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
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[2]
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:
3. Select “Sign Up” to get set up with E-Timesheet

4. New User Registration

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**

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:

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:

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: [Field]  
User Name: [Field]  
Password: [Field]  
Confirm Password: [Field]

Last Name: [Field]  
Email Address: [Field]  
Notes: [Field]

Security Questions:

- Select - 
- Select - 
- Select - 

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.
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.

4. Select the service from the drop down Service list.
5. On the *Time Period* line, enter one of the dates you worked to start the timesheet.

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

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

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.

2) Click on **Submit**
3) You will receive the following confirmation message:

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

Search and View Timesheets
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.

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.
Print Timesheet:

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.
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”
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

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.

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

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**

<table>
<thead>
<tr>
<th>Rejection Reasons (Choose up to 3)</th>
</tr>
</thead>
<tbody>
<tr>
<td>☑ Hours worked are inaccurate</td>
</tr>
<tr>
<td>☐ Days worked are inaccurate</td>
</tr>
<tr>
<td>☐ Incorrect service code</td>
</tr>
</tbody>
</table>

**Additional Rejection Note**

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

**Reject**

---

**Hours Summary**

**Timesheet for PETER QUINN**

**Provider ID:** 001033

**Consumer:**

**Consumer Phone:**

**Service:** 50126 - Attendant Care Services

**Authorization Dates:** 11/18/11 - 11/18/13

<table>
<thead>
<tr>
<th>Date</th>
<th>Total Daily Hours</th>
<th>Time In</th>
<th>Time Out</th>
<th>Hours Worked</th>
<th>Activities</th>
</tr>
</thead>
<tbody>
<tr>
<td>12/26/2011 Monday</td>
<td>1 hour</td>
<td>1:00 AM</td>
<td>2:00 AM</td>
<td>1 hour</td>
<td></td>
</tr>
<tr>
<td>12/30/2011 Friday</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>12/31/2011 Saturday</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Status:** REJECTED

**Hours worked are inaccurate**
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

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*.

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:

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:
- **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.
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:
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.
Three authorization lines fall into this consumer's 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:
Selecting the book icon under the column ‘Action’ the below screen will appear for Authorization Detail:

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

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.
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.
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

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

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 curser over the word No and it will highlight the list of items that have not been processed for the Attendant.

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

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.

4) When you are finished making the change, scroll to the bottom of the profile and click on *Update*.
### Most Frequent Pend Messages

<table>
<thead>
<tr>
<th>Pend Message</th>
<th>Meaning</th>
</tr>
</thead>
<tbody>
<tr>
<td>Duplicate entry on IN PROCESS Timesheet No.</td>
<td>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.</td>
</tr>
<tr>
<td>Duplicate entry on PAID Timesheet No.</td>
<td>Another timesheet has been submitted and already PAID for the same dates/time. Timesheet will be denied for these hours.</td>
</tr>
<tr>
<td>Consumer is not authorized for this service</td>
<td>Authorization for this service has not been received by PPL. Authorization are electronically transmitted from the authorizing agency to PPL.</td>
</tr>
<tr>
<td>Worked Units exceeds the Units remaining on the Authorization.</td>
<td>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.</td>
</tr>
<tr>
<td>Employee Hours cannot exceed 24 in a single day</td>
<td>Attendant cannot submit for more than 24 hours in a single day.</td>
</tr>
<tr>
<td>Over 480 Hours of Respite used for fiscal Year</td>
<td>Consumer has used 480 respite hours for the fiscal year authorization period July 1 through June 30.</td>
</tr>
<tr>
<td>Medicaid not eligible</td>
<td>PPL has not received the consumer Medicaid and/or Waiver eligibility information for the consumer.</td>
</tr>
<tr>
<td>Actual EIN not received or not in NN-NNNNNNNN</td>
<td>EIN has not been established. The Employer of Record has not been established until the EIN has been received.</td>
</tr>
</tbody>
</table>
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

<table>
<thead>
<tr>
<th>Mailing Address:</th>
<th>Mailing address used for mailing information to PPL.</th>
</tr>
</thead>
<tbody>
<tr>
<td>VA DMAS Consumer-Public Partnerships, LLC</td>
<td></td>
</tr>
<tr>
<td>4991 Lake Brook Drive, Suite G90</td>
<td></td>
</tr>
<tr>
<td>Glen Allen, VA 23060</td>
<td></td>
</tr>
</tbody>
</table>

### Customer Service Contact Information

<table>
<thead>
<tr>
<th>Email: <a href="mailto:pplva@pcgus.com">pplva@pcgus.com</a></th>
<th>Customer service may be contacted by email and phone.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Phone: 1-866-259-3009</td>
<td>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.</td>
</tr>
<tr>
<td>Spanish Speaking – Select Option 2 when calling</td>
<td></td>
</tr>
<tr>
<td>TTY: 1-800-360-5899</td>
<td></td>
</tr>
<tr>
<td>Virginia Relay Service: 7-1-1</td>
<td></td>
</tr>
</tbody>
</table>

### Fax paperwork:

<table>
<thead>
<tr>
<th>Administrative Fax: 1-866-709-3319</th>
<th>Faxing for any documents that can be faxed to PPL other than timesheets.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Timesheet Fax: 1-888-564-1532</td>
<td>Faxing timesheets ONLY. Do NOT include FAX cover for timesheets.</td>
</tr>
</tbody>
</table>
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.