2 (optional)

City (optional)

State (optional)

Zip Code (optional)

SSN (optional)

Relationship to Participant (optional)

CLE Phone Number (optional)

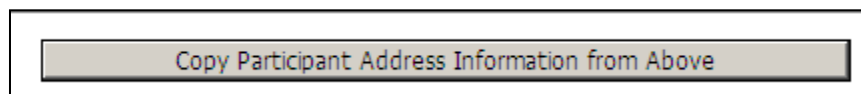
UI ID (optional)

UI Rate (optional)

PA State Withholding ID (optional)

PA State Rate (optional)

- C. If the Participant is going to serve as the Employer; you may use the copy button to pull the physical address from the participant profile into the Common Law Employer profile.



- D. The Employer Identification Number (EIN) will be obtained by PPL; you should not enter any information into this field.

Section 3: Designated Representative

- A. The Designated Representative section is for those individuals who are not serving as the legal employer but who plan to assist the participant in the management of their authorizations and direct care workers.
- ✚ As part of the Common Law Employer packet, the participant/employer is asked to identify if a designated representative exists. If the participant does not plan to use a designated representative this section may remain blank.
 - ✚ **If a participant does plan to use a designated representative** this section must be completed.

- Designated Representative	
First Name (optional)	<input type="text"/>
Middle Name (optional)	<input type="text"/>
Last Name (optional)	<input type="text"/>
Address (optional)	<input type="text"/>
Address 2 (optional)	<input type="text"/>
City (optional)	<input type="text"/>
State (optional)	<input type="text" value="Pennsylvania"/>
Zip Code (optional)	<input type="text"/>
Phone (optional)	<input type="text"/>
Email Address (optional)	<input type="text"/>
Relationship to Participant (optional)	<input type="text" value="- Select -"/>

Section 4: Emergency Contact

- A. The Emergency Contact data fields are all optional fields. If the participant does not wish to provide us with an emergency contact they are not required to do so.
- ✚ Please be aware however, that PPL customer service will only provide information related to the Participant's account to the Participant, Employer, Designated Representative, Emergency Contact and assigned Service Coordinator.
 - ✚ If no Designated Representative or Emergency Contact are noted in the Web Portal the PPL customer service representative will not release the participant's information to the caller.

Section 5: Service Coordinator

- A. As a service coordinator when you log into the Web Portal you will only be able to search on Participant's who are linked to your case load.
- B. Therefore, before you submit the newly created Participant Profile, please select your name from the service coordinator dropdown list.
- a. This will make the new participant part of your caseload so that you can search for them in the future.

How to Search, View & Edit a Participant's Profile?

- ✚ After you have successfully enrolled a new participant you can log in and search for any of the participant's in your case load.

Searching for Participants

1. Go to the Participant Search Page

The screenshot shows the 'Participant Search' page. At the top, there is a blue navigation bar with the following tabs: 'Invoices Search', 'Participant Search', 'Authorizations', 'Direct Care Worker View', and 'Timesheet'. Below the navigation bar, the page title is 'Participant Search'. The search form includes the following fields and buttons:

- Participant Last Name
- Participant First Name
- Participant ID
- MA ID
- SSN
- EIN Number
- CLE First and Last Name
- Service Coordinator Last Name
- Search button
- Enroll a New Participant button

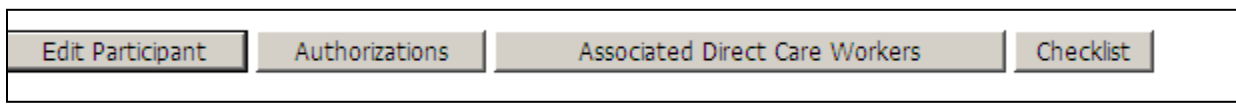
2. If you don't want to search for a particular participant, you can simply leave all search fields blank and hit the "Search" button. This will show all participants in your caseload.
3. Otherwise, you can search for a particular participant by using any one of the following fields:
 - ✚ **Participant Last Name**
 - ✚ **Participant First Name**
 - ✚ **Participant ID** (This is the PPL generated ID that will begin with the letter "C")
 - ✚ **MA ID** (This is the Participant's Medicaid ID)
 - ✚ **SSN** (This is the Participant's Social Security Number)
 - ✚ **EIN Number** (This is the Participant's Employer Identification Number)
 - ✚ **CLE First & Last Name** (This is the Common Law Employer assigned to a particular Participant)
 - ✚ **Service Coordinator Last Name** (Most likely it will be unnecessary to search by your own name; but this field is here for Service Coordination Agency Supervisors).

Viewing a Participant's Profile

- ✚ Use the Search field to find the participant whose profile you would like to view.
- 1. In the search results table you should see a blue hyperlink titled “**Participant Profile**”.
- 2. Hit “**Participant Profile**” to bring up the participant's profile page.

Edit a Participant's Profile

- ✚ After initially creating a Participant's account you may need to correct or modify key Participant information.
- ✚ **Please note:** Any changes to the Participant's demographic information should be updated in HCSIS; PPL will receive a weekly demographic file upload for any modified participant data. This is how we will ensure that PPL has the same information as the HCSIS system.
- 1. Scroll to the bottom of the participant profile page.
- 2. You will see four options
 - ✚ Edit Participant
 - ✚ Authorizations
 - ✚ Associated Direct Care Workers
 - ✚ Checklist
- 3. Select the “Edit Participant” button.



The Service Coordinator's Guide to the PPL Web Portal

How to View a Participant's Authorizations?

1. As was previously mentioned when you login in you will default on the "Timesheet List" page.

Timesheet List

Timesheet Status: To improve the timesheet approval process, the default has been changed to Submitted.

Timesheet Start Date Range: -

Timesheet Submitted Date Range: -

Participant ID:

Consumer External ID:

Check Num:

[+ Search with Direct Care Worker Name...](#)

2. Select the "Authorization" feature in the blue header bar.



3. After selecting the "Authorization" feature the page with the participant's information will appear.

Budget Detail For QAFIRSTNAME03 QALASTNAME03 (ID#C000356)

[Show/ Hide filter](#)

Service Type: Status:

Creation Date Between: And

Service	Authorization ID	Authorized By	Start Date	End Date	Units	Unit Increment	Authorization Amount	Total Units	Paid Units	Good To Pay Units	Remaining Units	Paid Dollars	Invoiced	Balance	Note	Status
W1792: Personal Assistance Services	AUL0008175	Date	9/2/2012	10/9/2012	4.00	0.25	N/A	1.00	0.00	0.00	1.00	\$0.00	\$0.00	N/A		Approved
Total:					4.00	0.25	\$1.00	N/A	0.00	0.00	1.00	\$0.00	\$0.00	\$1.00		

1-1 Show records at a time.

The Service Coordinator's Guide to the PPL Web Portal

4. How to use the “Filter” feature:

Show/Hide filter

Service Type: Status:

Creation Date Between: And

- ✚ By selecting the **Show/Hide filter** (blue hyperlink) you can hide this feature if you don't want to look at it.
 - The filter allows you to search authorizations by service type; status and creation date.
 - You may find the filter helpful if the participant has a lot of authorization lines and you don't want to look at older authorizations.
 - You are NOT required to use this feature if you don't want to.
- ✚ To use the filter feature select one of the search criteria options:
 - **Service Type** – This will be a list of service types which at one point in time the participant had been authorized for.
 - **Status** - This will be a list of authorization status' most likely all of the participant's authorizations will be in “APPROVED” status.
 - **Creation Date Between:** ____ And: ____ - These are the dates that PPL may have received the authorization from OLTL.
 - *This filter is helpful if there have been a lot of authorization updates and you only want to view the most recent ones.*
- ✚ To search it the “**SEARCH**” button.
- ✚ To erase your previous filter selections and start over hit the “**RESET**” button.

5. How to read the participant's Budget Detail page:

Budget Detail For

Show/Hide Filter

Service Type: Status:

Creation Date Between: And:

Service	Authorization ID	Authorized By	Start Date	End Date	Units	Unit Increment	Authorization Amount	Total Units	Paid Units	Good To Pay Units	Remaining Units	Paid Dollars	Amount	Balance	Note	Status	Attachment
00100 Resale %	44L000210	Dea	10/1/2012	11/30/2012	2,000.00	0.25	N/A	750.00	0.00	0.00	750.00	\$0.00	\$0.00	N/A		Approved	
01700 Personal Assistance Services %	44L000210	Dea	10/1/2012	12/31/2012	2,000.00	0.25	N/A	500.00	0.00	0.00	500.00	\$0.00	\$0.00	N/A		Approved	
Total					2,000.00	0.25	\$1,250.00	N/A	0.00	0.00	1,250.00	\$0.00	\$0.00	\$1,250.00			

1 of 12 records at a time

The Service Coordinator's Guide to the PPL Web Portal

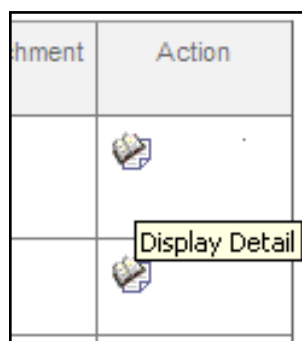
- ✚ You will see 17 columns in your budget detail page.
 - **Service Type** – This is the service type you have been authorized to receive.
 - **Start Date** – This is the first date that you are eligible use units/dollars for this service. Please remember that you should not allow DCWs to work until they have been determined to be Good to Serve.
 - **End Date**- This is the last date that you are eligible use units/dollars authorized for this service.
 - **Unit Type**- This is a description of what the unit is based on. (Time/Dollars)
 - **Authorization Amount**- This is the amount of authorized units or dollars for this service during this date span. This should correspond with your individual service plan (ISP).
 - **In Increments of** – This is how the units/dollars are broken down. For example 1 unit = 15 minutes of service time.
 - **Total Authorized Amount** – This is the amount of hours/dollars of service authorized. This number comes from multiplying the “Authorized Amount” with the “In increments of” column.
 - It may be easier to use this column when determining how many hours of service you have to schedule.
 - **Authorization Type**- This column tells you how long the time span is for this particular authorization.
 - **Good to Pay Amount**- Units populate in this column when a DCW has submitted a timesheet, that timesheet passes all rules and is just waiting on PPL to pay it.
 - We created this column so you know how much is going to be deducted from your budget before we make the payment.
 - **Paid Amount**- *This column will only have data in it if your service type is authorized in units.* This column shows how many hours have been paid out to date.
 - **Remaining Amount**- *This column will only have data in it if your service type is authorized in units.* This column shows how many hours of service you still have available to use.

The Service Coordinator's Guide to the PPL Web Portal

- *(Services My Way only)* **Invoiced Dollars-** Dollars populate in this column when a Vendor invoice has been submitted, that invoice passes all rules and is just waiting on PPL to pay it.
- *(Services My Way only)* **Paid Dollars-** *This column will only have data in it if your service type is authorized in dollars.* This column shows how much money has been paid out to date.
- *(Services My Way only)* **Dollar Balance-** *This column will only have data in it if your service type is authorized in dollars.* This column shows how much money you still have available to use for this service type.
- **Authorization ID-** This is a unique ID number that PPL generates so that we can report on your authorization usage (*you do not need to worry about this number*).
- **Status-** This is the status of your authorization. An authorization must be in “Approved” status for a timesheet or invoice to be paid against it.
- **Action-** This column will have a “book/paper” icon in it. Select that icon to see the authorization detail page.

6. How to use the participant's Authorization Detail Page.

- 🚦 If you want you can see an even greater level of detail for each authorization.
- 🚦 Select the icon in the “Action” column (picture below):



- 🚦 You will see the following page appear:

The Service Coordinator's Guide to the PPL Web Portal

Authorization Detail	
Authorization Details	
Authorization Id: AUL0008185	Unit Type: HOUR
Service Type: W1792: Personal Assistance Services	Units: 1,250.00
Participant Name: TestParticipantEH01 QA	Line Total: N/A
Participant Id: C000367	Invoiced: \$0.00
Date Range: 9/1/2012 - 9/30/2012	Paid: \$0.00
Last Modified: 10/12/2012 9:26:00 AM	Total Balance: \$1,250.00
Date Created: 10/12/2012 9:26:00 AM	
Created By: EHARRIS	
Notes:	
Referral Status: Approved	
Total Invoiced: \$0.00	
Total Paid: \$0.00	
Revision History: Show Revision	

- ✚ In the authorization detail page, you can see when the authorization was created and if it has been modified.
- ✚ You can also see all of the paid timesheet lines for this authorization.
 - **Total Invoiced-** By right clicking over the “Show Detail” (blue hyperlink), you will bring up all of the timesheet lines which are waiting to be paid using this authorization.
 - This will show things such as:
 - TS ID number
 - Direct Care Worker Name
 - Service Type
 - Service Date
 - Hours provided
 - DCW Pay Rate
 - Billable Rate
 - The total line amount
 - **Total Paid-** By right clicking over the “Show Detail” (blue hyperlink), you will bring up all of the timesheet lines which have been paid using this authorization.
 - This will show information such as:

The Service Coordinator's Guide to the PPL Web Portal

- TS ID number
- Direct Care Worker Name
- Service Type
- Service Date
- Hours Provided
- DCW Pay Rate
- Billable Rate
- The total line amount
- Check number

A Few Reminders!

1. PPL receives the participant's approved authorizations through a file.
2. PPL may not change or edit your authorizations.
 - a. If you believe you need to increase or decrease your authorizations an update to the ISP and approval through HCSIS will be required.
3. The authorization information is displayed in "real time".
 - a. This means, that as soon as a payment has been made, the authorization has already been deducted. You can see the authorization balance 24/7, anytime you'd like.

How to View an Associated Direct Care Worker/Vendor?

1. Go to the Participant's Search Page

Participant Search

Participant Last Name

Participant First Name

Participant ID

MA ID

SSN

EIN Number





CLE First and Last Name


Service Coordinator Last Name

2. Search on the Participant who's Direct Care Workers (DCWs) you would like to view.
3. Select the "Participant Profile" blue hyperlink

one	Participant Profile
7264	Participant Profile

4. Scroll to the bottom of the participant's profile and you will see 4 options.

-  Edit Participant
-  Authorizations
-  Associated Direct Care Workers
-  Checklist

5. Select the "Associated Direct Care Workers" button.
6. If the Participant has no associated Direct Care Workers, then no names will appear.
 -  If a participant has no associated Direct Care Worker's it could mean any one

The Service Coordinator's Guide to the PPL Web Portal

of the following.

- They have not chosen to hire a DCW yet.
- PPL has not yet received the DCW paperwork.
- PPL has not yet processed the DCW paperwork.

✚ If a participant does not have a DCW who is associated and “Good to Serve” they should not allow any DCWs to begin providing services.

7. If the participant does have an associated Direct Care Worker you will see a page appear similar to below. If there is more than one DCW working for the Participant, they will appear here:

Associate Direct Care Workers to Participant								
Direct Care Worker ID	Direct Care Worker Name	Phone Number	Direct Care Worker Type	Disassociate Direct Care Worker	Participant - Direct Care Worker Checklist *	Good To Go *	Services	
E001285	QA TestDCWJR01	888-888-9999	IP	Disassociate Direct Care Worker	Checklist Complete: Yes	Yes	Services	

* Checklist Complete and Good To Go assume a work date of 10/25/2012. A different work date may yield a different result.
[Show Disassociated Direct Care Workers](#)

8. You can view the status of the Direct Care Worker's paperwork, but the profile pages are not editable.

✚ To view the profile or checklist information hit the “**Direct Care Worker ID**” number hyperlink or the “**Checklist**” hyperlink.

✚ To view the wage rates at which the Participant is paying the DCW you can select the “**Services**” hyperlink.

9. If you wish to view previously employed DCWs who may have been terminated or voluntarily left employment select the “**Show Disassociated Direct Care Workers**” hyperlink.

The Service Coordinator's Guide to the PPL Web Portal

How to View Timesheets?

- As Service Coordinators PPL has provided access to view timesheets as both a Participant would see them as well as how the Direct Care Worker would see them.

What is the major difference?

1. When Participants view timesheets, they are only able to see timesheets which have been submitted for payment, they are not able to see timesheets in “saved” status.
2. Only DCWs may see timesheets in “saved” status.
3. To research timesheets from the participant's view select “ **Participant View Timesheet**”
4. To research timesheets from the direct care worker's view select “**Direct Care Worker View Timesheet**”
5. The research steps below are the same.

The screenshot shows the 'Participant View Timesheet' section of the PPL Web Portal. At the top, there is a navigation bar with the following tabs: Invoices Search, Participant Search, Authorizations, Direct Care Worker View Timesheet, and Participant View Timesheet. Below the navigation bar is the 'Timesheet List' section. It contains a search form with the following fields and options:

- Timesheet Status: A dropdown menu set to 'Submitted'. A red note next to it reads: 'To improve the timesheet approval process, the default has been cha'.
- Timesheet Start Date Range: Two date pickers, both set to 'any'.
- Timesheet Submitted Date Range: Two date pickers, both set to 'any'.
- Participant ID: A text input field.
- Consumer External ID: A text input field.
- Check Num: A text input field.
- A link: '+ Search with Direct Care Worker Name...'.
- A 'Search' button.

6. Here, you can view every electronic timesheet that been submitted in the system by hitting the “**Search**” button or you can search by:

Timesheet Status:

- Possible timesheet status' are:

The Service Coordinator's Guide to the PPL Web Portal

Timesheet Status: Submitted
Timesheet Start Date Range:
Timesheet Submitted Date Range:
Participant ID:
Consumer External ID:
Check Num:
[+ Search with Direct Care Worker Name...](#)

Submitted
All
Submitted
Approved
Rejected
Paid
In Process
Pending
Denied

Timesheet Start Date Range

✚ You may want to use this search feature if you have multiple direct care workers and you want to view all of their timesheets for just one pay period.

Timesheet Submitted Date Range

✚ You may want to use this search feature if you want to see all timesheets submitted during a certain time period. Sometimes direct care workers wait a long time to submit their timesheets, instead of having to search for every pay period, you can search on just when the timesheets were submitted.

Search with Direct Care Worker Name

✚ You may want to use this search feature because you will be viewing timesheets for multiple direct care workers and you might want to only view timesheets for one of them.

7. If you would like to search by Direct Care Worker click on the blue underlined **“Search with Direct Care Worker Name”**. The screen below will appear.

[- Search with Direct Care Worker Name...](#)
Direct Care Worker First Name:
Direct Care Worker Last Name:

8. Enter in the First and Last name of the Direct Care Worker and hit the **“Search”** button. Every timesheet for the Direct Care Worker you selected will appear.

The Service Coordinator's Guide to the PPL Web Portal

9. Below is the results screen of a timesheet search.

Action	Timesheet ID	Timesheet Start Date	Timesheet End Date	Submitted Date	Submitted By	Employee Name	Status	Check Number	Timesheet Amount (before tax)
View	PA0000000007	07/29/12	08/11/12	09/25/2012	PA TestAdmin	QA TestDCWJR02	PAID	1013	\$480.00
View	PA0000000015	09/30/12	10/13/12	10/12/2012		QA TestDCWJR02	PAID	1013	\$168.00
View	PA0000000024	10/07/12	10/20/12	10/14/2012	jrosen	Sue QA Testdcw3	PAID	1012	\$220.00

- You will be able to View a timesheet anytime you like.
- You will notice that some timesheets are in submitted status and need to either be approved or rejected by a Participant.
- Remember, PPL cannot pay timesheets that are not in "Approved" status.

10. If you would like to view the timesheet detail select the "Review or View" button under the action column.

11. The review button allows you to see the day by day detail of the timesheet you submitted. By selecting it the View Timesheet page below will appear.

View Timesheet						
Hours Summary						
Sue QATestdcw3 Direct Care Worker ID: E001262		Timesheet for Matt QATestConsumer3 Participant ID: 111222333 Participant Phone No: 7179091122			Timesheet ID : PA0000000009 Status: IN PROCESS	
Date	Total Daily Hours	Service	Service Code	Time In	Time Out	Hours Worked
10/07/2012 Sunday	8 1/4 hours	Respite	S5150	9:10 AM	5:24 PM	8 1/4 hours
10/08/2012 Monday	2 1/4 hours	Personal Assistance Services	W1792	9:00 PM	11:15 PM	2 1/4 hours
10/09/2012 Tuesday	8 1/4 hours	Respite	S5150	9:10 AM	5:24 PM	8 1/4 hours
10/10/2012 Wednesday	8 1/4 hours	Respite	S5150	9:10 AM	5:24 PM	8 1/4 hours
10/11/2012 Thursday	8 1/4 hours	Respite	S5150	9:10 AM	5:24 PM	8 1/4 hours

12. On the far right side of the search return you will see 4 columns.

- Status
- Check Number
- Check Amount (net pay)
- Timesheet Amount (before Tax)

Status: The status column will show you at what stage the timesheet is in.

Possible timesheet statuses are listed below:

- Saved:** If the timesheet has a status of Saved, it means that the DCW may still be working on it. It also means that it has not been submitted

The Service Coordinator's Guide to the PPL Web Portal

for approval yet. ***Please note, the Participant/Employer or Authorized Representative will not be able to view a timesheet until it has been submitted. (Service Coordinators can see timesheets in this status by selecting the “Direct Care Worker Timesheet View” feature).***

- ✚ ***Submitted:*** If the timesheet has a status of Submitted, it means that the DCW has completed the timesheet and has submitted it for approval. It also means that it has not been approved yet.

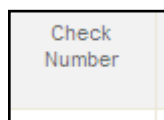
- ✚ ***Rejected:*** If the timesheet has a status of Rejected, it means that the Participant/Employer or Authorized Representative has rejected the timesheet. If a timesheet is rejected the person who rejected it will note the reason why.
 - **If the DCW does not** agree with the rejection reason they should work with the Participant/Employer or Authorized Representative (as appropriate) to resolve the issue.
 - **If the DCW DOES** agree with the rejection reason they should please correct the error and resubmit the timesheet for approval.

- ✚ ***Approved:*** If the timesheet has a status of Approved, it means that the timesheet has been approved. It also means that it has been submitted and received by PPL. It is now awaiting payment.

- ✚ ***In Process:*** If the timesheet has a status of In Process, it means that the timesheet is currently moving through the PPL payment process and will be paid shortly.

- ✚ ***Paid:*** If the timesheet has a status of Paid, it means that the timesheet has been paid by PPL and a check has been issued.

Check Number: The check number column will populate with information as soon as a check has been cut. If the DCW receives payment through direct deposit the Remittance Advice number will appear in this same column.



The Service Coordinator's Guide to the PPL Web Portal

Check Amount (net pay): After a check has been issued, the check amount will appear in this column. This is the check amount AFTER taxes have been removed.

Check Amount (net pay)

Timesheet Amount (before tax): You will notice that this column populates with information before the check is cut. This column indicates the gross or “before tax” amount of the check.

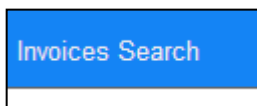
- ✚ This amount is based off of the agreed upon direct care worker rate multiplied by the hours that were submitted.

Timesheet Amount (before tax)
\$247.10
\$176.07

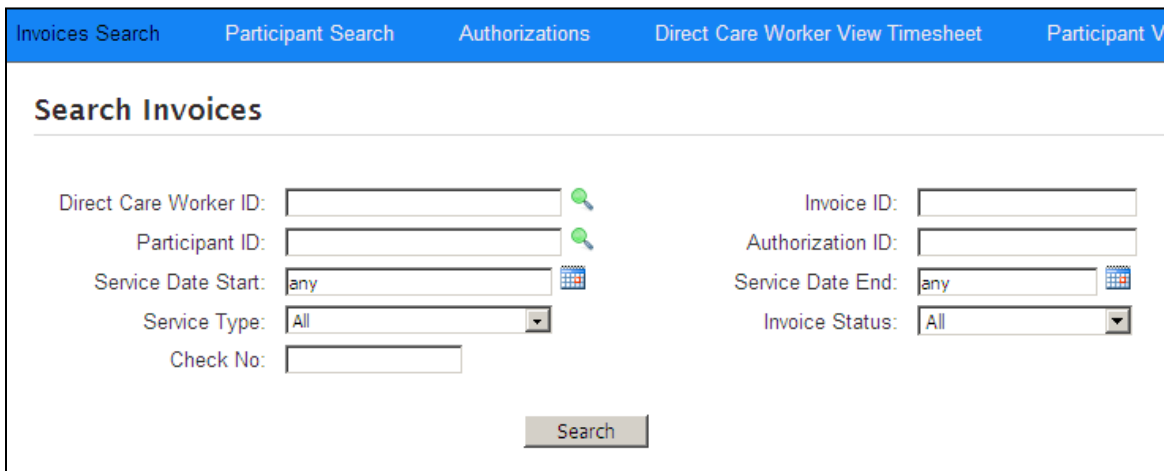
How to view Invoices?

- ✚ Only participant's who are involved in "Services My Way" will submit invoices for participant goods and services.
- ✚ Only service coordinators who serve participant's involved in "Services My Way" will see submitted/paid/in process invoices.
- ✚ If you are a service coordinator who does not currently provide service coordination to a participant in "Services My Way" you do not need to read this section.

1. Select the "Invoices Search" feature in the blue header menu.



2. A search page will appear:



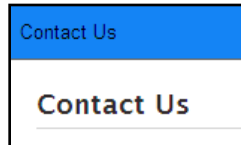
3. You can choose to search using a search criteria field (illustrated above) or you can select the "Search" button and all invoices will appear.

Direct Care Worker Guide to the PPL Web-Portal

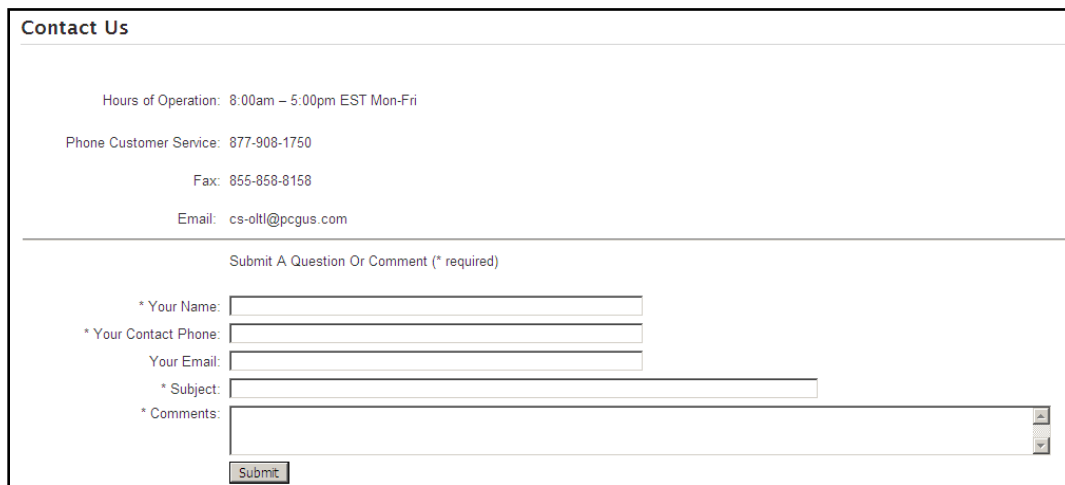
How to use the Contact Us page

How to use the Contact Us page?

1. In the blue header bar you will see a “Contact Us” section. Choose it by clicking on it.



7. The screen below will appear.



8. You will see the following:

✚ **Hours of Operation:** 8am -5:00pm PST (Mon-Fri). If you need to call customer service after hours there is a voicemail system. Please leave a message and a customer service representative will return your call.

✚ **Phone Customer Service:** 1-877-908-1750

✚ **Fax:** (855)-858-8158

✚ **Email:** cs-oltl@pcgus.com- This email address is primarily used by participants and direct care workers. As a service coordinator you may continue to use the padpw-oltl@pcgus.com email address to have your questions answered.

Direct Care Worker Guide to the PPL Web-Portal

How to use the Contact Us page

- ✚ You can either email PPL customer service directly from the Contact Us page or you can use the email address to email from your own email provider.
- ✚ When you email PPL, your email will be responded to by a Customer Service Representative specifically familiar with and assigned to the OLTL Participant Directed Model of Service program. These are the same individual(s) who answer the phone.

We look forward to working with you!

If you have any questions please don't hesitate to contact us!