



TELEPHONE OPTION FOR EVV

Telephony will not work until after the telephone number is registered. If you call the telephony number from any phone that is not registered, you will not be able to submit or approve shifts through the system.

01. Phone Line Registration

Member should first call PPL customer service to register their phone number. Customer Service can be reached at: 888-752-8250

02. Submitting and Approving Shifts

To submit a shift as an Attendant or approve/reject a shift as a Member you will call this dedicated telephony number: 844-885-6908

03. Attendants will:

1. Dial 844-885-6908
2. Enter last 4 digits of your Social Security Number (SSN) and Date of Birth
3. Select Program Member from list
4. Follow prompts to start new, modify, or end shift [if needed follow prompts to correct and resubmit entries]

04. Member/Authorized Representative will:

1. Dial 844-885-6908
2. Verify identity by entering Last 4 digits of SSN and DOB
3. Select Attendant from list Follow prompts to review and approve or reject any submitted shifts