**How can I contact PPL?**

**PPL Customer Service Contact Information**

Contact PPL customer service Monday to Friday 8:00AM to 8:00PM and Saturday 9:00AM to 1:00PM Eastern Standard Time, except Federal Holidays.

Phone: 1-866-259-3009

Email: [pplva@pcgus.com](mailto:pplva@pcgus.com)

TTY: 1-800-360-5899

Or

Virginia Relay Service for those who are speech and hearing impaired: Dial 7-1-1

Individuals needing additional translation assistance can dial 1-866-259-3009 and request an interpreter.

**How can send documents to PPL?**

You can send PPL your documents through the administrative fax, such as address change, notice of discontinuation of employment, and Employer of Record tax packets. Please do not send timesheets to the Administrative fax.

Administrative Fax: 1-866-709-3319

Timesheet Fax: 1-888-564-1532

Mail: Public Partnerships, LLC

Attn: DMAS Consumer-Directed Services Program

4991 Lake Brook Drive, Suite G90  
Glen Allen, VA 23060

**How can I find information about PPL?**

Web Site: [www.publicpartnerships.com](http://www.publicpartnerships.com)

**How can I access the PPL Web Portal to submit e-timesheets and manage my information?**

Web Site: <https://fms.publicpartnerships.com/pplportal/Login.aspx?vadmas>