



Web Portal User Manual

Including E-Timesheet Instruction and
PPL Web Portal Self-Service Features

2015

VIRGINIA DMAS CONSUMER-DIRECTED SERVICES PROGRAM

PPL Customer Service Phone: 1-866-259-3009

PPL Fax: 1-866-709-3319

PPL Email: pplva@pcgus.com



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Public Partnerships Information Website

Welcome to the PPL Web Portal System!

Web Portal Registration and Login

1. First, type in the web address provided below into your browser: (we recommend saving this to your favorite, so that you don't have to keep typing it in).

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

2. The login screen below will appear:

Virginia Department of Medical Assistance Services (DMAS)
Virginia's Medicaid Programs

Your PPL Web Portal

Don't forget to bookmark this page

Enter Your Login Information

Username

Password

Forgot your username or password?

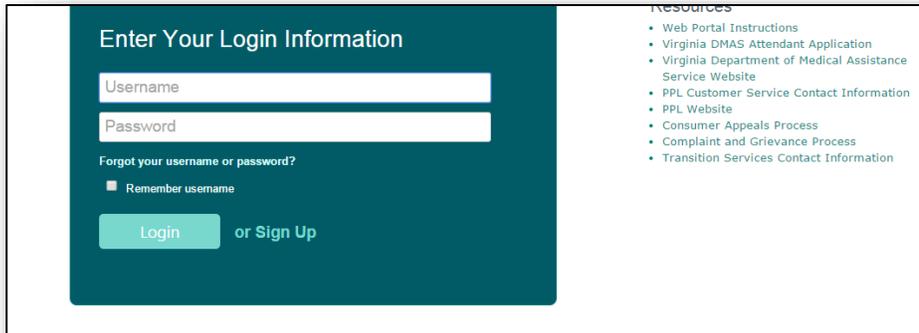
Remember username

or

Resources

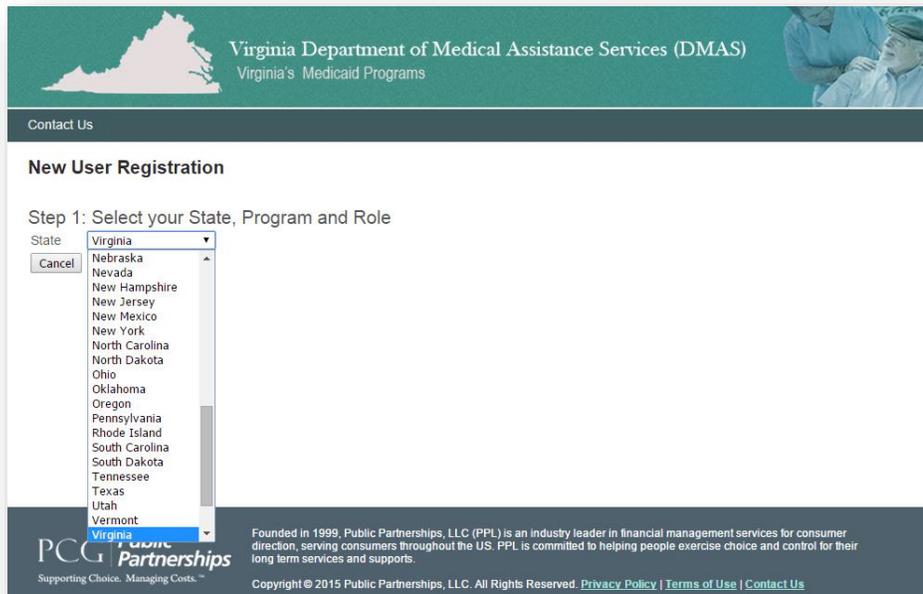
- Web Portal Instructions
- Virginia DMAS Attendant Application
- Virginia Department of Medical Assistance Service Website
- PPL Customer Service Contact Information
- PPL Website
- Consumer Appeals Process
- Complaint and Grievance Process
- Transition Services Contact Information

3. Select “Sign Up” to get set up with E-Timesheet



The screenshot shows a login interface with a teal header and a white background. The main heading is "Enter Your Login Information". Below it are two input fields: "Username" and "Password". A link "Forgot your username or password?" is present. There is a checkbox labeled "Remember username" which is currently unchecked. At the bottom, there are two buttons: "Login" and "or Sign Up". The "Sign Up" button is highlighted with a red border. To the right of the login form is a "Resources" section with a list of links: "Web Portal Instructions", "Virginia DMAS Attendant Application", "Virginia Department of Medical Assistance Service Website", "PPL Customer Service Contact Information", "PPL Website", "Consumer Appeals Process", "Complaint and Grievance Process", and "Transition Services Contact Information".

4. New User Registration



The screenshot shows the "New User Registration" page for the Virginia Department of Medical Assistance Services (DMAS). The page has a teal header with the DMAS logo and the text "Virginia Department of Medical Assistance Services (DMAS) Virginia's Medicaid Programs". Below the header is a "Contact Us" button. The main heading is "New User Registration". Underneath, it says "Step 1: Select your State, Program and Role". There is a "State" dropdown menu with "Virginia" selected. A "Cancel" button is next to the dropdown. The dropdown list includes: Nebraska, Nevada, New Hampshire, New Jersey, New Mexico, New York, North Carolina, North Dakota, Ohio, Oklahoma, Oregon, Pennsylvania, Rhode Island, South Carolina, South Dakota, Tennessee, Texas, Utah, Vermont, and Virginia. At the bottom of the page, there is a footer with the PCG logo, the text "Founded in 1999, Public Partnerships, LLC (PPL) is an industry leader in financial management services for consumer direction, serving consumers throughout the US. PPL is committed to helping people exercise choice and control for their long term services and supports.", and the copyright notice "Copyright © 2015 Public Partnerships, LLC. All Rights Reserved. Privacy Policy | Terms of Use | Contact Us".

You will be asked to select a State – **VIRGINIA**

5. Once you select VIRGINIA as STATE, Program and Role boxes will appear.
6. Select the Program: **VA DMAS FI Program**

Virginia Department of Medical Assistance Services (DMAS)
Virginia's Medicaid Programs

Contact Us

New User Registration

Step 1: Select your State, Program and Role

State:

Program:

Role:

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7. Select your Role

CONSUMER – If you are the Consumer or Employer of Record

PROVIDER – If you are the Attendant

Once you select a role of Consumer or Attendant click “Next”

Consumer/EOR Registration:

Virginia Department of Medical Assistance Services (DMAS)
Virginia's Medicaid Programs

Contact Us

New User Registration

Step 2: Enter Credentials

Required fields *

Consumer ID *

Mailing zip code *

Last Name *

In the Consumer/EOR role you will approve/reject timesheets submitted by your Attendants.

Consumer/EOR will need:

1. Consumer ID Number –
 - If you were enrolled in the Consumer Directed Services Program *BEFORE* July 18, 2011, you will use your 12 digit Medicaid ID # provided by DMAS.
 - If you were enrolled *AFTER* July 18, 2011, you will use the Consumer ID# beginning with the letter “C” that PPL sent to you.
2. Mailing Zip Code – Zip Code where you receive mail. This must match your records used to enroll you into the PPL Web Portal.
3. Last Name – the last name of the consumer.

Create your Username and Password (Page 9)

Attendant Registration:

Virginia Department of Medical Assistance Services (DMAS)
Virginia's Medicaid Programs

Contact Us

New User Registration

Step 2: Enter Credentials

Required fields *

Provider ID *

Mailing zip code *

SSN *

Last Name *

In the Attendant Role you will create and submit timesheets for your Employer to review and submit to PPL.

Attendant will need:

1. Provider ID#
 - If you were enrolled as an Attendant in Consumer Directed Services before July 18, 2011, your Provider ID# should be the first four (4) letters of the last name followed by three (3) numbers provided by PPL.
 - If you were enrolled as an Attendant AFTER July 18, 2011 use the Provider ID# beginning with the letter "E" that PPL sent you.
2. Mailing Zip Code – This must match the zip code you provided and is on record with PPL. If you have moved since you started working in the CD program you will need to update your address with PPL to register.
3. SSN – Social Security number of the Attendant/Provider.
4. Last Name – Last name of the Attendant/Provider.

Creating your Username and Password:

New User Registration

Step3: User Information

First Name:	<input type="text" value="SF"/>	Last Name:	<input type="text" value="TRAINING"/>
User Name:	<input type="text"/>	Email Address:	<input type="text"/> *Optional
Password:	<input type="password"/>	Confirm Password:	<input type="password"/>

Notes:

Security Questions:

<input type="text" value="- Select -"/>	<input type="text"/>
<input type="text" value="- Select -"/>	<input type="text"/>
<input type="text" value="- Select -"/>	<input type="text"/>

1. Enter First and Last Name

2. Create Username and Password - Confirm Password

Your password must be at least 6 characters long and contain at least one alpha character (letter) and one numeric character (number).

3. Add an Email address – Optional

4. Select your Security Questions and enter your answers

- You will be asked to select 3 security questions and answers to them. These will be used if you forget your password and have to reset in the future. Once you complete the questions, select *Submit* to complete your registration.



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New User Registration

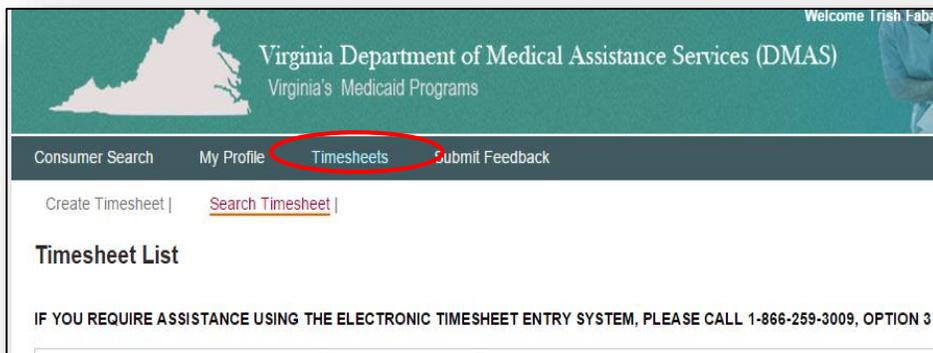
User Creation Completed:
Online user registration has been completed! Your account has been created successfully. If you have provided us with an email address, your login information will be sent to that email address shortly.
[Click here](#) to login

CONGRATULATIONS! YOU ARE NOW A REGISTERED PPL WEB PORTAL USER!

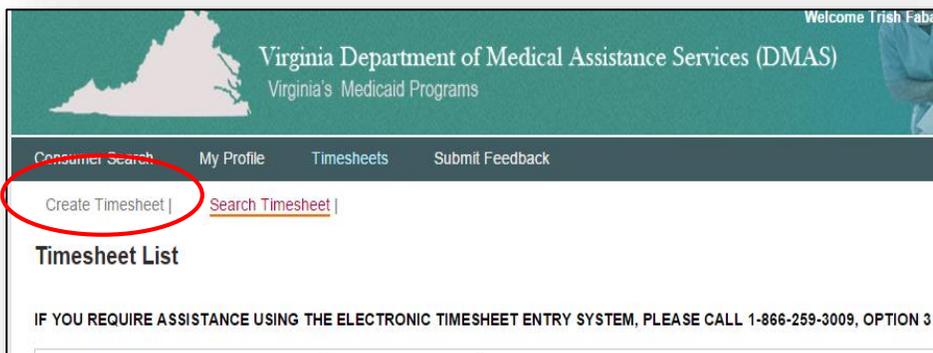
Attendant (Provider) Role Self-Service Features

Creating/Submitting a Timesheet

1. Select *Timesheets* from the green header bar.



2. Select *Create Timesheet* on the top:



3. Select the *Consumer* from the list and click on *Create Timesheet*.

To create a timesheet, first select your consumer.

Advanced Search

Consumer	PPL Consumer ID	City	Birth Date	Good To Serve*	Employer of Record Name	Create Timesheet
TRAINING, SF	C004306	GLEN ALLEN	11/18/1958	Yes	SF TRAINING	Create Timesheet

4. Select the *service* from the drop down *Service* list.

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Consumer Search My Profile Timesheets Submit Feedback

Submit Timesheet

IF YOU REQUIRE ASSISTANCE USING THE ELECTRONIC TIMESHEET ENTRY SYSTEM, PLEASE CALL 1-866-259-3009, OPTION 3

SFPROV TRAINING
 Provider ID: E017404

Timesheet for SF TRAINING
 Consumer ID: C004306
 Consumer Phone No.: 604-985-2115
 Service: 55126 - Attendant Care Services

Time Period: Begin: Thursday, End: Wednesday. Please click on the calendar to select the first date for which you wish to submit time. The system will automatically show the entire pay period that corresponds to that date.

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Consumer Phone No: 004-741-2071

Service: **S5126 - Attendant Care Services** ▼

- S5126 - Attendant Care Services
- S5136 - Companion Services
- S5150 - Respite Services

...sday. Please click on the calendar icon to select the first date for which you wish to submit time. The system will automatically show the entire pay period that corresponds to that date.

Select the Service from the Drop Down Menu

5. On the *Time Period* line, enter one of the dates you worked to start the timesheet.

Consumer Phone No: 004-000-2110

Service: S5126 - Attendant Care Services ▼

Enter the first date of the period you worked

Time Period: Begin: Thursday, End: Wednesday. Please click on the calendar to select the first date for which you wish to submit time. The system will automatically show the entire pay period that corresponds to that date.

6. System will now show entire pay period that corresponds to this date.
7. Complete the timesheet by entering Time In and Time Out for each date worked:

Time Period: Begin: Thursday 05/24/2012. Click on the calendar to select different dates. 

Date	Hours
05/24/2012 Thursday	Time In <input type="text"/> Time Out <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="button" value="There are more hours"/> <input type="button" value="Copy"/> <input type="button" value="Paste"/>
05/25/2012 Friday	Time In <input type="text"/> Time Out <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="button" value="There are more hours"/> <input type="button" value="Copy"/> <input type="button" value="Paste"/>
05/26/2012 Saturday	Time In <input type="text"/> Time Out <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="button" value="There are more hours"/> <input type="button" value="Copy"/> <input type="button" value="Paste"/>
05/27/2012 Sunday	Time In <input type="text"/> Time Out <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="button" value="There are more hours"/> <input type="button" value="Copy"/> <input type="button" value="Paste"/>
05/28/2012 Monday	Time In <input type="text"/> Time Out <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="button" value="There are more hours"/> <input type="button" value="Copy"/> <input type="button" value="Paste"/>
05/29/2012 Tuesday	Time In <input type="text"/> Time Out <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="button" value="There are more hours"/> <input type="button" value="Copy"/> <input type="button" value="Paste"/>

Using the dates and times of hours worked the following fields would be completed by the provider/attendant.

For the provider, the timesheet is processed using the **'Time In'** field to mark the beginning of their shift and the **'Time Out'** field for the end of shift. If the provider has worked and had a break during the day, the provider would select **'There are more hours'** and a new line would be created. You can use the <tab> button or your mouse to move between the fields. **Please make sure that the hours you submit will not overlap with another provider/attendant. If this happens, your timesheet will need to be corrected before your consumer can approve and submit to payroll for processing.**

Time Period: Begin: Thursday 12/19/2013. Click on the calendar to select different dates. 1/1/2014 

Date	Hours
12/19/2013 Thursday	Time In <input type="text"/> Time Out <input type="text"/> <input type="button" value="There are more hours"/> <input type="button" value="Copy"/> <input type="button" value="Paste"/>
12/20/2013 Friday	Time In <input type="text"/> Time Out <input type="text"/> <input type="button" value="There are more hours"/> <input type="button" value="Copy"/> <input type="button" value="Paste"/>
12/21/2013 Saturday	Time In <input type="text"/> Time Out <input type="text"/> <input type="button" value="There are more hours"/> <input type="button" value="Copy"/> <input type="button" value="Paste"/>
12/22/2013 Sunday	Time In <input type="text" value="8 AM"/> Time Out <input type="text" value="12 PM"/> <input type="button" value="There are more hours"/> <input type="button" value="Copy"/> <input type="button" value="Paste"/>
12/23/2013 Monday	Time In <input type="text" value="8 AM"/> Time Out <input type="text" value="12 PM"/> <input type="button" value="There are more hours"/> <input type="button" value="Copy"/> <input type="button" value="Paste"/>
12/24/2013 Tuesday	Time In <input type="text" value="8 AM"/> Time Out <input type="text" value="12 PM"/> <input type="button" value="There are more hours"/> <input type="button" value="Copy"/> <input type="button" value="Paste"/>
12/25/2013 Wednesday	Time In <input type="text"/> Time Out <input type="text"/> <input type="button" value="There are more hours"/> <input type="button" value="Copy"/> <input type="button" value="Paste"/>

Copy and Paste Function:

If the provider will work the same hours each day during the pay period, the **COPY** and **PASTE** function can be used. Select Copy for the **'Time In'** and **'Time Out'** line that will be used. Select PASTE and apply to each date on the timesheet where the hours are the same. Hours can also be edited using the **Remove Time** button beside the listed **'Time In'** and **'Time Out'** hours.

Once completed, select *Next* at the bottom of the schedule.

	Time In	Time Out	There are more hours	Copy	Paste
12/31/2013 Tuesday					
	Time In	Time Out	There are more hours	Copy	Paste
01/01/2014 Wednesday					

Next

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The below timesheet screen will appear with tabs at the bottom:

12/27/2013 Friday			
12/28/2013 Saturday			
12/29/2013 Sunday			
12/30/2013 Monday			
12/31/2013 Tuesday			
01/01/2014 Wednesday			
Total	3 hours		

I hereby certify that I am the same person whose name and signature PPL has on file. I hereby certify under penalty of perjury that the information provided is true and correct.

Edit **Save My Work** **Submit**

The Attendant will have the option to **Edit, Save My Work, or Submit.**

Save My Work – Save the timesheet and to come back and finish later.

Edit - Make changes to a timesheet.

Submit – Submit to your Employer of Record/Consumer for approval.

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Consumer Search My Profile Timesheets Submit Feedback

IF YOU REQUIRE ASSISTANCE USING THE ELECTRONIC TIMESHEET ENTRY SYSTEM, PLEASE CALL 1-866-259-3009, OPTION 3

Your timesheet has been saved.

SFPROV TRAINING Provider ID: E017404	Timesheet for SF TRAINING Consumer ID: C004306 Consumer Phone No: 804-665-2115 Service: S5150 - Respite Services	Timesheet ID : VA0003212864 Status: SAVED
---	---	--

Date	Total Daily Hours	Time In	Time Out	Hours Worked	Activities
12/19/2013 Thursday					
12/20/2013 Friday					
12/21/2013 Saturday					
12/22/2013 Sunday	1 hour	9:00 AM	10:00 AM	1 hour	
12/23/2013 Monday	1 hour	9:00 AM	10:00 AM	1 hour	

If you save your work, you can come back and finish your timesheet at a later date, e-timesheet will save your unfinished timesheet. If you need to make any corrections to your timesheet select the **'Edit'** button and make the necessary changes.

You will be able to search for the timesheet using the status **SAVED**.

Consumer Search My Profile Timesheets Submit Feedback

Create Timesheet [Search Timesheet](#)

Timesheet List

IF YOU REQUIRE ASSISTANCE USING THE ELECTRONIC TIMESHEET ENTRY SYSTEM, PLEASE CALL 1-866-259-3009, OPTION 3

Timesheet Status: **Saved** To improve the timesheet submission process, the default has been changed to Unpaid.

Timesheet Start Date Range: any - any

Timesheet Submitted Date Range: any - any

Check Number:

You can then select View, Edit or Delete the timesheet:

Consumer Search My Profile Timesheets Submit Feedback

Create Timesheet [Search Timesheet](#)

Timesheet List

IF YOU REQUIRE ASSISTANCE USING THE ELECTRONIC TIMESHEET ENTRY SYSTEM, PLEASE CALL 1-866-259-3009, OPTION 3

Timesheet Status: To improve the timesheet submission process, the default has been changed to Unpaid.

Timesheet Start Date Range: -

Timesheet Submitted Date Range: -

Check Number:

Unpaid Timesheets (2 results)

Action	Timesheet ID	Provider Name	Timesheet Start Date	Timesheet End Date	Submitted Date	Submitted By	Consumer Name	Status	Check Number	Check Amount (net pay)	Timesheet Amount (before tax)	Notes
<input type="button" value="View"/> <input type="button" value="Edit"/> <input type="button" value="Delete"/>	VA000321284	SF PROV TRAINING	12/19/2013	01/01/2014	04/02/2014	lfaba	SF TRAINING	SAVED				
<input type="button" value="View"/>	VA0002044112-01	SF PROV TRAINING	06/28/2012	07/11/2012	08/17/2012		SF TRAINING	DENIED				

Submitting your timesheet:

Once you have completed your timesheet you must **submit** your timesheet to your consumer/EOR for approval.

- 1) Once you **select the Check box** certifying the information is true and accurate the **Submit** tab will highlight.

I hereby certify that I am the same person whose name and signature PPL has on file. I hereby certify under penalty of perjury that the information I have provided on this form is true and accurate.

- 2) Click on **Submit**

I hereby certify that I am the same person whose name and signature PPL has on file. I hereby certify under penalty of perjury that the information I have provided on this form is true and accurate.

3) You will receive the following confirmation message:

IF YOU REQUIRE ASSISTANCE USING THE ELECTRONIC TIMESHEET ENTRY SYSTEM, PLEASE CALL 1-866-259-3009, OPTION 3

Your timesheet has been created and has been submitted to the consumer for approval.

Hours Summary

Your consumer will now have the option of approving or rejecting your timesheet once it has been submitted.

Search and View Timesheets

Consumer Search My Profile Timesheets Submit Feedback

Create Timesheet **Search Timesheet**

Timesheet List

IF YOU REQUIRE ASSISTANCE USING THE ELECTRONIC TIMESHEET ENTRY SYSTEM, PLEASE CALL 1-866-259-3009, OPTION 3

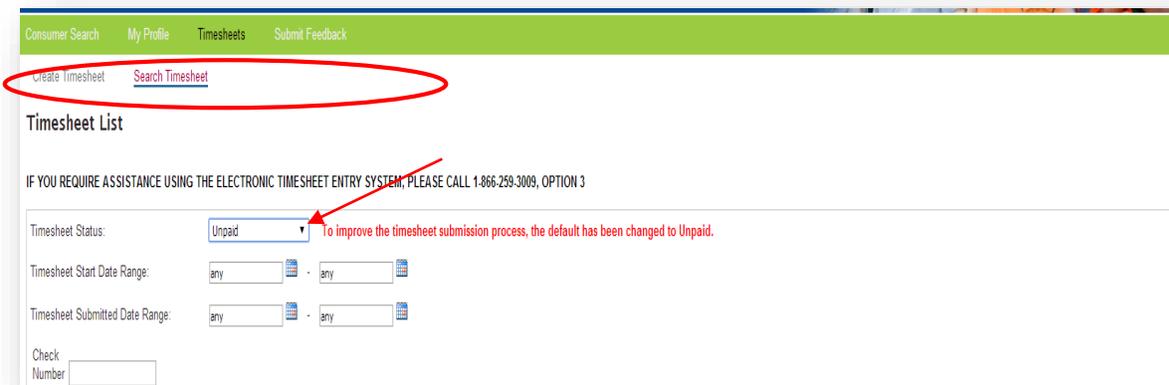
Timesheet Status: Unpaid To improve the timesheet submission process, the default has been changed to Unpaid.

Timesheet Start Date Range: any - any

Timesheet Submitted Date Range: any - any

Select *Search Timesheet* to view all timesheets submitted under your consumer.

There are several options on this screen to search for timesheets. *Timesheet status* is the first step to begin your search. If you do not know the status of the timesheet then selecting “All” will show all timesheets regardless of status. In addition to timesheet status you may also select to search by the date range by start and end date of a specific period.



Timesheet Status:

- **Submitted** – The provider has submitted the timesheet and is awaiting consumer/EOR approval.
- **Approved** – The timesheet has been approved by the consumer.
- **Rejected** – The timesheet has been rejected by the consumer.

- **In Progress** – PPL is processing the timesheet for payment. Status should change to Paid on the next payroll date.
- **Good To Pay** – The timesheet has been approved, has passed all edits and is ready to pay.
- **Pending** – timesheet is currently unable to be paid due to a pending issue. Click on “View” to review reasons for pending timesheet.
- **Denied** – timesheet has not passed program rules.
- **Paid** – Funds have been pulled and timesheet has been paid. Expect payment within regular waiting time from date of payment. You have the option of viewing your paystub using this status.
- **All** – Selecting this status will bring up a list of *all* timesheets for the provider in any of the above.

Once a status has been selected for timesheets click *Search*.

Viewing Timesheets:

- 1) First look for the pay period Start and End dates of the pay period you want to view.
- 2) Review the *Status* column to see the current status of the timesheet.

Action	Timesheet ID	Provider Name	Timesheet Start Date	Timesheet End Date	Submitted Date	Submitted By	Consumer Name	Status	Check Number
<input type="button" value="View"/>	VA0000843765	Kristi Test	010	04/28/2010	05/02/2010		Pete Consumer	PAID	519588

- 3) Select the *View* button located in the Action Column to see the printable version of the timesheet. The dates and hours worked for that pay period will be displayed.

Timesheet Status:

Timesheet Start Date Range: -

Timesheet Submitted Date Range: -

Check Number:

All Timesheets (7 results)

Action	Timesheet ID	Provider Name	Timesheet Start Date	Timesheet End Date	Submitted Date	Submitted By	Consumer Name	Status
<input type="button" value="View"/> <input type="button" value="Edit"/> <input type="button" value="Delete"/>	VA0003212864	SFPROV TRAINING	12/19/2013	01/01/2014	04/02/2014	tfaba	SF TRAINING	SAVED
<input type="button" value="View"/>	VA0002069261	SFPROV TRAINING	08/09/2012	08/22/2012	08/31/2012		SF TRAINING	PAID
<input type="button" value="View"/>	VA0002069262	SFPROV TRAINING	08/09/2012	08/22/2012	08/31/2012		SF TRAINING	PAID
<input type="button" value="View"/>	VA0002044114	SFPROV TRAINING	07/28/2012	08/08/2012	08/17/2012		SF TRAINING	PAID
<input type="button" value="View"/>	VA0002044113	SFPROV TRAINING	07/12/2012	07/25/2012	08/17/2012		SF TRAINING	PAID
<input type="button" value="View"/>	VA0002044112	SFPROV TRAINING	06/28/2012	07/11/2012	08/17/2012		SF TRAINING	PAID
<input type="button" value="View"/>	VA0002044112-01	SFPROV TRAINING	06/28/2012	07/11/2012	08/17/2012		SF TRAINING	DENIED

Print Timesheet:

Service: SS125 - Attendant Care Services							
Date	Total Daily Hours	Time In	Time Out	Hours Worked	Activities	Service Plan	Service Sub Plan
08/09/2012 Thursday	5 hours	9:45 AM	2:45 PM	5 hours		VA DMAS	CD
08/10/2012 Friday	5 hours	12:15 PM	5:15 PM	5 hours		VA DMAS	CD
08/11/2012 Saturday	5 hours	10:15 AM	3:15 PM	5 hours		VA DMAS	CD
08/12/2012 Sunday	5 hours	10:15 AM	3:15 PM	5 hours		VA DMAS	CD
08/13/2012 Monday	5 hours	12:00 PM	5:00 PM	5 hours		VA DMAS	CD
08/14/2012 Tuesday	6 hours	12:00 PM	6:00 PM	6 hours		VA DMAS	CD
08/15/2012 Wednesday	7 hours	10:30 AM	5:30 PM	7 hours		VA DMAS	CD
08/16/2012 Thursday	8 hours	9:15 AM	5:15 PM	8 hours		VA DMAS	CD
08/17/2012 Friday							
08/18/2012 Saturday							
08/19/2012 Sunday							
08/20/2012 Monday							
08/21/2012 Tuesday							
08/22/2012 Wednesday							
Total	48 hours						

Show printable version (PDF)

To view a printable version of the timesheet, select the Show printable version (PDF) tab at the bottom of the viewable timesheet as shown above. This will bring up the PDF timesheet for you to save to your computer and/or print.

Print/View Pay Stub:

To view your paystub, click on the check number you wish to view/print in the Check Number column in your Timesheet List.

Timesheet End Date	Submitted Date	Submitted By	Consumer Name	Status	Check Number
01/01/2014	04/02/2014	tfaba	SF TRAINING	SAVED	
08/22/2012	08/31/2012		SF TRAINING	PAID	1047417
08/22/2012	08/31/2012		SF TRAINING	PAID	1047417
08/08/2012	08/17/2012		SF TRAINING	PAID	1038500
07/25/2012	08/17/2012		SF TRAINING	PAID	1038500
07/11/2012	08/17/2012		SF TRAINING	PAID	1040307
07/11/2012	08/17/2012		SF TRAINING	DENIED	

Click on the Check Number

View the Pay Stub



When you click on the check number your computer may give a pop up box asking if you want to “Open” or “Save”. Click *open* to view the check stub or save to *save* it to your local computer.

Instead of a pop up box your computer may show you a download of the PDF document named “Check Stub”.



Click on the PDF document to *open*. Once the pay stub opens, right click on the document to *open* or *save* the document.

Turning Pay Stub Mailing On/Off

To edit the method of receiving your pay stub in portal, take the following steps:

- 1) Attendant selects “My Profile” from the green head bar at the top
- 2) Scroll to “Preferences” Stop Mailing Remittance Advice line
 - Select “No” to continue receiving your pay stub by mail.
 - Select “Yes” if you intend to review and print your pay stub directly from portal.
- 3) Scroll to the bottom of the profile and hit “Submit”

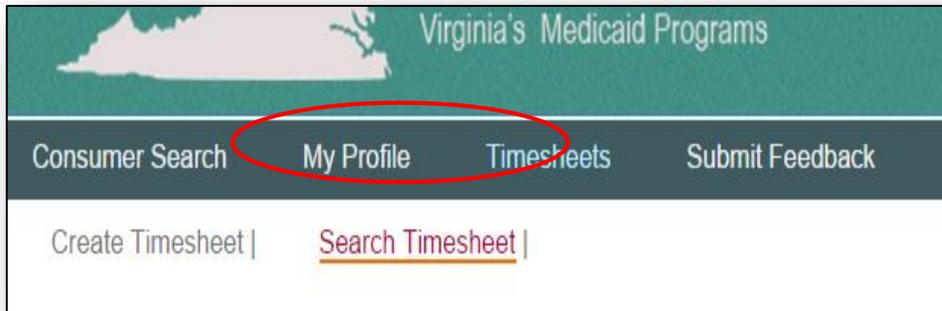
The screenshot shows a user profile form with the following fields and options:

- First Name (optional): [Text Input]
- Last Name (optional): [Text Input]
- Email (optional): [Text Input]
- Social Security Number: 888667777
- Date of Birth: 12/23/1959
- Gender (optional): Male (dropdown)
- Blocked (optional): Yes No
- Race (optional): White or Caucasian (dropdown)
- Is used for internal testing (optional): [Help](#)
- Preferences:
 - Stop Mailing Remittance Advice (optional): Yes No
- Services: [Text Input]

The "Stop Mailing Remittance Advice" option is highlighted with a red rectangular box.

Updating Attendant Address and Phone Number in Portal

- 1) Select “My Profile” from the green header bar

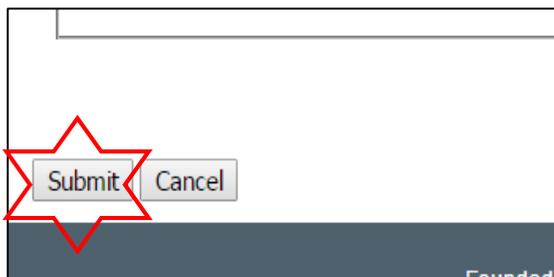


- 2) Enter or Edit your address or phone number contact information

Mailing Zip	23060
Phone Number (optional)	804-665-2115
Ext (optional)	
Alternate Phone Number (optional)	
Fax (optional)	
Email (optional)	
Social Security Number	000007777

Enter or Change Information where fields allow.

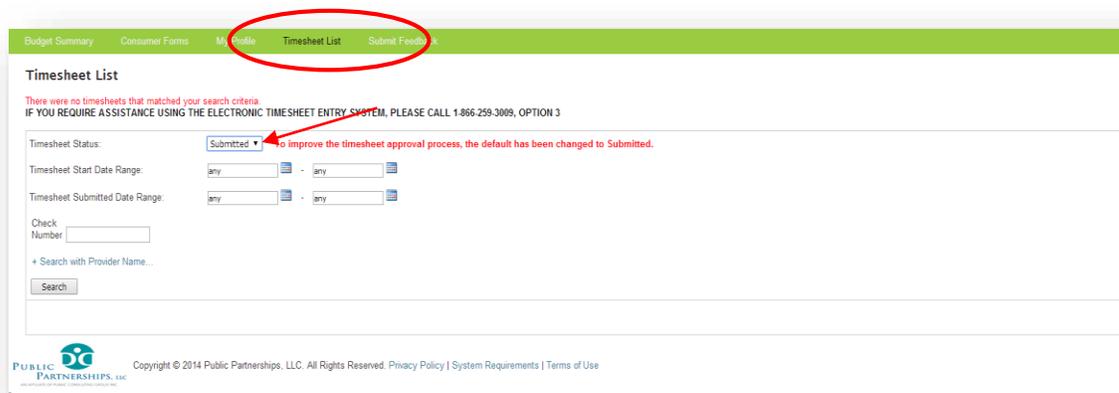
- 3) Scroll to the bottom and Click on *Submit*



Consumers and Employer of Record Self-Service Features

Employer E-Timesheet Review and Approval

Once the Attendant has submitted a timesheet via e-timesheet, you will be able to view the Submitted timesheets using the *Timesheet List* option on the green header bar as see below:



Timesheet Status:

- **Submitted** – The provider has submitted the timesheet. It is awaiting consumer/EOR approval.
- **Approved** – The timesheet has been approved by the EOR/Consumer.
- **Rejected** – The timesheet has been rejected by the EOR/Consumer.

- **In Progress** – PPL is processing the timesheet for payment. Status should change to Paid on the next payroll date.
- **Pending** – timesheet is currently unable to be paid due to a pending issue. Select *VIEW* to open the timesheet and review the reasons for pending.
- **Denied** – timesheet has not passed program rules.
- **Good To Pay** – The timesheet has been approved and is ready to pay.
- **Paid** – timesheet has been paid. Expect payment within regular waiting time from date of payment. You have the option of viewing your paystub using this status.
- **All** – If you are not sure of the status of timesheets, selecting this status will bring up a list of *all* timesheets for the provider in any of the above.

The screenshot shows a web interface for 'Timesheet List'. At the top, there are navigation tabs: Budget Summary, Consumer Forms, My Profile, Timesheet List, and Submit Feedback. Below the tabs, the page title is 'Timesheet List'. A red message states: 'There were no timesheets that matched your search criteria. IF YOU REQUIRE ASSISTANCE USING THE ELECTRONIC TIMESHEET ENTRY SYSTEM, PLEASE CALL 1-866-259-3009, OPTION 3'. Below this, there are search filters: 'Timesheet Status:' with a dropdown menu set to 'All' (circled in red), 'Timesheet Start Date Range:' with two date pickers, and 'Timesheet Submitted Date Range:' with two date pickers. A 'Check Number' field is also present. A link '+ Search with Provider Name...' and a 'Search' button are at the bottom.

- 1) Select *Submitted* status from the drop down key. All timesheets that are currently awaiting EOR approval will appear.
- 2) Select *View* to open the Attendant timesheet to either approve or reject the hours submitted.

Your search returned 1 result.

Action	Timesheet ID	Timesheet Start Date	Timesheet End Date	Submitted Date
View Approve/Reject	VA0001703989	12/29/11	01/11/12	01/17/2012

3) Once you have viewed the timesheet and checked the hours submitted by the Attendant, you can *approve* or *reject*.

Your search returned 1 result.

Action	Timesheet ID	Timesheet Start Date	Timesheet End Date	Submitted Date
View Approve/Reject	VA0001703989	12/29/11	01/11/12	01/17/2012

Approved Status:

Once you select I hereby certify... and **Approve**, the timesheet will be forwarded to PPL payroll for processing and payment based on the Payroll Schedule A or B. You will know that the timesheet has been submitted to payroll, by viewing the status. The timesheet will now have an **In Process** status to let you know that it has been submitted to payroll for processing.

Rejected Status:

Once you select I hereby certify... and **Reject**, the timesheet will not be forwarded to PPL payroll for processing and payment. Select one of the reasons for your rejection. **The provider/attendant will have to login to e-timesheet and make the necessary corrections to the timesheet using either the edit or delete function and then submit to the EOR. If the attendant deletes the timesheet, a new timesheet will need to be created.** The consumer will have the option to View/ Approve/Reject the new/edited timesheet and submit to payroll for processing.

Reject

	Rejection Reasons (Choose up to 2)
<input checked="" type="checkbox"/>	Hours worked are inaccurate
<input type="checkbox"/>	Days worked are inaccurate
<input type="checkbox"/>	Incorrect service code

Additional Rejection Note

I hereby certify that I am the same person whose name and signature PP provided on this form is true and accurate.

Hours Summary					
SFProvider Provider ID: E010133		Timesheet for PETER QUINN Consumer ID: Consumer Phone: Service: 88126 - Attendant Care Services Authorization Dates: 11/18/11 - 11/18/13		Timesheet ID: VA0001717504 Status REJECTED * Hours worked are inaccurate	
Date	Total Daily Hours	Time In	Time Out	Hours Worked	Activities
12/29/2011 Thursday	1 hour	1:00 AM	2:00 AM	1 hour	
12/30/2011 Friday					
12/31/2011 Saturday					

Review Consumer Authorizations/Budget

On the Budget Detail page, Consumers/EOR's can view existing authorizations, what timesheets have been paid against them, and the current balance for each service care type (Attendant, Respite and Companion).

To review authorization and usage:

- 1) Select Budget Summary from the green header bar at the top

The screenshot shows a navigation bar with the following items: Budget Summary, Consumer Forms, My Profile, Timesheet List, and Submit Feedback. The 'Budget Summary' item is circled in red. Below the navigation bar is the title 'Budget Detail For SF TRAINING (ID#C004306)'. The main content is a table with the following data:

Service	Authorization ID	Start Date	End Date	Unit Type	Authorized Units	In Increments Of	Total Authorized Units	Paid Units	Good To Pay Units	Remaining Units
S5126: Attendant Care	1188900009003	7/12/2012	8/23/2012	Hour	1,088.00 units	15 minutes	272.00 hours	171.50 hours	0.00 hours	100.50

You will notice there may be multiple authorization lines with start and end dates.

Review and find the most *current* budget line with a status of *Active* or *Timesheet Partially Submitted*.

Budget Detail For SF TRAINING (ID#C004306)

Service	Authorization ID	Start Date	End Date	Unit Type	Authorized Units	In Increments Of	Total Authorized Units	Paid Units	Good To Pay Units	Remaining Units	Authorization Amount	Paid Dollars	Invoiced Dollars	Balance	Note	Status	Actions
S5150: Respite Services	1188900009002	6/29/2012	8/23/2012	Hour	3,840.00 units	15 minutes	960.00 hours	9.00 hours	0.00 hours	951.00	N/A	N/A	N/A	N/A		Timesheet Partially Submitted	  
S5150: Respite Services	1188900009002	6/29/2012	6/29/2014	Hour	5,760.00 units	15 minutes	1,440.00 hours	0.00 hours	0.00 hours	1,440.00	N/A	N/A	N/A	N/A		Inactive	  

To view your budget detail, under the column **Service** select the magnifying glass icon (when highlighted says *quick detail*), information regarding your DMAS approved authorized service care hours will open in the Authorization Detail box.

Attendant Care Services Utilization - Begin by *clicking* on the magnifying glass:

Budget Detail For SF TRAINING (ID#C004306)

Service	Authorization ID	Start Date	End Date	Unit Type	Authorized Units	In Increments Of	Total Authorized Units	Paid Units	Good To Pay Units	Remaining Units	Authorization Amount	Paid Dollars	Invoiced Dollars	Balance	Note	Status	Actions
S5150: Respite Services	1188900009002	6/29/2012	8/23/2012	Hour	3,840.00 units	15 minutes	960.00 hours	9.00 hours	0.00 hours	951.00	N/A	N/A	N/A	N/A		Timesheet Partially Submitted	  
S5150: Respite Services	1188900009002	6/29/2012	6/29/2014	Hour	5,760.00 units	15 minutes	1,440.00 hours	0.00 hours	0.00 hours	1,440.00	N/A	N/A	N/A	N/A		Inactive	  
S5126: Attendant Care Services	1188900009001	6/29/2012	7/11/2012	Hour	240.00 units	15 minutes	60.00 hours	56.50 hours	0.00 hours	3.50	N/A	N/A	N/A	N/A		Timesheet Partially Submitted	  

You will receive the below Authorization Detail box. There are three tabs to view information: Authorization Detail, Authorization Line Entries and Revision History:



Authorization Detail – Overview of Authorization I.D. and Service Date Information.

Authorization Line Entries - This section allows you to view the summary amount paid against your budget from submitted PAID timesheets bi-weekly.

Revision History – Reflects the date of the transmittal to PPL.

Select the Authorization Line Entries tab:

Date	Start Date	End Date	Quantity	Paid Units	Paid Dollars							
2012	7/12/2012	7/25/2012	68.00	62.00	\$605.74							
	7/26/2012	8/8/2012	68.00	63.50	\$620.40							
2012	8/9/2012	8/22/2012	68.00	46.00	\$449.42							
	8/23/2012	8/23/2012	68.00	0.00	\$0.00							
2012												
2012												
2012	7/11/2012	Hour	240.00	15 minutes	60.00	56.50	0.00	3.50	N/A	N/A	N/A	N/A

- **Start and End Dates** are the beginning and end dates for a specific pay period.
- **Quantity** is the number of hours the consumer has been authorized to pay attendant timesheets on a bi-weekly basis.
- **Paid Units** is the number of hours that were paid against the number of hours authorized for the bi-weekly pay period. This only includes hours that have been *paid* out. Any pending timesheets would not be reflected in this amount.
- **Paid Dollar** is the dollar amount of the paid units.

Start Date	End Date	Rate	Quantity	Status	Modified By	Modified Date
7/12/2012	8/23/2012	1.00	272.00	Approved		8/31/2012 1:19:00 AM

You can also view dates that PPL received the authorization or changes to your budget/authorization by looking at the **Revision History** as seen above. **PPL does not have any knowledge on the reasons why your budget/authorization would change; PPL is the recipient only and this information is provided to us via file downloads.**

Steps for Respite Authorization Utilization Review:

- 1) **Identify Authorization Lines** - To review the amount of Respite services that have been used for your Fiscal Year (July 1 through June 30th) you will need to review *ALL* respite authorization lines that PPL has received for this period as seen in the screenshot below. While most consumers will typically only have one line per fiscal year period, in order to receive accurate information you will want to make sure you view *ALL* for the period.

This example highlights three authorization lines that fall in the Fiscal Year period from July 1, 2014 through June 30, 2015:

S5150: Respite Services 		3/3/2015	3/1/2017	Hour	
S5126: Attendant Care Services 		3/3/2015	3/1/2016	Hour	
S5126: Attendant Care Services 		2/3/2015	3/2/2015	Hour	
S5150: Respite Services 		1/25/2015	3/2/2015	Hour	
S5126: Attendant Care Services 		2/3/2014	2/2/2015	Hour	
S5150: Respite Services 		1/25/2014	1/24/2015	Hour	

Review Authorization Detail on each line and ADD PAID hours together.

- 2) **Open the Authorization Detail** – Click the magnifying glass feature for each respite line you see within the fiscal year to see units that have been paid.
- 3) **Review the Authorization Line Entries** – Go to the center box for *Authorization Line Entries* for each respite authorization line and review the total paid units as seen below:
- 4) **Add Total Paid Units** – Review total paid units for each line and **add** together.

3/3/2015	3/1/2017	Hour	5,760.00 units	15 minutes	1,440.00 hours	59.50 hours	0.00 hours	1,380.50	N/A	N/A	N/A	N/A
Authorization Detail X												
Authorization Detail Authorization Line Entries Revision History												
2/3/2015	3/2/	Start Date	End Date	Quantity	Paid Units	Paid Dollars	Fiscal Year period from 7/1/14 through 6/30/15					
		3/3/2015	6/30/2015	480.00	59.50	\$581.28						
		7/1/2015	6/30/2016	480.00	0.00	\$0.00						
1/25/2015	3/2/	7/1/2016	3/1/2017	480.00	0.00	\$0.00						

3/3/2015	3/1/2017	Hour	5,760.00 units	15 minutes	1,440.00 hours	59.50 hours	0.00 hours	1,380.50	N/A	N/A	N/A	N/A
Authorization Detail X												
Authorization Detail Authorization Line Entries Revision History												
2/3/2015	3/2/	Start Date	End Date	Quantity	Paid Units	Paid Dollars	Fiscal Year period from 7/1/14 through 6/30/15					
		1/25/2015	6/30/2015	480.00	0.00	\$0.00						
1/25/2015	3/2/											

Start Date	End Date	Unit Type	Authorized Units	In Increments Of	Total Authorized Units	Paid Units	Good To Pay Units	Remaining Units	Authorization Amount	Paid Dollars	Invoiced Dollars	Balance
3/3/2015	3/1/2017	Hour	5,760.00 units	15 minutes	1,440.00 hours	59.50 hours	0.00 hours	1,380.50	N/A	N/A	N/A	N/A
Authorization Detail X												
Authorization Detail Authorization Line Entries Revision History												
2/3/2015	3/2/	Start Date	End Date	Quantity	Paid Units	Paid Dollars	Fiscal Year period from 7/1/14 through 6/30/15					
		1/25/2014	6/30/2014	480.00	40.00	\$390.80						
		7/1/2014	1/24/2015	480.00	230.00	\$2,247.23						

Three authorization lines fall into this consumers fiscal year period. View ALL and add together. The units paid out in this example are $230 + 0 + 59.5 = 289.5$ respite hours **paid out** for the Fiscal Year with a remaining 190.5 units of respite services available for use by 6/30/15.

Viewing/Printing Your Quarterly Service Budget Report

From the Authorizations Screen click on the book icon on the right:

Budget Summary Consumer Forms My Profile Timesheet List Submit Feedback

Budget Detail For SF TRAINING (ID#C004306)

Service	Authorization ID	Start Date	End Date	Unit Type	Authorized Units	In Increments Of	Total Authorized Units	Paid Units	Good To Pay Units	Remaining Units	Authorization Amount	Paid Dollars	Invoiced Dollars	Balance	Note	Status	Actions
S5150: Respite Services	1188900009002	6/29/2012	8/23/2012	Hour	3,840.00 units	15 minutes	960.00 hours	9.00 hours	0.00 hours	951.00	N/A	N/A	N/A	N/A		Timesheet Partially Submitted	
S5150: Respite Services	1188900009002	6/29/2012	6/29/2014	Hour	5,760.00 units	15 minutes	1,440.00 hours	0.00 hours	0.00 hours	1,440.00	N/A	N/A	N/A	N/A		Inactive	
S5126: Attendant Care Services	1188900009001	6/29/2012	7/11/2012	Hour	240.00 units	15 minutes	60.00 hours	56.50 hours	0.00 hours	3.50	N/A	N/A	N/A	N/A		Timesheet Partially Submitted	
S5126: Attendant Care Services	1188900009003	7/12/2012	8/23/2012	Hour	1,088.00 units	15 minutes	272.00 hours	171.50 hours	0.00 hours	100.50	N/A	N/A	N/A	N/A		Timesheet Partially Submitted	
S5126: Attendant Care Services	1188900009003	7/12/2012	7/12/2014	Hour	14,416.00 units	15 minutes	3,604.00 hours	0.00 hours	0.00 hours	3,604.00	N/A	N/A	N/A	N/A		Inactive	
Total					25,344.00		6,336.00	237.00	0.00	6,099.00	N/A	\$0.00	\$0.00	N/A			

1-5 Show 10 records at a time.

Invoiced Dollars	Balance	Note	Status	Actions
N/A	N/A		Timesheet Partially Submitted	
N/A	N/A		Inactive	
N/A	N/A		Timesheet Partially Submitted	
N/A	N/A		Timesheet Partially Submitted	
N/A	N/A		Inactive	
\$0.00	N/A			

Selecting the book icon under the column 'Action' the below screen will appear for Authorization Detail:

Authorization Detail

Authorization Details

Authorization Id:	118890009001	Unit Type:	Hours
Service Type:	S5126: Attendant Care Services	Unit Increment:	15 minutes
Consumer Name:	TRAINING SF	Total Units in unit increment:	240.00 units
Consumer Id:	C004306	Authorized Units:	60.00 Hours
Date Range:	6/29/2012 - 7/11/2012	Invoiced Units:	0.00 Hours
Last Modified:	7/21/2012 1:05:00 AM	Paid Units:	237.00 Hours
Date Created:		Remaining Units:	-177.00 Hours
Created By:			

Notes:

Referral Status: Approved

Total Invoiced: \$0.00

Total Paid: \$551.12 [Show Detail](#)

Revision History: [Show Revision](#)

The highlighted **Show Detail** or **Total Paid** field will display information regarding the number of hours used by attendants during each pay date. Click on **Show Detail** to see information for timesheet, check number and date in this field.

This search allows you to view the usage submitted and amount paid by service date. You will have convenient search fields for researching your provider/attendants submitted and paid timesheets.

aid: \$551.12 Hide Detail

Service Date from to

<< Click Next

Id	Provider	Service	Service Date	Units	Pay Rate	Billable Rate	Line Amount	Check No	Check Date
VA0002044112	SFPROV TRAINING	S5126: Attendant Care Services	06/29/12	5.00	\$8.77	\$9.68	\$48.40	1040307	08/24/12
VA0002044112	SFPROV TRAINING	S5126: Attendant Care Services	06/30/12	5.00	\$8.77	\$9.68	\$48.40	1040307	08/24/12
VA0002044112	SFPROV TRAINING	S5126: Attendant Care Services	07/02/12	5.00	\$8.86	\$9.77	\$48.85	1040307	08/24/12
VA0002044112	SFPROV TRAINING	S5126: Attendant Care Services	07/03/12	5.00	\$8.86	\$9.77	\$48.85	1040307	08/24/12

To search specific service dates and/or for your Quarterly Service Reports enter your search date or range.

aid: \$551.12 Hide Detail

Service Date from to

<< Click Next

Id	Provider	Service	Service Date	Units	Pay Rate	Billable Rate	Line Amount	Check No	Check Date
VA0002044112	SFPROV TRAINING	S5126: Attendant Care Services	06/29/12	5.00	\$8.77	\$9.68	\$48.40	1040307	08/24/12
VA0002044112	SFPROV TRAINING	S5126: Attendant Care Services	06/30/12	5.00	\$8.77	\$9.68	\$48.40	1040307	08/24/12
VA0002044112	SFPROV TRAINING	S5126: Attendant Care Services	07/02/12	5.00	\$8.86	\$9.77	\$48.85	1040307	08/24/12
VA0002044112	SFPROV TRAINING	S5126: Attendant Care Services	07/03/12	5.00	\$8.86	\$9.77	\$48.85	1040307	08/24/12

To search for a specific Attendant's timesheets you may select a provider from the Provider List. Select the Attendant and then click on *Filter*.

Total Invoiced: \$0.00 [Hide Detail](#)
 Total Paid: \$3,507.46 [Hide Detail](#)

Service Date from 9/2/2014 to 12/11/2014 Providers KATHRYN SARAH JENIFEI Filter Render as PDF

Click Next >>

Id	Provider	Service	Service Date	Units	Pay Rate	Billable Rate	Line Amount	Check No	Check Date
----	----------	---------	--------------	-------	----------	---------------	-------------	----------	------------

Total Paid: \$3,507.46 [Hide Detail](#)

Service Date from 9/2/2014 to 12/11/2014 Providers KATHRYN SARAH JENIFEI Filter Render as PDF

Click Next >>

Id	Provider	Service	Service Date	Units	Pay Rate	Billable Rate	Line Amount	Check No	Check Date
----	----------	---------	--------------	-------	----------	---------------	-------------	----------	------------

The highlighted ***Paid Detail*** is a running total amount of funds paid from the consumer authorization to date. You can refine your search for timesheets paid against the authorization but using the Service Date and list of Attendants.

aid: \$551.12 Hide Detail

Service Date from 6/29/2012 to 7/11/2012 **Filter** Render as PDF

<< Click Next

Id	Provider	Service	Service Date	Units	Pay Rate	Billable Rate	Line Amount	Check No	Check Date
VA0002044112	SFPROV TRAINING	S5126: Attendant Care Services	06/29/12	5.00	\$8.77	\$9.68	\$48.40	1040307	08/24/12
VA0002044112	SFPROV TRAINING	S5126: Attendant Care Services	06/30/12	5.00	\$8.77	\$9.68	\$48.40	1040307	08/24/12
VA0002044112	SFPROV TRAINING	S5126: Attendant Care Services	07/02/12	5.00	\$8.86	\$9.77	\$48.85	1040307	08/24/12
VA0002044112	SFPROV TRAINING	S5126: Attendant Care Services	07/03/12	5.00	\$8.86	\$9.77	\$48.85	1040307	08/24/12
VA0002044112	SFPROV TRAINING	S5126: Attendant Care Services	07/04/12	5.00	\$8.86	\$9.77	\$48.85	1040307	08/24/12
VA0002044112	SFPROV TRAINING	S5126: Attendant Care Services	07/05/12	5.00	\$8.86	\$9.77	\$48.85	1040307	08/24/12
VA0002044112	SFPROV TRAINING	S5126: Attendant Care Services	07/06/12	5.00	\$8.86	\$9.77	\$48.85	1040307	08/24/12
VA0002044112	SFPROV TRAINING	S5126: Attendant Care Services	07/07/12	5.50	\$8.86	\$9.77	\$53.74	1040307	08/24/12
VA0002044112	SFPROV TRAINING	S5126: Attendant Care Services	07/09/12	5.50	\$8.86	\$9.77	\$53.74	1040307	08/24/12
VA0002044112	SFPROV TRAINING	S5126: Attendant Care Services	07/10/12	5.50	\$8.86	\$9.77	\$53.74	1040307	08/24/12
VA0002044112	SFPROV TRAINING	S5126: Attendant Care Services	07/11/12	5.00	\$8.86	\$9.77	\$48.85	1040307	08/24/12

ory: [Show Revision](#)

Printing your Quarterly Service Report

- 1) Select the Quarterly Service *From* and *To* Dates and Click on **Filter**.
- 2) Once you have filtered the dates for your report click on **Render as PDF**.
- 3) The PDF document will load and you will be able to Open, Save or Print your Quarterly Service Report.

If you are done reviewing your budget detail you can select the Back button on the budget detail screen. This will bring you back to the general Consumer Search Screen.

Turn On/Off Quarterly Service Report

PPL mails a utilization report to the EOR each quarter. If you would like to stop receiving this report by mail and only view this information in portal you can *turn off* the mailed report.

- 1) Select My Profile from the green header bar

Virginia Department of Medical Assistance Services (DMAS)
Virginia's Medicaid Programs

Welcome Trish Faba (External ID: C004306) |

Budget Summary Consumer Forms **My Profile** Timesheet List Submit Feedback

Consumer Profile

Consumer Enrollment Details

ExternalReferenceID	Current Plan	Current Program	Enrollment Start Date	Enrollment End Date	Print Forms
	VA DMAS	CD	07/18/2012		Print Forms

[Show Enrollment History](#)

Consumer Demographic Information

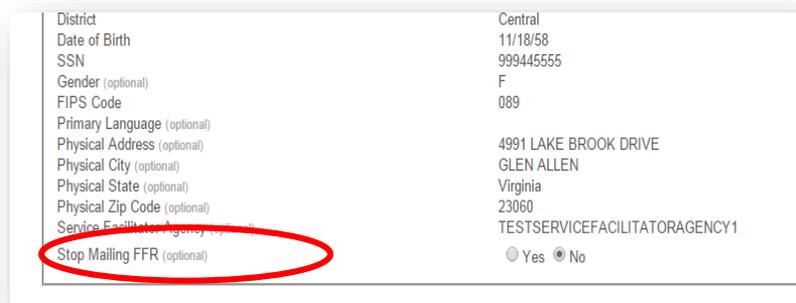
PPL Consumer ID (optional)	C004306
DMAS ID	999999999999

When the Consumer Profile opens up scroll to the bottom of the page and click on the *Edit Consumer* tab. This will open the consumer profile page.



A screenshot of a user profile form. The form contains an 'Email (optional)' field, a 'Service Facilitator' dropdown menu showing 'UNASSIGNED -', and three buttons at the bottom: 'Edit Consumer', 'Associated Providers', and 'Consumer Copy'. A red oval highlights the 'Edit Consumer' and 'Associated Providers' buttons.

- 2) When the profile opens scroll to the bottom of the *Consumer Demographic Information* section where you see the line for **Stop Mailing FFR**.

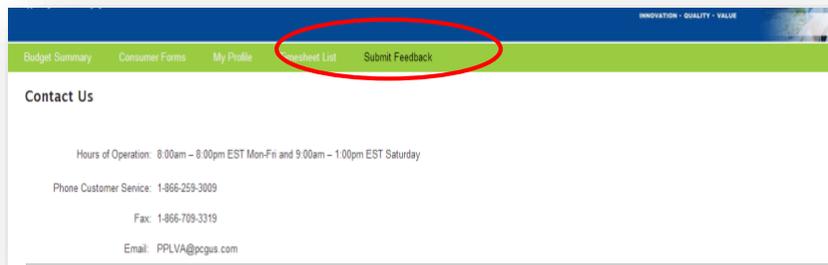


A screenshot of a user profile form showing demographic information. The form is organized into two columns. The left column lists fields: District, Date of Birth, SSN, Gender (optional), FIPS Code, Primary Language (optional), Physical Address (optional), Physical City (optional), Physical State (optional), Physical Zip Code (optional), Service Facilitator Agency, and Stop Mailing FFR (optional). The right column shows corresponding values: Central, 11/18/58, 999445555, F, 089, 4991 LAKE BROOK DRIVE, GLEN ALLEN, Virginia, 23060, TESTSERVICEFACILITATORAGENCY1, and radio buttons for Yes and No. A red oval highlights the 'Stop Mailing FFR (optional)' field and its associated radio buttons.

- 3) To Stop Mailing select “Yes” or to continue receiving in the mail you will select “No”.
- 4) To finish scroll to the bottom of the profile and click on “Update”.

Submit Feedback

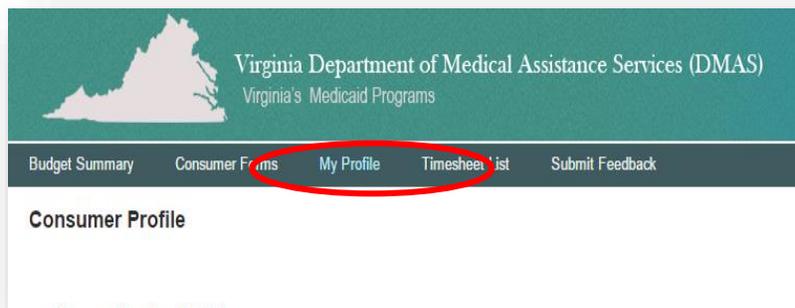
If you have questions or concerns while accessing the portal, you can select Submit Feedback from the green bar to contact PPL. Your question will be sent via email to a representative from PPL staff and will be answered within 24 hours.



Print Forms Feature

This feature will allow the Consumer/EOR to print paper Timesheets, Attendant Hire Packets and Instructions or EOR Forms and Instructions.

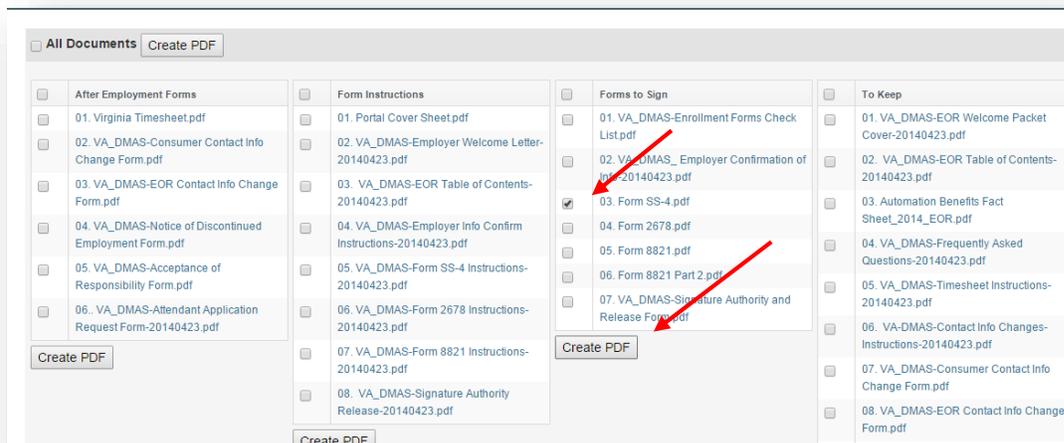
To print forms start by going to My Profile from the green header bar:



At the top of the Consumer Profile Screen you will see *Print Forms* in the Consumer Enrollment Details box:

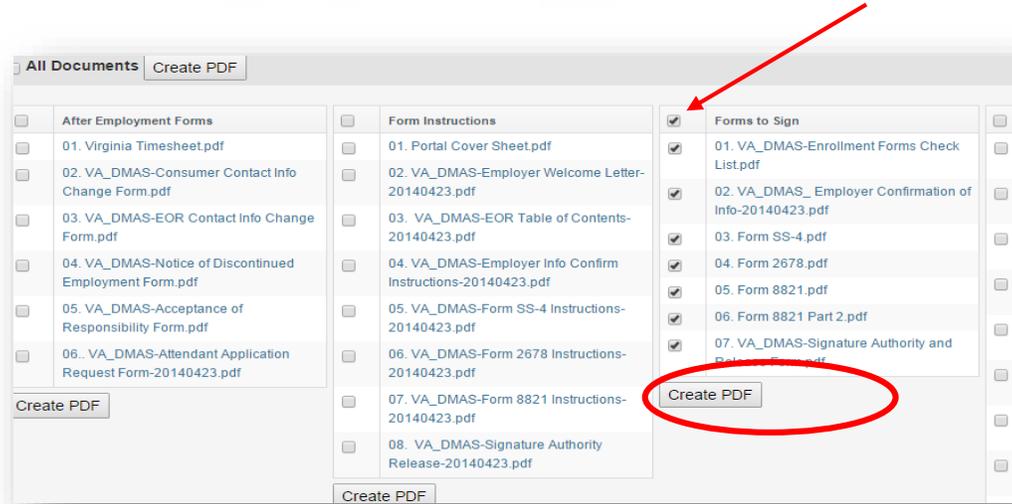


Click on Print Forms you will see the following screen:



To Print an individual form click in the box next to the form and then Click on the “Create PDF” box at the bottom of that section as seen above.

Click on the Top of the Section to print ALL forms in that section as seen below.



Reviewing Associated Attendants

Information on the Consumer's active and inactive Attendants can be viewed in portal. You will see them listed as either:

Active = Associated and currently working for Consumer
 Inactive = Disassociated or *no longer* working for Consumer

To view all Attendants:

- 1) Go to *My Profile* from the green header bar.
- 2) Scroll to the bottom of the profile and click on the Associated Providers tab.

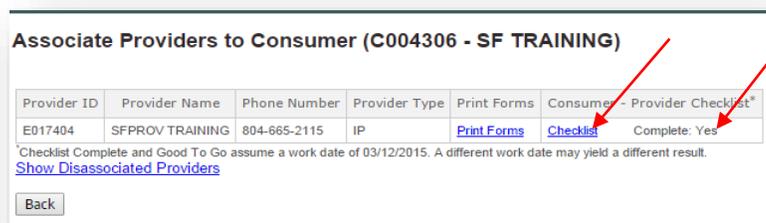


All Associate Attendants will be viewable at the top beginning with the PPL Provider I.D. and Name:



View the status of the Attendant by looking at the Provider Checklist Column. Status:

- Complete/Yes = Attendant has completed the hiring process checklist and is Good to Go.
- Complete/No = Attendant has not completed the hiring process checklist and is not yet Good to Go. Place your cursor over the word “No” to view list of items that are still needed or click on *Checklist* tab. From the Checklist tab all items that are still needed will highlight in red on the right side of the checklist screen.



Hover your cursor over the word *No* and it will highlight the list of items that have not been processed for the Attendant.

Associate Providers to Consumer (C006767 - Kristi Test)

Provider ID	Provider Name	Phone Number	Provider Type	Print Forms	Consumer - Provider Checklist*	Good To Go*
E011607	QA TestProviderQA01	9876543210	IP	Print Forms	Checklist Complete: No	N

*Checklist Complete and Good To Go assume a work date of 04/23/2015. A different work date may yield a different result.
[Show Disassociated Providers](#)

Missing required date for "Date of Birth"
 Actual EIN not received or not in NN-NNNNNNN format
 Checkbox for "SS-4 Present" is not checked
 Checkbox for "SS-4 County Box 6 Completed" is not checked
 Checkbox for "SS-4 Dated" is not checked
 Checkbox for "SS-4 Signature" is not checked
 Checkbox for "IRS 2848 Present" is not checked
 Checkbox for "IRS 2848 Signature" is not checked
 Checkbox for "IRS 2848 Dated" is not checked
 Checkbox for "IRS 8821 Present" is not checked
 Checkbox for "IRS 8821 Dated" is not checked
 Checkbox for "IRS 8821 Signature" is not checked
 Missing required selection for "Federal Filing Status"

Print Attendant Forms

The Consumer/EOR can print the *hiring packet* or needed Attendant Forms from the Associated Providers list.

- 1) Go to *My Profile* from the green header bar
- 2) Scroll to the bottom of the Profile and Select *Associated Providers*
- 3) Click on *Print Forms* to view and print Attendant hiring forms.

Associate Providers to Consumer (C004306 - SF TRAINING)

Provider ID	Provider Name	Phone Number	Provider Type	Print Forms	Consumer - Provider Checklist*
E017404	SFPROV TRAINING	804-665-2115	IP	Print Forms	Checklist Complete: Yes

*Checklist Complete and Good To Go assume a work date of 05/12/2015. A different work date may yield a different result.

[Show Disassociated Providers](#)

View the Disassociated Attendants by clicking on the *Show Disassociated Providers link*.

Associate Providers to Consumer (C004306 - SF TRAINING)

Provider ID	Provider Name	Phone Number	Provider Type	Print Forms	Consumer - Provider Checklist*
E017404	SFPROV TRAINING	804-665-2115	IP	Print Forms	Checklist Complete: Yes

*Checklist Complete and Good To Go assume a work date of 03/12/2015. A different work date may yield a different result.

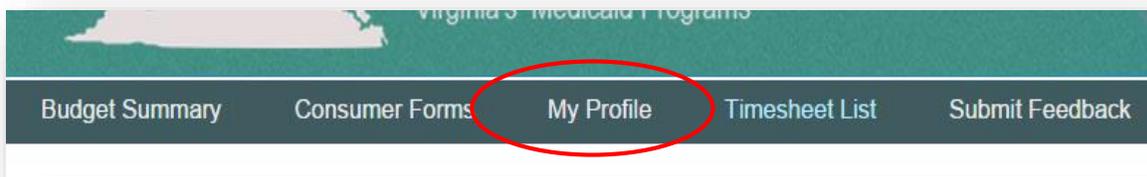
[Show Disassociated Providers](#)

To avoid risk of fraud EOR's should review the list of Active Attendants regularly. If the Attendant has stopped providing services for the Consumer the EOR must submit the Notice of Discontinued Employment Form to PPL. The Attendant will then be moved to the Disassociated Provider List so that no further timesheets or payments can be processed to the Attendant.

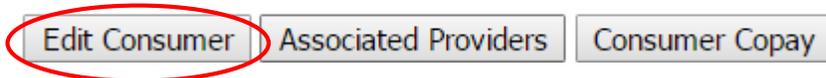
Update Consumer Information in Portal

Consumers can update the telephone and email contact information directly in the portal.

- 1) Click on *My Profile* from the top green header bar



- 2) Scroll to the bottom of the profile and click on the *Edit Consumer* tab



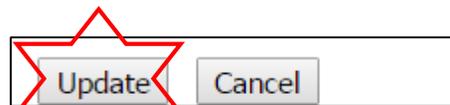
- 3) You will have the option to change *phone* or *email* information only.

Consumer Demographic Information	
PPL Consumer ID (optional)	C004306
DMAS ID	999999999999
Telephone # (optional)	804-665-2115
Email Address (optional)	
Alternate Telephone # (optional)	

Enter or Update Information where fields allow.

A screenshot of the 'Consumer Demographic Information' form. The form has several input fields. The 'Telephone # (optional)' field contains the number '804-665-2115' and is highlighted with a blue border. A red arrow points from a text box on the right to this field. The text box contains the instruction 'Enter or Update Information where fields allow.'

- 4) When you are finished making the change, scroll to the bottom of the profile and click on *Update*.



Timesheet Pend Messages

Most Frequent Pend Messages

Pend Message	Meaning
Duplicate entry on IN PROCESS Timesheet No.	Another timesheet has been submitted for the same hours. The timesheet will pay all hours that do not have a duplicate entry. Employer of Record should have Attendant correct and resubmit.
Duplicate entry on PAID Timesheet No.	Another timesheet has been submitted and already PAID for the same dates/time. Timesheet will be denied for these hours.
Consumer is not authorized for this service	Authorization for this service has not been received by PPL. Authorizations are electronically transmitted from the authorizing agency to PPL.
Worked Units exceeds the Units remaining on the Authorization.	The budgeted units have been exceeded. This will occur if the Attendant submits for units over the approved amount. The timesheet will pay out any units up to the units approved.
Employee Hours cannot exceed 24 in a single day	Attendant cannot submit for more than 24 hours in a single day.
Over 480 Hours of Respite used for fiscal Year	Consumer has used 480 respite hours for the fiscal year authorization period July 1 through June 30.
Medicaid not eligible	PPL has not received the consumer Medicaid and/or Waiver eligibility information for the consumer.
Actual EIN not received or not in NN-NNNNNN	EIN has not been established. The Employer of Record has not been established until the EIN has been received.

Frequently Asked Questions

I forgot my username or password...now what? If you forgot your username, click on the link and re-register. You will have to follow registration steps and will not be able to use your old username.

To change your password, click on the “Forgot Username or Password” link on the home page.

Enter your username and Click Next.

Enter your new password and Click Next.

You will be able to login using your newly created password.

I get an error message saying my information cannot be found, what do I do?

The most likely reason is that PPL Portal has your zip code or name on file differently than the way you may have entered it. Because of the way we receive the initial information about you, sometimes we will have a 9 digit zip code in the system and sometimes only 5 digits. If you have experienced a recent name change and did not make PPL aware, the same problem can occur. The fastest way to figure out why you can't register is to call PPL Customer Service @ 1 866-259-3009. Alternatively, you can email pplva@pcgus.com

Why do we ask for your email address? We use your email address to communicate with you regarding updates to the status of your timesheets. We will never give away your email address to any third parties.

PPL Contact Information

Mailing Address:

VA DMAS Consumer-Public Partnerships, LLC
 4991 Lake Brook Drive, Suite G90
 Glen Allen, VA 23060

Mailing address used for mailing information to PPL.

Customer Service Contact Information

Email: pplva@pcgus.com
Phone: 1-866-259-3009

Spanish Speaking – Select Option 2 when calling
TTY: 1-800-360-5899
Virginia Relay Service: 7-1-1

Customer service may be contacted by email and phone.
 PPL staffs a fully integrated Customer Service Call Center that operates from 8:00 a.m. to 8:00 p.m. daily Monday through Friday and from 9:00 a.m. to 1:00 p.m. on Saturdays.

Fax paperwork:

Administrative Fax: 1-866-709-3319

Faxing for any documents that can be faxed to PPL other than timesheets.

Timesheet Fax:

1-888-564-1532

Faxing timesheets ONLY. Do NOT include FAX cover for timesheets.

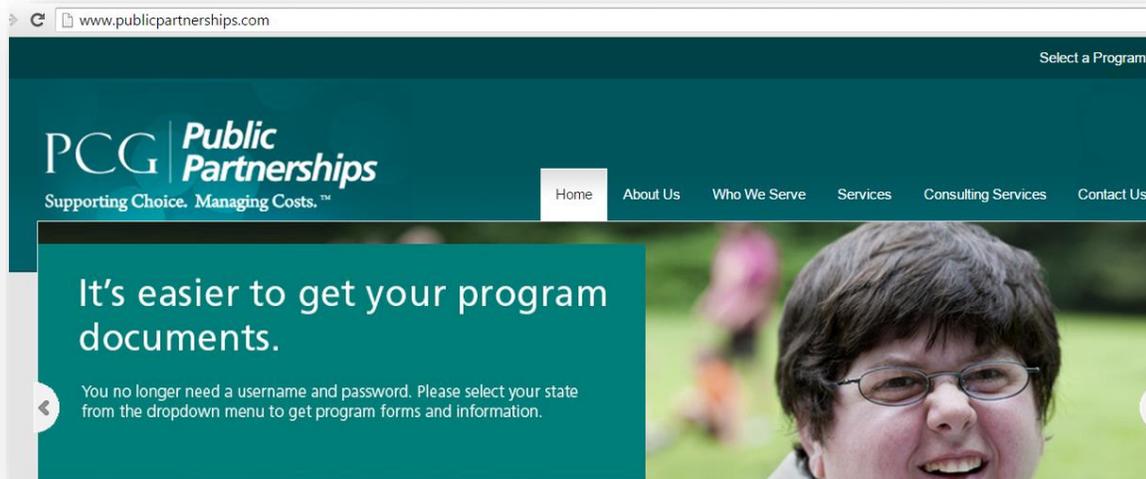
PPL Information Website:

Please visit the Public Partnerships LLC information site for additional assistance with forms, instructions and training. Go to:

www.publicpartnerships.com

Select the State: Virginia

Select Program: Consumer Directed Fiscal Agent/Consumer/EOR/Attendant



Click on the areas under the Resources tab for helpful information.

