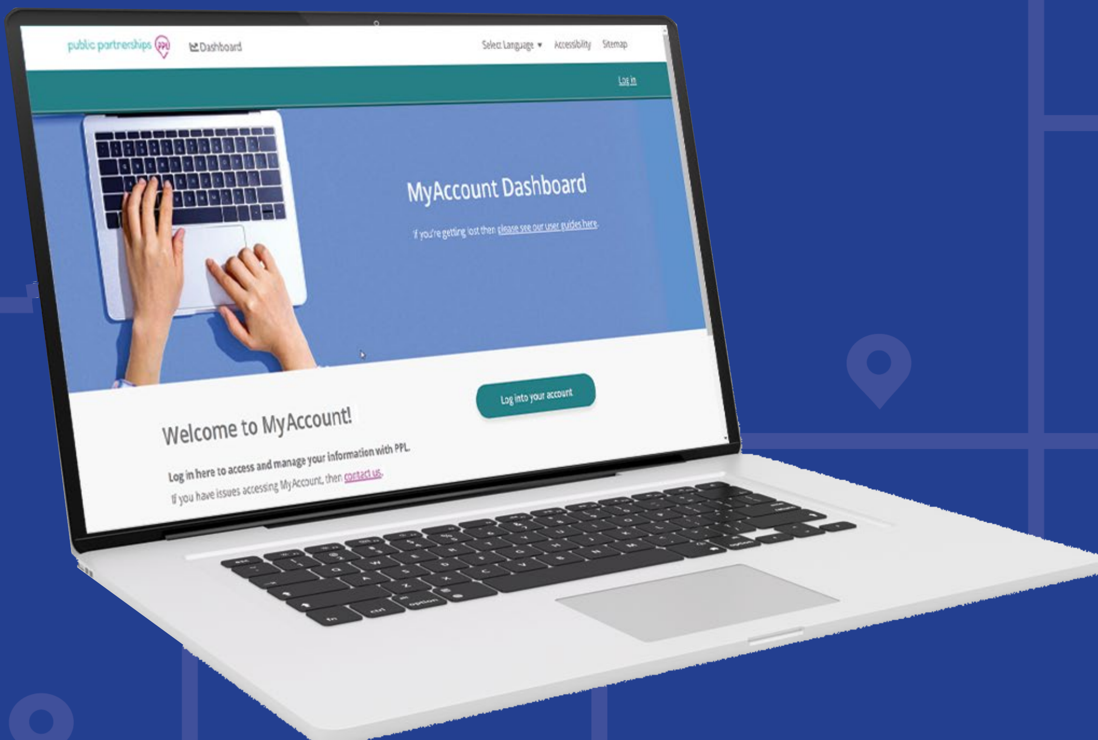
MYACCOUNT

Guide for Employees (Providers)



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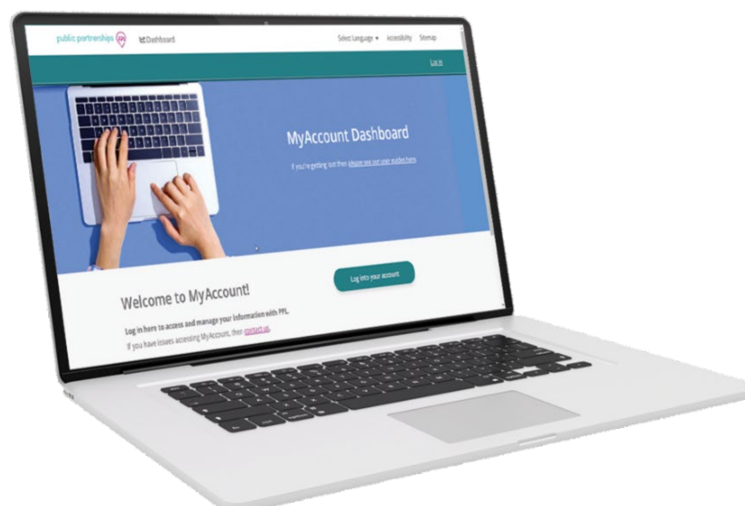
WELCOME

As a care Provider, the MyAccount platform from Public Partnerships (PPL) is where you'll keep and manage your employment information.

This guide provides:

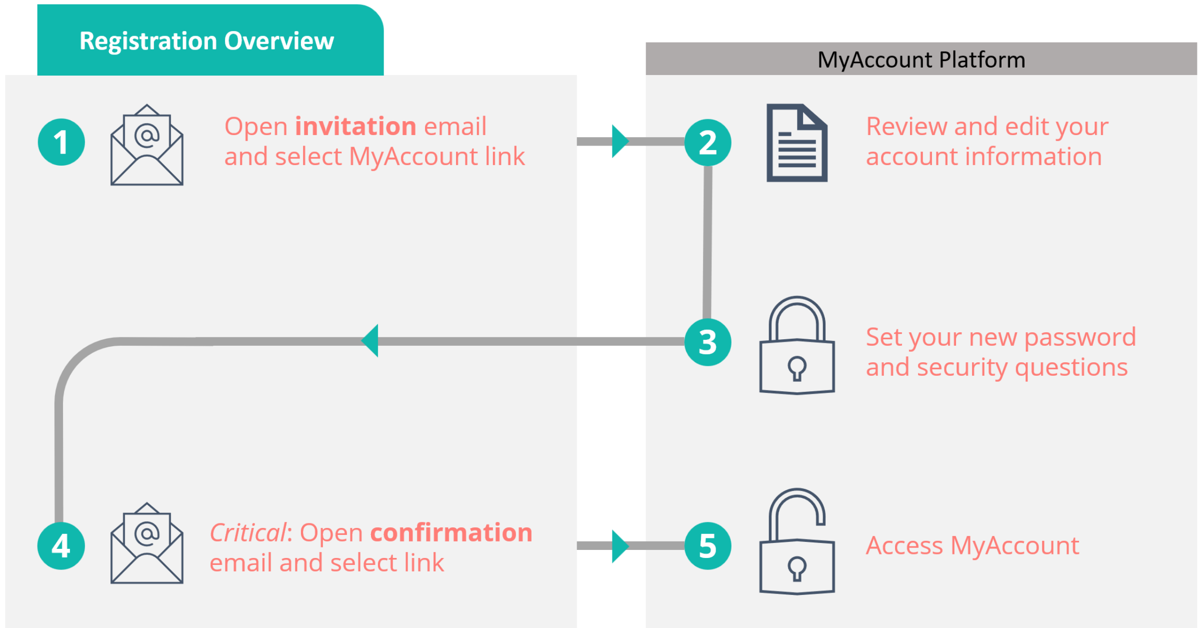
- How to set up your MyAccount access
- How to enroll as an employee if you haven't yet enrolled
- How to view and manage your earnings

Getting Program Documents in an Alternative Format
If needed, you can request program documents in an alternative format at no expense to you. For example, you could request large print, audio, or a translation. Please contact the Public Partnerships Customer Service.



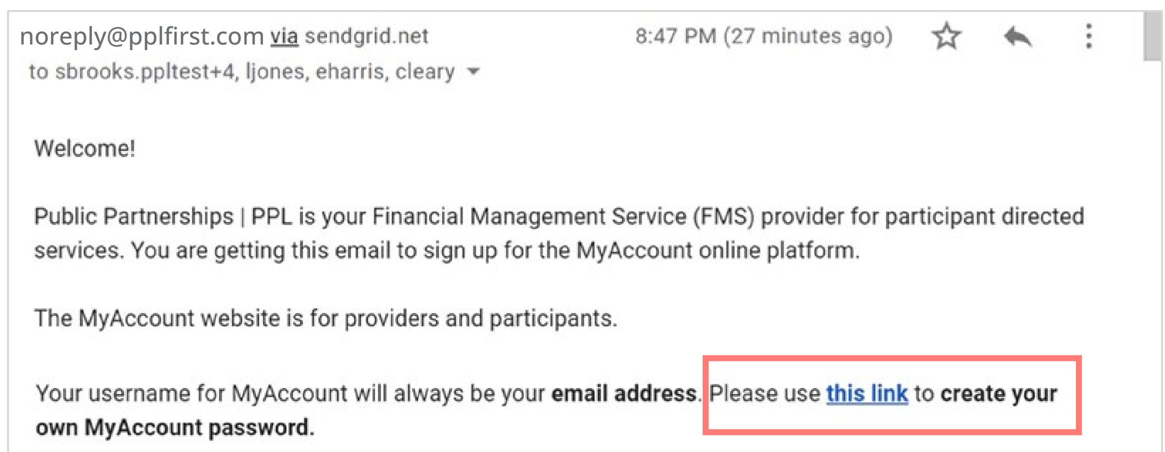
Set Up Your MyAccount Access

Here are the major actions to register in MyAccount:



1. Look for an email asking you to register for MyAccount.
2. In your email, open the MyAccount link.
3. In MyAccount, review and edit your details.
4. Under **Account Details**, type a new password and set your security questions.

   NOTE: Your new password will also apply to the Time4Care™ app.



noreply@pplfirst.com via sendgrid.net 8:47 PM (27 minutes ago)

to sbrooks.ppltest+4, ljones, eharris, cleary

Welcome!

Public Partnerships | PPL is your Financial Management Service (FMS) provider for participant directed services. You are getting this email to sign up for the MyAccount online platform.

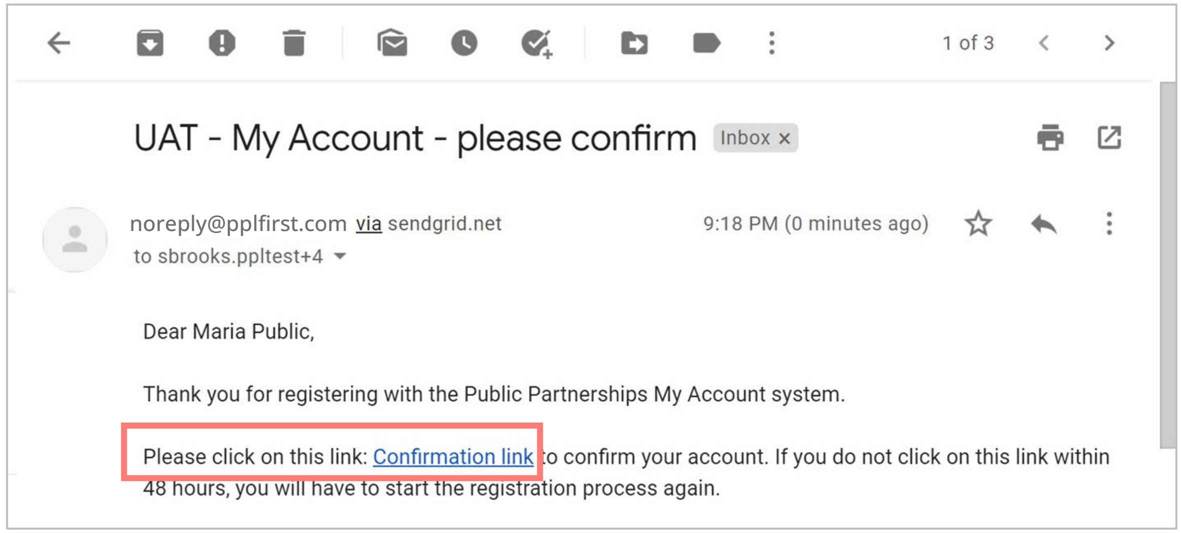
The MyAccount website is for providers and participants.

Your username for MyAccount will always be your **email address**. Please use this link to **create your own MyAccount password.**

5. Look for a “confirm” email and open the *Confirmation link*.

   NOTE: Must confirm within 48 hours.

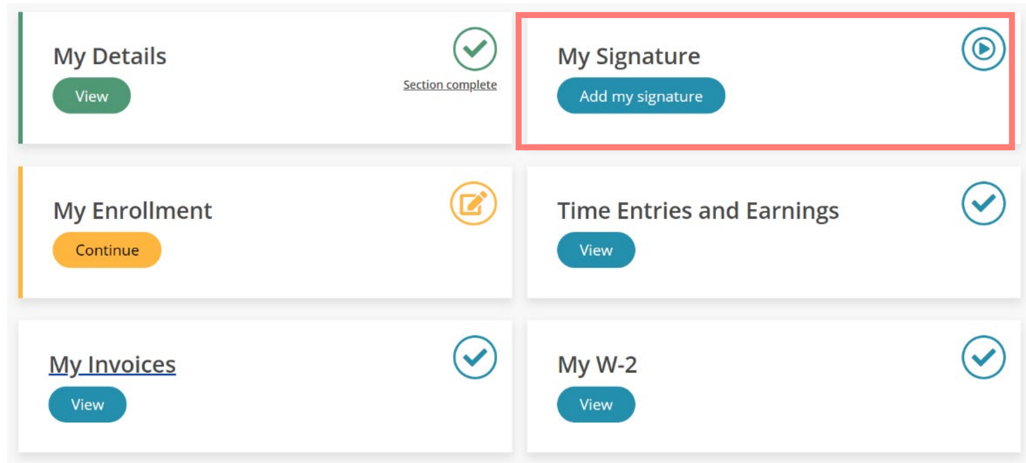
6. Now you have MyAccount access, so you can continue with enrollment or other tasks.



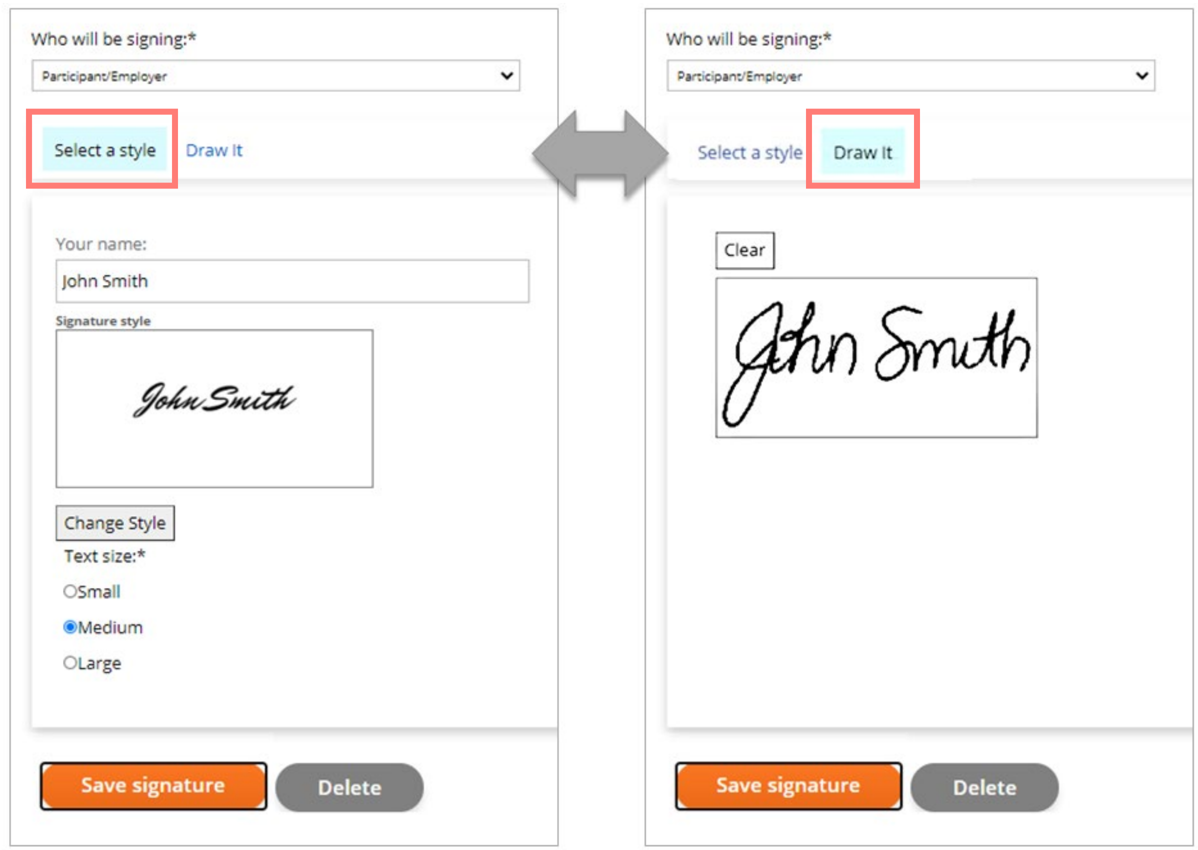
Set Up Your Signature

To complete enrollment, you will use an electronic signature. You can receive help, but no other person can create it for you.

1. On your MyAccount dashboard, select **My signature**.

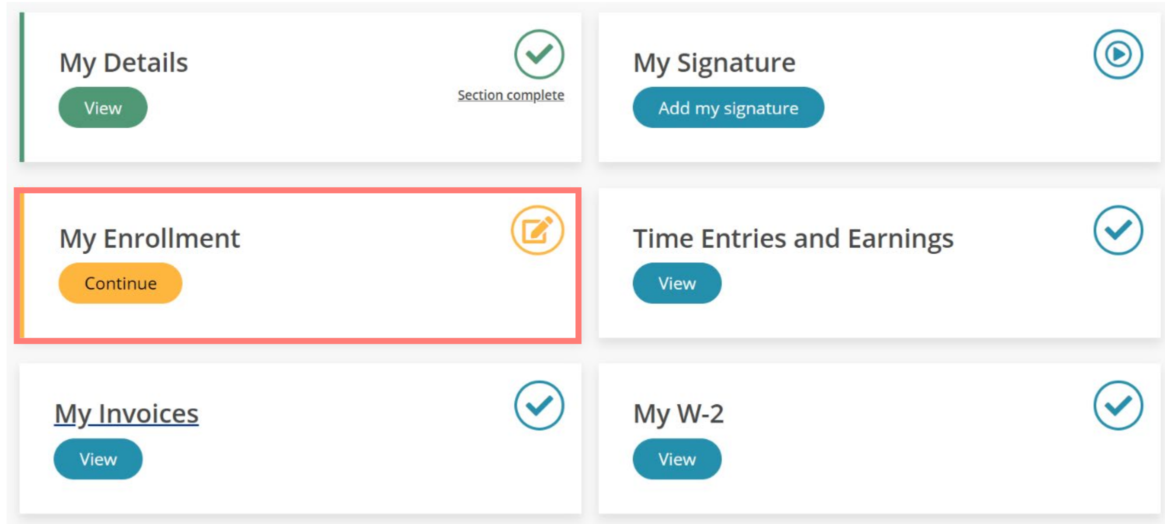


2. Under *Who will be signing*, select **Employee**.
3. Choose between these options:
   - **Select a Style** – Useful if you can only type your name. You can select different styles and sizes to your liking.
   - **Draw It** – Useful if you have a touch screen device.
4. Select **Save signature**.



Complete Your Enrollment

When you are just starting with Public Partnerships (PPL), you need to complete your enrollment.



1. On the MyAccount dashboard, select **My Enrollment**.
2. Under the Participant name, select **Enrollment**.

   NOTE: If you serve multiple Participants, you must complete a separate enrollment for each person.
3. Complete questions in all the sections that appear.

   The questions vary depending on whether you are an Independent Provider (employee) or an Independent Contractor. For details, see the next section, *Enrollment Questions*.
4. Select **Finish** at the bottom of the final page.
5. On the summary page, select **Confirm**.

   MyAccount will automatically apply your information and digital signature to the enrollment forms and display them for your review.

   NOTE: You do not need to print the forms; they will remain available at any time.
6. Wait for your Participant to review and sign your enrollment forms.

> **If your Participant is not online:**
> You can either print the forms or ask Public Partnerships to mail the completed and signed documents to you. Your Participant can then physically sign the documents and you will need to fax them back to PPL.

Enrollment Questions

Here are the possible sections you will complete for enrollment. The questions vary depending on whether you are an Independent Provider (employee) or an Independent Contractor.

SECTION	EXPLANATION
Payment Details	If you prefer electronic payments, choose Direct Deposit and complete your bank information.
Service Credentials	If requested, provide any credentials you have for the services you will provide.
Employment Eligibility	For the documents you choose to use, you need to provide the name, document number, and issuing authority. **NOTE:** You will not upload the proof of documentation to MyAccount. You must provide copies of these documents to your Employer for their review.
Tax Information	Answer questions related to these federal tax forms, if applicable to you: • Tax Exemptions • W-4 (Employee's Withholding) or W-9 (Tax ID) • Difficulty of Care Federal Income Exclusion • FLSA Live-In Exemption
Criminal Background Check	The information in this section will automatically appear in the Livescan form that you can send to a criminal background check service.
Terms and Conditions	This is an important section. Please read it carefully. Once you have completely read and agreed, check the agreement box at the end of the terms and conditions. You may update your enrollment after it is completed; see the next section.

Change Your Enrollment Details

You can change your enrollment information at any time. Start by selecting **My Enrollment** on the MyAccount dashboard and choosing the Participant. The steps you take depend on your situation:

If your enrollment is not yet complete:

1. Make your edits and choose **Confirm**.
2. When the PDF forms appear, verify your changes.
3. Select **Sign and submit**.

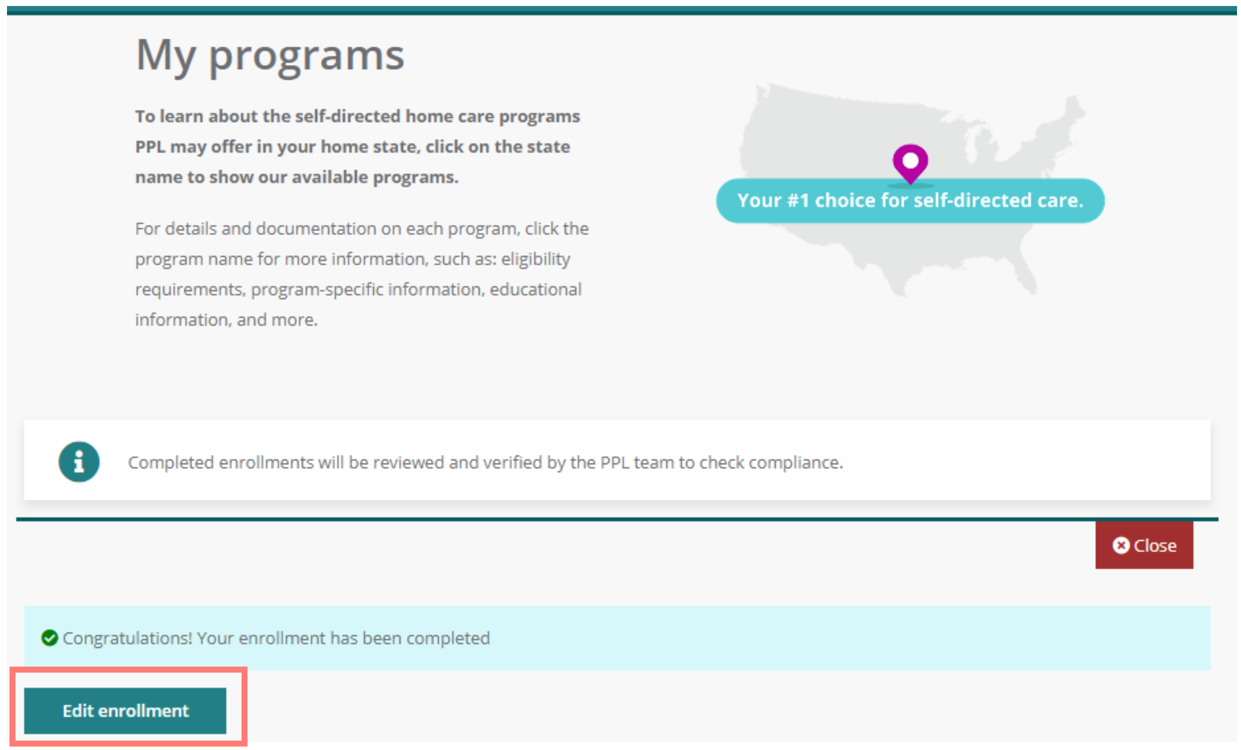
If you are only editing bank or payment information:

1. Select **Edit Enrollment**:
2. Update the **Payment Details** section.
3. Select **Save**.

   You do not need to resubmit the PDF forms.

If you are changing other information:

1. Select **Edit Enrollment**.
2. Update your information.
3. Select **Save**.
4. Select **Finish**.
5. Select **Sign and submit**.



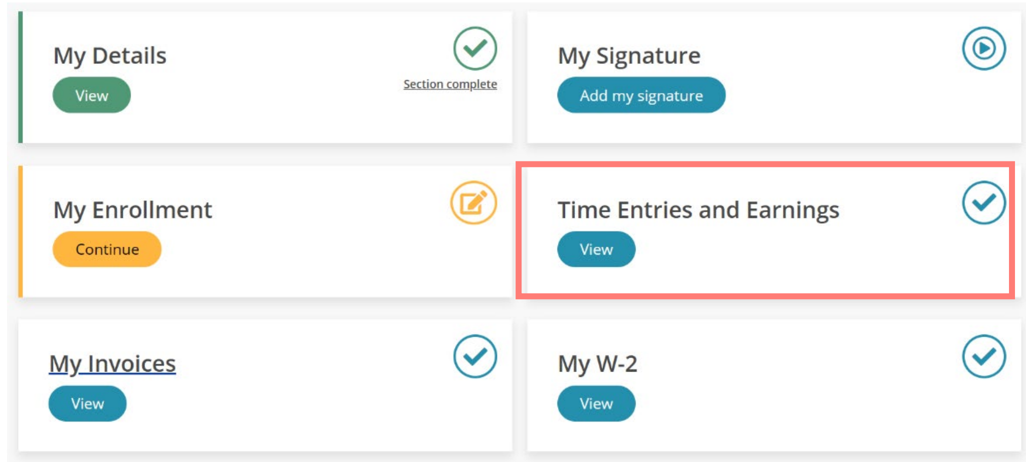
Manage Your Earnings

For submitting timesheets, you must use the Time4Care™ app, not MyAccount.

Using Time4Care ensures you're in compliance with Electronic Visit Verification (EVV) requirements.

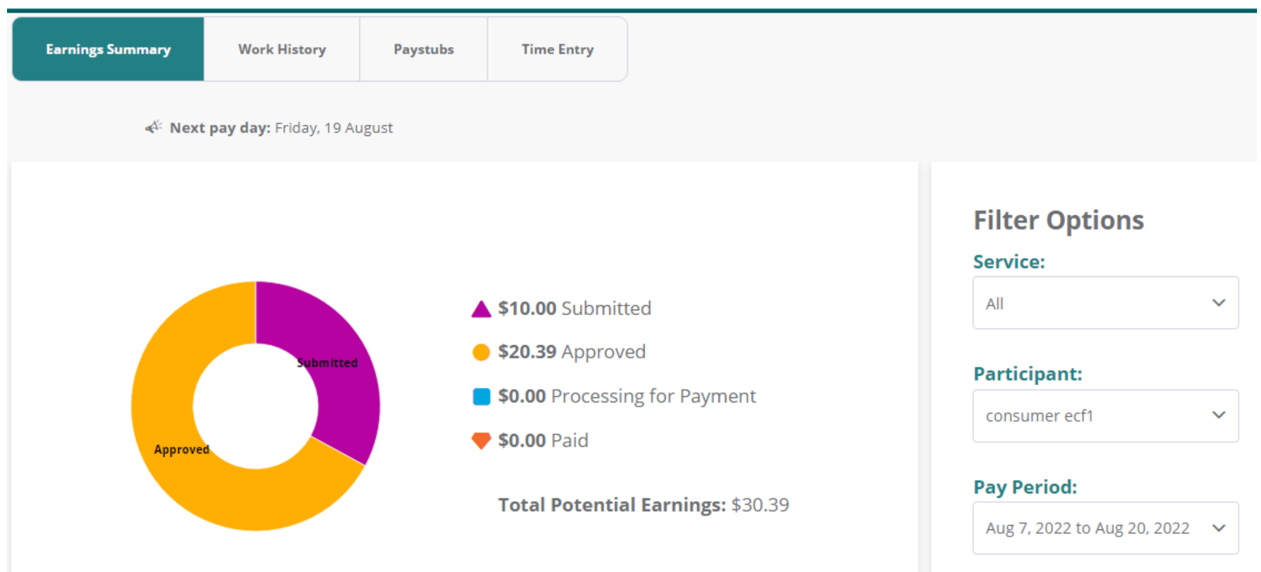
Use MyAccount to view interactive charts and to make certain corrections.

Open **Time Entries and Earnings** from your dashboard.



In the tabs that appear, use filters to see the information you need:

- **Earnings Summary**—Interactive chart. For example, change the pay period to see earnings from a certain month.
- **Work History**—Includes filters for dates, services provided, and status.
- **Paystubs**—Lists all your payments. To see the detailed time entries, select **View** next to the payment.



NOTE: In the **Time Entry** tab you could create or correct time entries. However, if you do, the entry will not be compliant with EVV program requirements.

Time Entry Status

Here are the status labels you will see, shown in order:

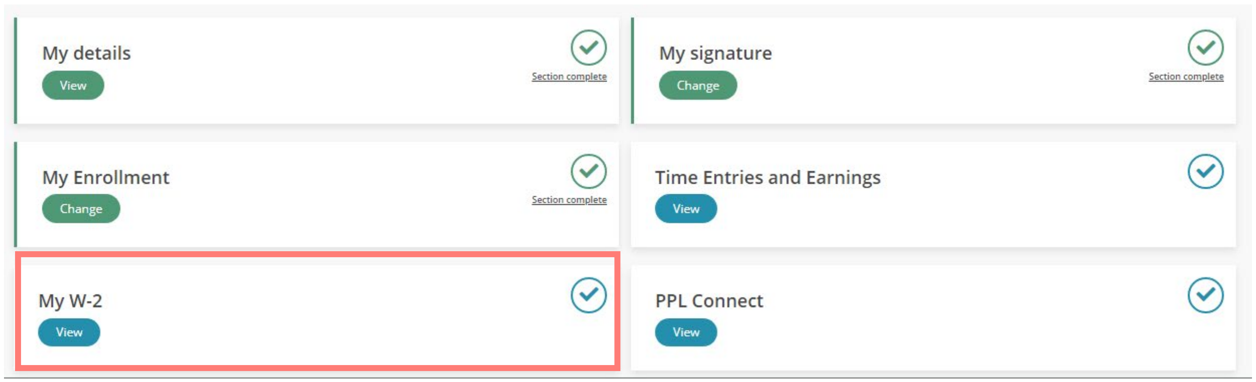
ORDER	STATUS	DESCRIPTION
1	SAVED	Time entries that are started but not yet submitted. Time entries in this status are not yet available for processing.
2	SUBMITTED	Time entries that are submitted and meet the timesheet rules. In this status, the Participant must next approve payment.
3	APPROVED	Time entries that the Participant has approved. They are ready to be processed in the next pay cycle.
4	IN PROCESS	Time entries that are currently being processed by PPL's payroll team.
5	GOOD TO PAY	Time entries that are one step away from payment.
6	PAID	If the check number starts with "RA," then it has been paid via direct deposit. If it has only a number, it has been paid via paper check.
	REJECTED	This time entry has been rejected by the Participant. You must correct the time entry and resubmit it for approval.
	PENDING	This time entry has been submitted via paper and currently breaks a timesheet rule that must be corrected before payment can occur.
	DENIED	This time entry cannot be paid or processed.

View Your W-2 Earnings Summary

To prepare your annual taxes, you need to generate a W-2 form.

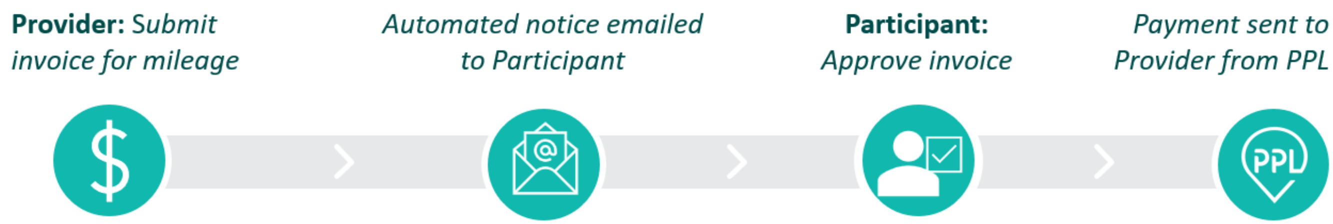
To access it, select **My W-2** on your dashboard.

NOTE: This option does not appear until next January, following the year you began work.

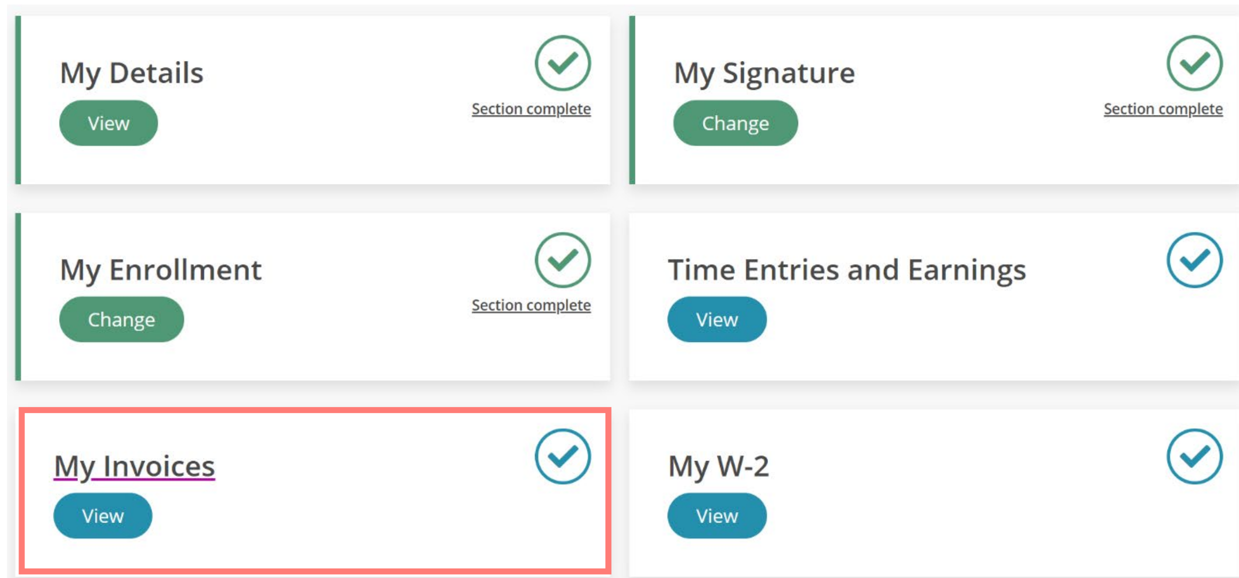


Submit an Invoice for Mileage

Follow these steps to submit your invoice for repayment of your mileage. Here is the overall process:

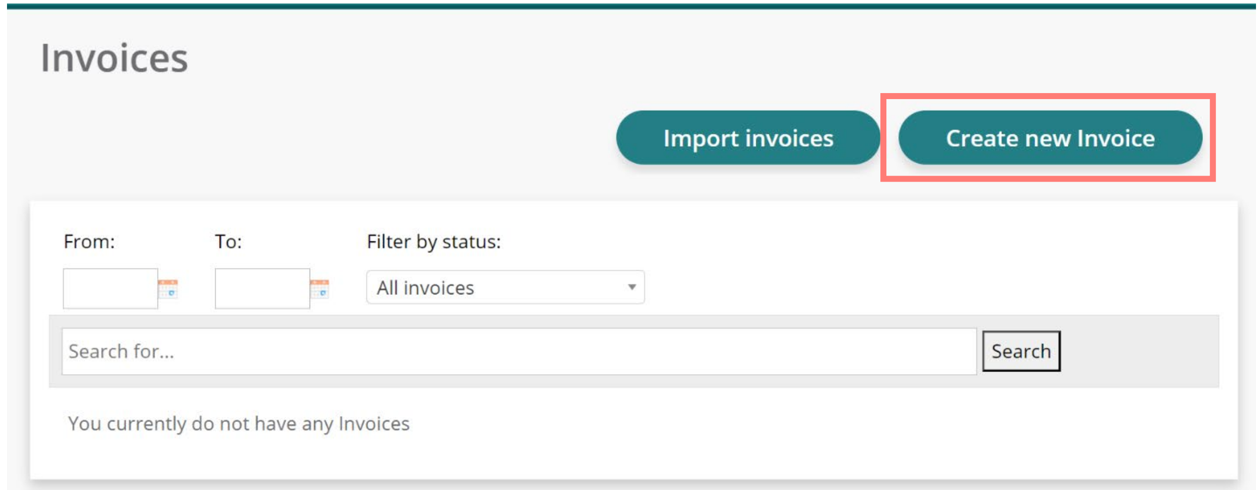


1. On the MyAccount dashboard, select **My Invoices**.

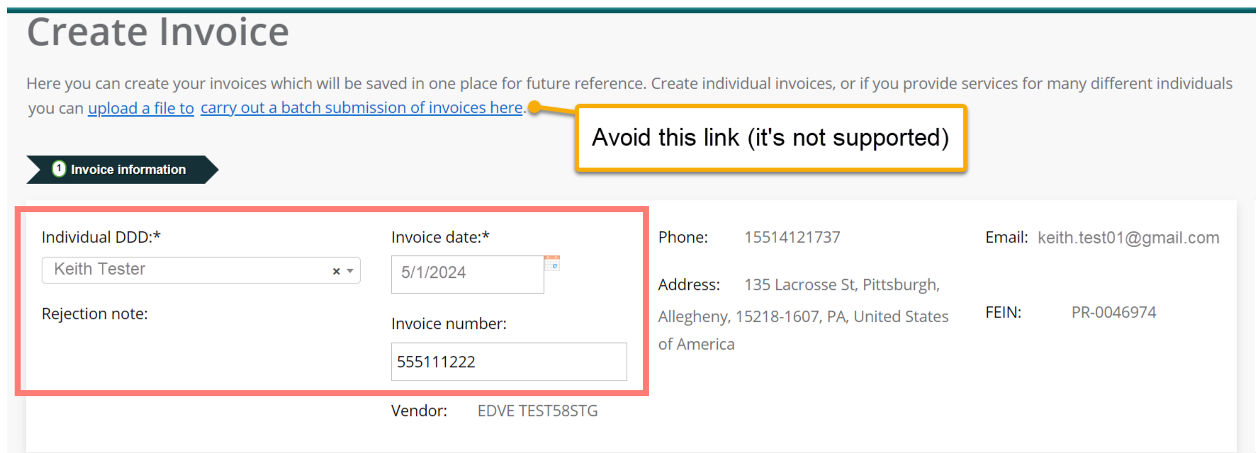


2. On the Invoices page, select **Create New Invoice**.

   Note: Don't use the **Import Invoices** feature. It is not configured for this program.

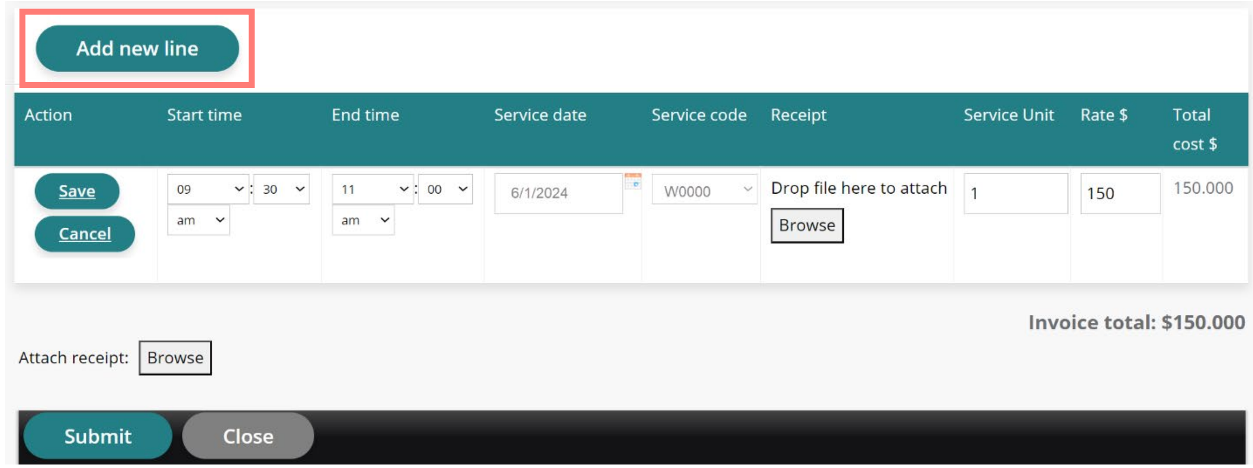


3. On the **Create Invoice** page, under **Individual**, enter the name of your employer (the Participant who received services).
4. For **Invoice Date**, specify when you are submitting it (typically today's date).
5. For **Invoice Number**, you have the option to enter any number to help you track this transaction.



6. Select **Add New Line**.
7. Complete the **Start time** and **End time**, if applicable, and the **Service Date**.

   Note: This date must be within the Participant's authorized budget period.



8. From the **Service Code** menu, choose the code for transportation mileage.
9. Under the **Receipt** column, you have the option to upload a document as evidence.

   Note: Alternatively, you can attach a receipt for the entire invoice by selecting **Browse** near the bottom.

10. For **Service Unit**, enter your miles traveled. It will be multiplied by the **Rate** that's allowed for this service.
11. Select **Save** for this line entry.
12. Add more lines as needed and select **Submit**.
13. Next, the Participant will approve this invoice. It remains pending until approved.