PPL E-Timesheet
User Manual

https://fms.publicpartnerships.com/PPLPortal/?VADMAS

Last updated 7/7/09
User Registration
To get set up your username and password, go to the e-timesheet portal page and click Online User Registration.

PPL Overview

PPL was established in 1999 as an affiliate of Public Consulting Group (PCG), a national management consulting firm. PCG provides consultation and outsourcing to health and human services organizations that improve their service quality, operations, and fiscal performance. PCG is based in Boston, Massachusetts and has over 500 employees with offices in 21 states. PPL was initially formed to provide assistance to the Robert Wood Johnson Foundation's national pilot demonstrations in Self-Determination. PPL offers a rich array of fiscal intermediary and related administrative services to public agencies and participants seeking to develop consumer-directed services and supports. Currently, PPL serves more than 20,000 consumers in 12 states.
Select your state (Virginia), Program (VA DMAS FI), and role (Consumer or Provider/Attendant) from the drop-down list.
New User Registration

Step 2: Verify Credentials

Please verify yourself. Enter the required fields in *

Provider ID *
Mailing zip code *
SSN *

If you are a provider/attendant, you will see this screen. Enter your Provider ID (as provided to you by PPL), your mailing zip code, and your social security number.
If you are a consumer, we will need your Medicaid ID, mailing zip code, and last name.
On this page you will be asked to create a username and password. We require that your password contain at least one capital letter, one number, and one special character (!, @, #, $, %, ^, &, *) You will also be asked to select 3 security questions and answers to them. These will be used if you forget your password and have to reset it in the future. Once you fill out this form, click Submit to continue with registration.

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.
Registration – Additional information

I get an error message saying my information cannot be found, what do I do?
The most likely reason is that we have your zip code on file differently than the way you’ve 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. The fastest way to figure out why you can’t register is to call Customer Service and press option 3 in the queue. Alternatively, you can email vaetimesheet@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.

What happens once I’ve registered?
Once your user account has been created you will receive a confirmation message on the screen. You will also receive an email confirming your account has been created, if you provided your email address. You may now log into the website and use e-timesheet.
Upon login, you will be brought to the timesheet search/summary page. If this is your first time submitting a timesheet, you will receive an error message telling you the information you searched for cannot be found. This is normal, since you have not entered any timesheets yet.

You can View, Edit, And Delete timesheets here.

To enter a new timesheet, click on Create Timesheet link.
E-timesheet submission
(attendant manual)
Once you have clicked on the Create Timesheet link, you will be brought to the Consumer Search page. Here you will see a list of consumers you are working for.

Locate the consumer you’d like to submit a timesheet for, and click Create Timesheet.
You are now on the Provider Service Referrals page. Here you can see available Service referrals against which you can submit a timesheet. Locate the appropriate Referral (your Employer can help you identify the correct one) and click Create Timesheet.
You are now ready to Create your timesheet. Click on the calendar icon and choose one of the dates for which you are about to enter your time. Do not worry about selecting correct payroll start or end date, e-timesheet will identify the appropriate payroll date range for you.
You are now on the timesheet entry page. You can use the `<tab>` button or your mouse to move between fields. If you worked more than one shift on a particular day, enter first shift you worked and click “There are more hours”. A new line will be created.

### Time Period: Begin: Thursday 03/26/2009.

<table>
<thead>
<tr>
<th>Date</th>
<th>Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>03/26/2009 Thursday</td>
<td>Time In</td>
</tr>
<tr>
<td>03/27/2009 Friday</td>
<td>Time In</td>
</tr>
<tr>
<td>03/28/2009 Saturday</td>
<td>Time In</td>
</tr>
<tr>
<td>03/29/2009 Sunday</td>
<td>Time In</td>
</tr>
<tr>
<td>03/30/2009 Monday</td>
<td>Time In</td>
</tr>
<tr>
<td>03/31/2009 Tuesday</td>
<td>Time In</td>
</tr>
</tbody>
</table>
You are now on the timesheet entry page. You can use the <tab> button or your mouse to move between fields. If you worked more than one shift on a particular day, enter First shift you worked and click “There are more hours”. A new line will be created. Once you finish filling out your timesheet, click Next to continue with the submission process.
Please review your timesheet, and if there are no changes, click Submit. If you need to make changes, you can use the Edit button to do so.
You have successfully submitted your timesheet. Next step: getting your timesheet approved by your employer.
To print your submitted timesheet and offer it to your employer to sign and fax to PPL, click on the Show printable version (PDF) button. Click OK and your timesheet will be displayed in a new window. You can then print the timesheet, have it signed by your employer, and fax to the number provided on it.

Alternatively, your employer can log in with his/her own user account and approve the timesheet online instead of via fax.
Approval Options

- **Option 1:** your attendant will bring you a paper copy of his/her submitted e-timesheet. You can review, sign, date, and fax this form to the number indicated on it.

- **Option 2:** you can create your own user account for e-timesheet, log in, and approve your timesheet online. Next pages will offer instructions on how to do this.
E-timesheet approval
(Consumer manual)
Approval Options

- **Option 1:** your attendant will bring you a paper copy of his/her submitted e-timesheet. You can review, sign, date, and fax this form to the number indicated on it.

- **Option 2:** you can create your own user account for e-timesheet, log in, and approve your timesheet online. Next pages will offer instructions on how to do this.
If you are a Consumer and you log into e-timesheet, you will be brought to the Timesheet List screen. Here you are able to view, approve, and reject timesheets submitted by your Employees. Click the Approve/Reject button to review and process a timesheet.

<table>
<thead>
<tr>
<th>Action</th>
<th>Timesheet ID</th>
<th>Timesheet Start Date</th>
<th>Timesheet End Date</th>
<th>Submitted Date</th>
<th>Employee Name</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>View</td>
<td>VA0000427263</td>
<td>04/28/09</td>
<td>05/06/09</td>
<td>05/30/2009</td>
<td>John Smith</td>
<td>SUBMITTED</td>
</tr>
<tr>
<td>View</td>
<td>VA0000427247</td>
<td>04/23/09</td>
<td>05/06/09</td>
<td>05/05/2009</td>
<td>John Smith</td>
<td>FAX</td>
</tr>
<tr>
<td>View</td>
<td>VA0000427246</td>
<td>04/23/09</td>
<td>05/06/09</td>
<td>05/07/2009</td>
<td>John Smith</td>
<td>FAX</td>
</tr>
<tr>
<td>View</td>
<td>VA0000427445</td>
<td>03/26/09</td>
<td>04/08/09</td>
<td>05/08/2009</td>
<td>John Smith</td>
<td>SUBMITTED</td>
</tr>
<tr>
<td>View</td>
<td>VA0000427137</td>
<td>03/12/09</td>
<td>03/25/09</td>
<td>03/27/2009</td>
<td>John Smith</td>
<td>FAX</td>
</tr>
<tr>
<td>View</td>
<td>VA0000427129</td>
<td>03/12/09</td>
<td>03/25/09</td>
<td>03/26/2009</td>
<td>John Smith</td>
<td>FAX</td>
</tr>
<tr>
<td>View</td>
<td>VA0000427446</td>
<td>02/26/09</td>
<td>03/11/09</td>
<td>05/08/2009</td>
<td>John Smith</td>
<td>SUBMITTED</td>
</tr>
</tbody>
</table>
Review your employee’s hours. If the hours are incorrect, enter rejection reasons on the Bottom of the screen, then click Reject. Your notes will help your employee correct and resubmit the Timesheet, so please be specific. If the hours look right, click Approve.

<table>
<thead>
<tr>
<th>Date</th>
<th>Hours</th>
<th>Start Time</th>
<th>End Time</th>
<th>Total Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>03/31/2009 Tuesday</td>
<td>6 1/4</td>
<td>9:11 AM</td>
<td>3:21 PM</td>
<td>6 1/4</td>
</tr>
<tr>
<td>04/01/2009 Wednesday</td>
<td>5 3/4</td>
<td>2:19 PM</td>
<td>8:00 PM</td>
<td>5 3/4</td>
</tr>
<tr>
<td>04/02/2009 Thursday</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>04/03/2009 Friday</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>04/04/2009 Saturday</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>04/05/2009 Sunday</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>04/06/2009 Monday</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>04/07/2009 Tuesday</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>04/08/2009 Wednesday</td>
<td></td>
<td></td>
<td></td>
<td>18 hours</td>
</tr>
<tr>
<td>Total</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Rejection Reasons (Choose up to 2)
- [ ] Hours worked are inaccurate
- [ ] Days worked are inaccurate
- [ ] Incorrect service code

Additional Rejection Note

Reject

Show printable version (PDF)  Approve
This timesheet is now approved – this message will appear on the screen once you approve the timesheet.

<table>
<thead>
<tr>
<th>Date</th>
<th>Total Daily Hours</th>
<th>Time In</th>
<th>Time Out</th>
<th>Hours Worked</th>
</tr>
</thead>
<tbody>
<tr>
<td>03/26/2009 Thursday</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Budget Summary Page
On the Budget Summary page, you can view your existing authorizations, what has been spent against them, and the current balance. “Invoiced” column lists timesheets currently in process and not paid yet. Unit increment for the VA DMAS CD program is 15 minutes (1/4 of an hour), that is why 0.25 is displayed.

You can click the Display Detail button to view more details for each authorization.

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### Budget Detail For Consumer B (ID#123456789878)

<table>
<thead>
<tr>
<th>Service</th>
<th>Provider</th>
<th>Start Date</th>
<th>End Date</th>
<th>Units</th>
<th>Unit Increment</th>
<th>Rate</th>
<th>Line Total</th>
<th>Paid</th>
<th>Invoiced</th>
<th>Balance</th>
<th>Note</th>
<th>Status</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>$5120: Attendant Care Services</td>
<td>9/1/2006</td>
<td>12/31/2012</td>
<td>66,000.00</td>
<td>0.25</td>
<td>N/A</td>
<td>N/A</td>
<td>$61,131.16</td>
<td>$955.00</td>
<td>N/A</td>
<td>($77,513.67)</td>
<td>Timesheet Partially Submitted</td>
<td><img src="image" alt="Display Detail" /></td>
<td></td>
</tr>
<tr>
<td>$5150: Respite Services</td>
<td>9/1/2006</td>
<td>12/31/2012</td>
<td>20,160.00</td>
<td>0.25</td>
<td>N/A</td>
<td>N/A</td>
<td>$15,427.11</td>
<td>$0.00</td>
<td>N/A</td>
<td>($77,513.67)</td>
<td>Timesheet Partially Submitted</td>
<td><img src="image" alt="Display Detail" /></td>
<td></td>
</tr>
<tr>
<td>Total</td>
<td></td>
<td></td>
<td>86,160.00</td>
<td></td>
<td></td>
<td></td>
<td>$76,558.67</td>
<td>$955.00</td>
<td>N/A</td>
<td>($77,513.67)</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Service Referral Detail

Service Referral ID: 1072400040703

Consumer Name: Consumer B
Consumer ID: 
Medicaid ID: 
Vendor Name: 
Service Type: Attendant Care Services
Referral Status: Approved

Begin Date: 4/22/2009
End Date: 9/1/2009
Rate: N/A
Unit Type: HOUR
Units: 770.00
Total Amount: N/A

Notes:

Total Invoiced: $0.00
Total Paid: $4,484.27
Total Balance: ($3,714.27)

Click here to show details of spending against this authorization
Click here to show revision history of this authorization
Timesheet Status
Messages
What do different status messages on the Timesheet List page mean?

**Fax** – PPL has received your timesheet via fax

**Saved** – the employee has entered the timesheet, saved it, but has not submitted it for Consumer/Employer review.

**Submitted** – The employee has submitted the timesheet. It has passed program rules, and is awaiting Consumer/Employer approval

**Approved** – The timesheet has been approved by the Consumer/Employer

**Rejected** – The timesheet has been rejected by the Consumer/Employer

**In Progress** – PPL is processing the timesheet for payment

**Denied** – timesheet (in case of faxed timesheet) has not passed program rules and is pending. Customer service will be in touch with Attendant/Employee or Consumer/Employer if necessary.

**Paid** – timesheet has been paid. Please expect EFT or check payment within regular waiting time from date of payment

**Pending** – timesheet is currently being processed for payment. Status should change to Paid on the payroll Friday
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 user name, and click Next.
Enter the requested information on this page. This allows us to verify your information against our records. Please note, if the zip code in our file is 9 digit long, we require that you enter all nine digits, as follows: 12345-6789
Please enter the responses to security questions you entered when you first registered your account, then click Next.
Enter your new password in both fields. The two have to match. Click Next.
You may now log in using your new password.
FAQ

Q: I am unable to find the page where I can enter my timesheet, what’s wrong?
A: This is often asked by consumers in the program. The attendant is the one who has to enter the timesheet. Please have your attendant(s) register and enter timesheets online.

Q: How can I update my email address?
A: We are working on adding functionality to the site to allow you to change your personal information, such as address and email. For now, please email vaetimesheet@pcgus.com with your username and the correct email address.

Q: I am entering the information when registering and getting an error that the application cannot pull up my information. What am I doing wrong?
A: here are the common mistakes to check for:
   SSN should not contain any spaces, dashes, etc.
   Zip code: you may have a 9 digit zip or a 5 digit zip code on file. If entering 9 digits, enter in the following format: 12345-6789. Try entering both 5 digits and 9 digits.