



YOUR LIFE  
YOUR CARE  
YOUR PEOPLE

# Welcome to the Future of Support with PPL!

Empowering Your Self Determination Journey

May 2024



# Hello and Welcome!

## Orientation Part I

**01** Introducing PPL

**02** Role as FMS

**03** Bill Payer Model

**04** Getting Started with Enrollment

**05** MyAccount

**06** Participant Packet Info

**07** Vendor Packet Info

**08** Next Steps

# Introducing PPL



**Broad Experience:** Established in 1999, we serve 21 states, including California since 2012, across 49 self-determined programs.

**Commitment to Partnership:** We collaborate with DDS, Regional Center staff, Independent Facilitators, SDP Vendors, and advocacy groups.

**Focused on SDP:** We prioritize regular communication with Participants, Independent Facilitators, and Regional Center Coordinators

# Role as FMS

Services provided by PPL



## Budget Management

PPL helps with managing your individual budget, processing purchase requests, and handling payments to SDP Vendors.

## Service Enrollment

PPL helps through the sign-up process. We take care of all enrollment forms for your service providers.

## Service Quality

We team up with your independent facilitators and service coordinators to give you the best support at every step. PPL is here for you!

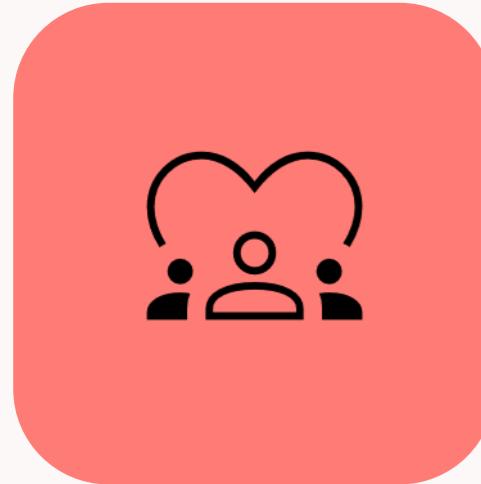


In our role as FMS, you can **expect** PPL to be –

- 1. Responsive** – We answer our phones, return calls and emails same or next day.
- 2. A Partner** – We understand our role within the overall team and support your success.
- 3. A member of the SDP community** – We keep up with program changes and work with the regional centers to streamline processes.

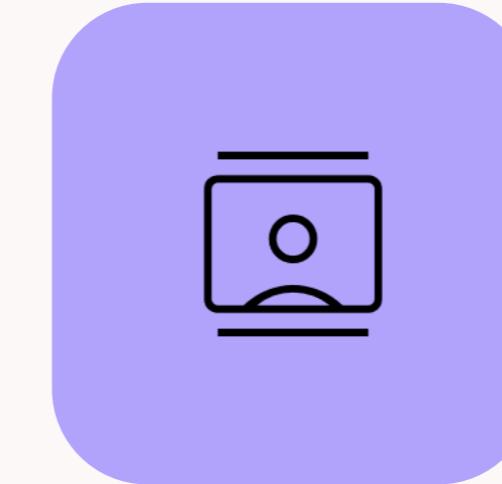
# PPL's Services

Before, during, and after



## Orientation Period

- **Continuous Guidance:** Full support and information on the two models offered in SDP.
- **Plan Assessment:** Benefit from our understanding of PCPs, IPPs, and Spending Plans. PPL will assist you with reviewing the approval of the items listed in your plan.
- **Seamless Communication:** Enjoy easy and consistent communication between PPL and your support team!



## In SDP

- **Dedicated Team:** Our team includes an Account Manager, Support Brokers, and customer service.
- **Spending Plan Specialists:** Support Brokers are your go-to resource for everything related to spending plans and service delivery.
- **Customer Service Champions:** Our customer service team is here to answer your general questions and ensure you have a smooth experience.

# Your PPL Support Team

Here to Help!



## Customer Service

- For general SDP information and inquiries.
- Team ready to assist with general Bill Payer model questions.
- Ensures you have all the necessary information to navigate through SDP.



## Support Broker

- For specific enrollment and personalized assistance.
- Provides one-on-one support tailored to your unique needs.
- Helps you through every step of your SDP journey.



## Account Manager

- Works with PPL departments to make sure SDP processes are in place.
- Monitors that PPL follows all federal and state laws
- Coordinate services with regional centers and IFs.
- Works with SDP state staff to make program improvements.

# PPL Supports Two SDP Models:

PPL is credentialed for **Bill Payer** and Sole Employer models in 2024.



## Sole Employer

- You are the **boss!** You hire employees and service providers. PPL assists you to follow employment laws, verify qualifications, complete documentation, and manage payroll.



## Bill Payer

- PPL pays for goods and services listed in your spending plan. This model comes without any employer-employee relationship.



# Bill Payer Model

You are in control



## Participant Responsibilities:

- Choose and select your own service vendors.
- Make changes to the spending plan as needed.
- Negotiate costs with service vendors.
- Submit invoices for payment.
- Submit Purchase Request.
- Handle the hiring & firing of service providers, and incident reporting to PPL and the Regional Center.

# Getting Started with Enrollment

## Website, resources, MyAccount



Our CA SDP website provides access to lots of resources that will help you manage your services easily.

[Home](#) / [Programs](#) / California (CA) / CA SDP

- Program Notices
- For Participants
- SDP Network
- Overview
- What's New
- Frequently Asked Questions
- Time4Care
- MyAccount
- Log In Details
- For Regional Centers & IFs
- Contact Us
- Program Documents**

## Program Documents

FILTER DOCUMENTS

All Audiences

## Payroll Documents

[CA SDP Billable Rate Calculator](#) NEW

[CA SDP Payroll Schedule 2024](#) NEW

## Time4Care™

[Time4Care Quick Guide](#) NEW

## MyAccount

[MyAccount SDP Participant Guide](#) NEW

[MyAccount SDP Provider Guide](#) NEW

PAYMENT SCHEDULE CALENDAR YEAR 2024		
Please remember to submit and approve timesheets by the deadlines listed below. Public Partnerships cannot guarantee on-time payment for timesheets received after the deadline.		
Pay Period	Service Shift Deadline	Posting Date
Start Date	End Date	Service Shifts must be Submitted and Approved by Midnight
WED, May 1, 2024	WED, May 15, 2024	FRI, May 24, 2024
THU, May 16, 2024	FRI, May 31, 2024	MON, June 3, 2024
SAT, June 1, 2024	SAT, June 15, 2024	MON, June 17, 2024
SUN, June 16, 2024	SUN, June 30, 2024	MON, July 1, 2024
MON, July 1, 2024	MON, July 15, 2024	TUE, July 16, 2024
TUE, July 16, 2024	TUE, July 31, 2024	THU, July 25, 2024
WED, July 31, 2024	THU, August 1, 2024	FRI, August 9, 2024
THU, August 1, 2024	THU, August 15, 2024	FRI, August 16, 2024
FRI, August 16, 2024	SAT, August 31, 2024	MON, August 26, 2024
SUN, September 1, 2024	SUN, September 15, 2024	TUE, September 10, 2024
MON, September 16, 2024	MON, September 30, 2024	MON, September 16, 2024
TUE, October 1, 2024	TUE, October 1, 2024	THU, October 10, 2024
WED, October 16, 2024	WED, October 16, 2024	FRI, October 25, 2024
THU, October 31, 2024	THU, October 31, 2024	FRI, November 8, 2024
FRI, November 1, 2024	SAT, November 16, 2024	MON, November 18, 2024
SAT, November 30, 2024	SAT, November 30, 2024	TUE, December 10, 2024
SUN, December 1, 2024	MON, December 16, 2024	TUE, December 17, 2024
MON, December 16, 2024	MON, December 16, 2024	THU, December 26, 2024
	TUE, December 31, 2024	WED, January 1, 2025
		FRI, January 10, 2025

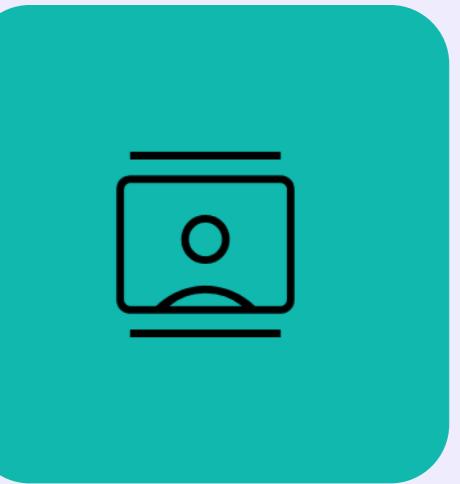
USER GUIDE at a glance	
CONTENTS	
Set Up Your MyAccount Access.....4	
Set Up Your Signature.....6	
Complete Your Enrollment.....7	
Hire an Employee (My Provider).....10	
Disassociate a Provider.....13	
Restore a Provider.....13	
Re-hire a Provider.....14	
Hire a Vendor.....15	
Manage Budget and Authorizations.....17	

## Resources

Feel free to click the blue subject lines in the left menu to navigate to your desired section. For example, you can select "Program Documents" to access important information about payroll, Time4Care, and MyAccount for both you and your employee.

# Getting Started with Enrollment

## Website, resources, and MyAccount



Tell your Enrollment Broker or call customer service to start your MyAccount setup.

PPL will email you a link to get started.

## Website (CA – SDP)

To find the link to MyAccount in our website, please click the Programs Tab on top, Select California, and CA SDP, select MyAccount on the left blue column.

The screenshot shows the PPL website navigation. Step 1 highlights the 'Programs' tab in the top menu. Step 2 highlights the 'California (CA) / CA SDP' link in the breadcrumb trail. Step 3 highlights the 'MyAccount' link in the left sidebar. The right side of the screenshot shows the 'MyAccount' section with a teal header and the text: 'MyAccount has everything you need to make sure your self-direction journey is a success. Designed for participants and caregivers, it lets you complete and check all required paperwork, timesheets, budgets and spending, with a focus on making the enrollment process easy. It'll make smooth sailing of any choppy waters you encounter while you're getting set up, giving you the answers and forms you need, right when you need them.' Below this is a large teal box with the text 'MyA ▶ count Overview'.

Start Here 1 Programs Resources Our Services About Us

Home / Programs / California (CA) / CA SDP 2

Program Notices

For Participants

SDP Network

Overview

What's New

Frequently Asked Questions

Time4Care

3 MyAccount

Log In Details

For Regional Centers & IFs

Contact Us

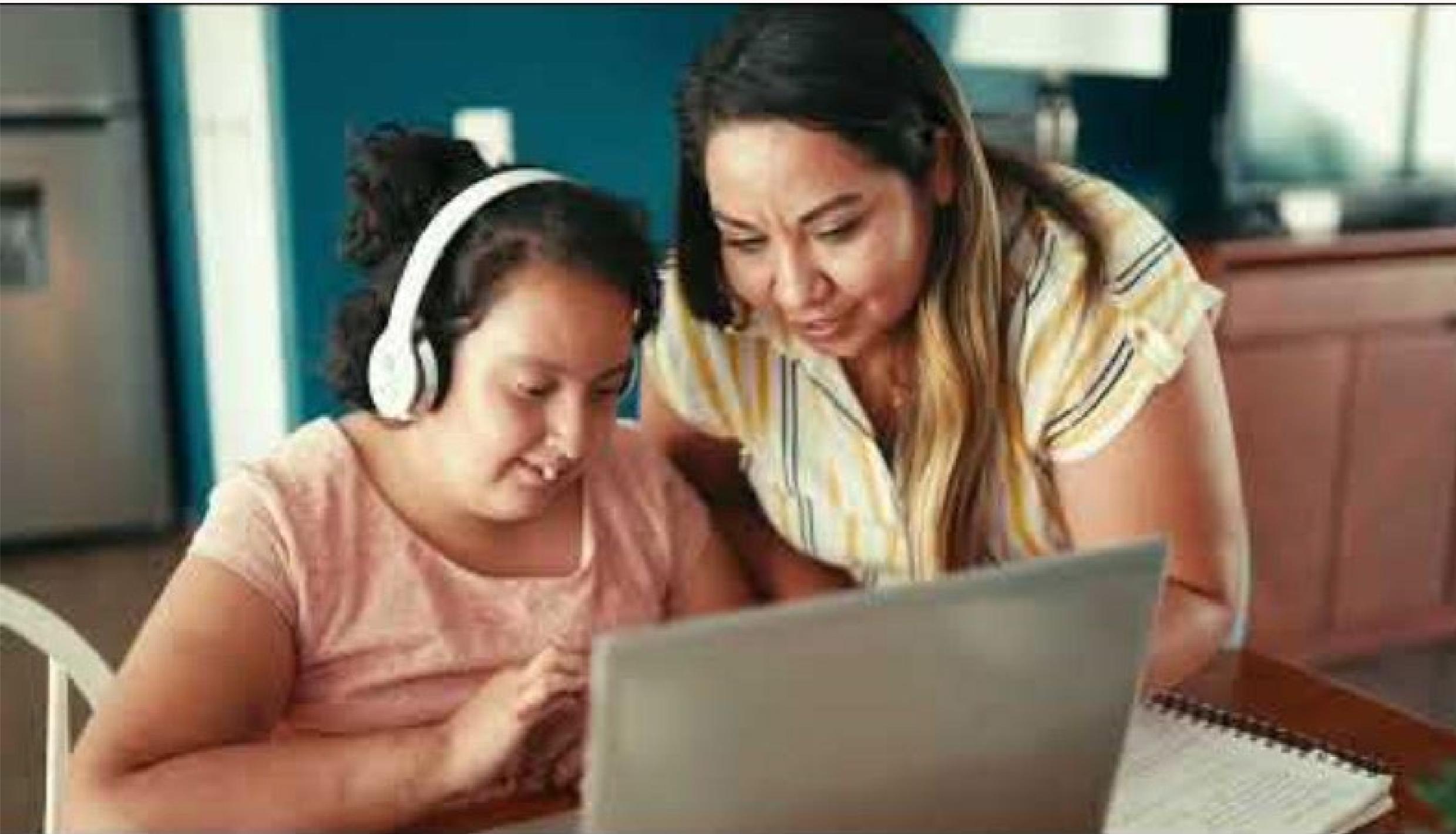
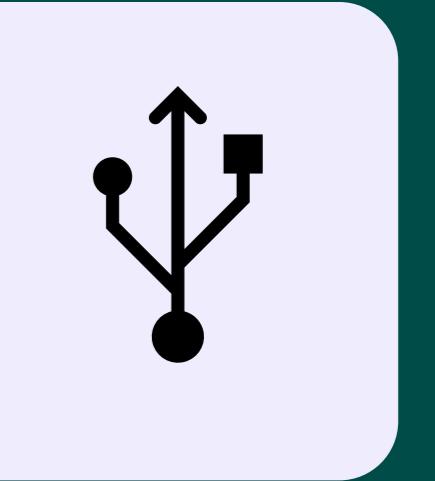
Program Documents

MyA ▶ count Overview

When you enroll in the CA self-determination program (SDP), you choose who provides your support, and control other aspects of your care. You can hire a family member, friend, or another worker of your choosing. If a family



# MyAccount: Simplifying SDP!



**MyAccount lets you complete and check all needed paperwork, timesheets, budgets and spending, with a focus on making the enrollment process and service management easy.**

# MyAccount: Simplifying SDP!



## MyAccount Dashboard

The dashboard features a background image of hands typing on a laptop. It displays a list of enrollment steps:

- My details: Section complete (View)
- My designated representative: Start (Section incomplete)
- My signature: Change (Section incomplete)
- My providers: Start (Section incomplete)
- My programs: Section complete (Change)
- My invoices: View (Section complete)
- My budget and time entries: View (Section complete)
- PPL Connect: View (Section complete)

## Real-Time Budget & Spending Plan Management

The interface includes a navigation bar with Home, Budget, My Providers, Support, Profile, and Log Out. The Budget tab is selected, showing a bar chart for Remaining Budget:

Category	Budget
Personal Care	\$1,214.43
Transportation	\$2,906.67
Good and Services	\$984.13

Below the chart is a table of provider invoices:

Date	Provider	Service	Hours Worked	Clock In	Clock Out	Billable Pay	Status	Review
7/4	John Smith	Physical Therapy	2 hrs 15 mins	2:01 pm	4:16 pm	\$42.57	Submitted	<button>Reject</button> <button>Approve</button>
7/4	John Smith	Physical Therapy	2 hrs 15 mins	2:07 pm	4:20 pm	\$42.57	Saved	

Begin Enrollment by Setting Up MyAccount!

Find your enrollment docs, budget, and payroll  
info here.

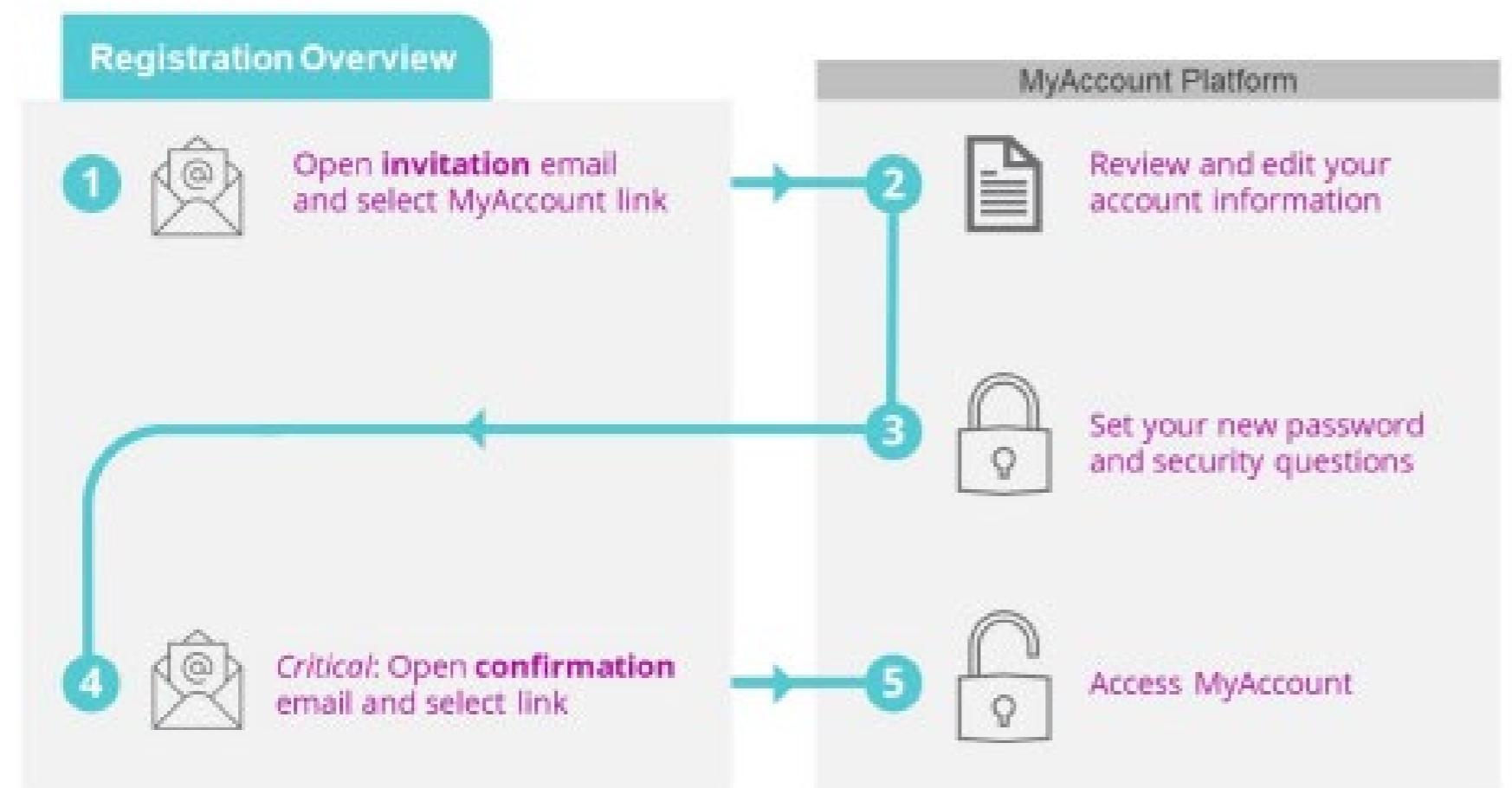


Access Up-to-Date Financial Information

# MyAccount

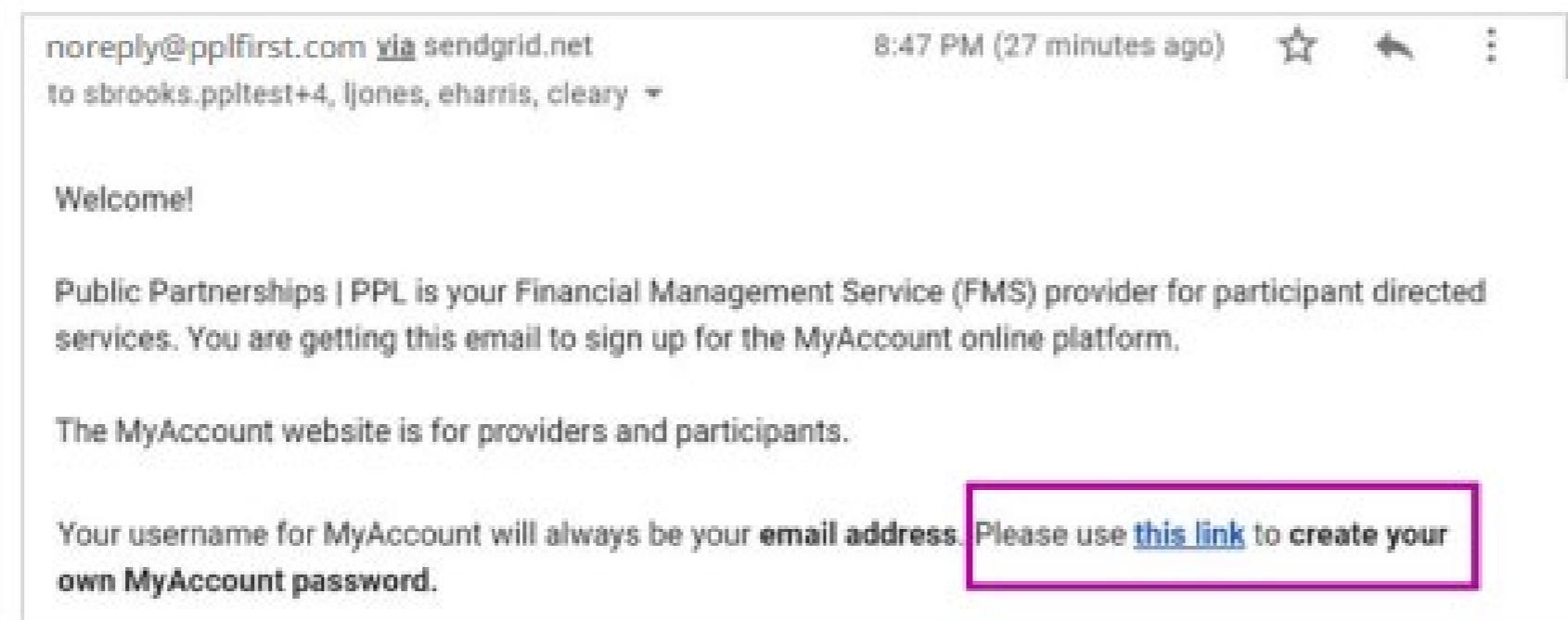
## Set Up Your MyAccount Access

Here are the major actions to register in MyAccount:

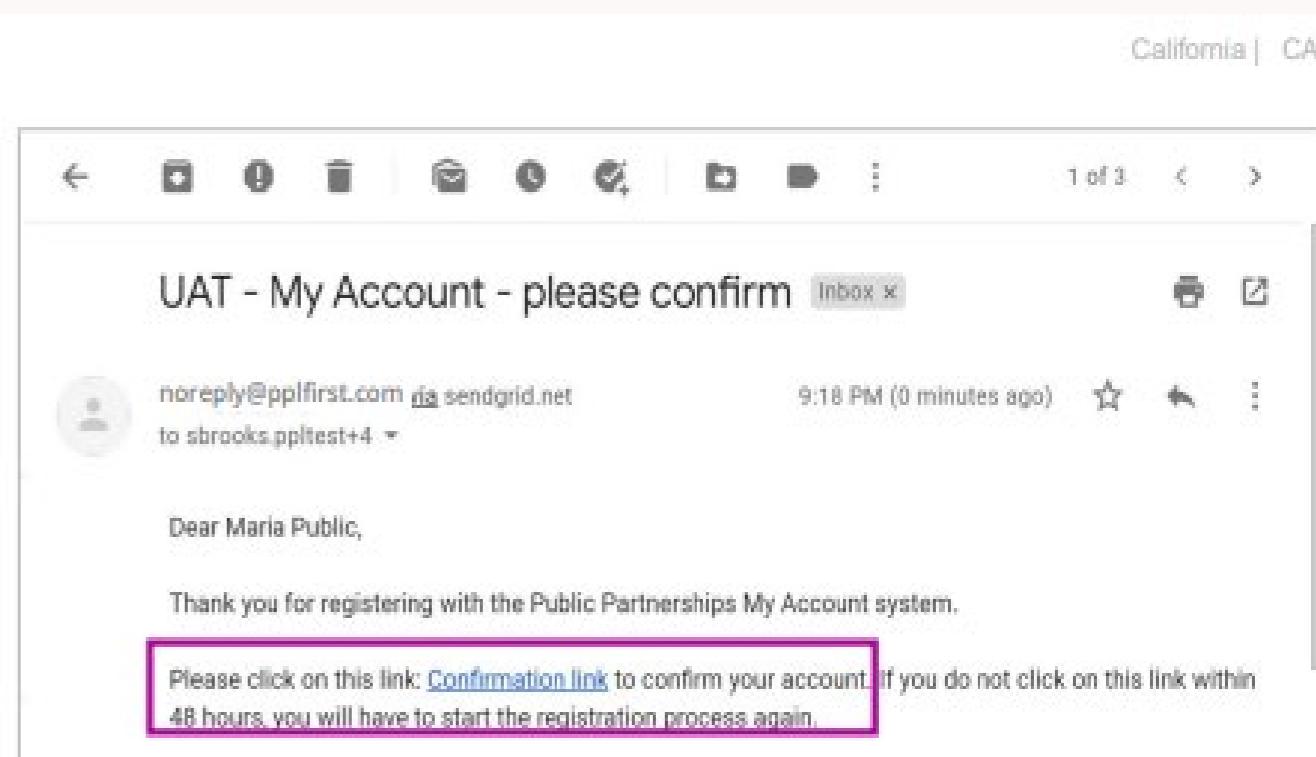


1. Look for an email asking you to register for MyAccount.
2. In your email, open the MyAccount link.
3. In MyAccount, verify that the account name matches the *person receiving care*.
4. Under **MyAccount Login Details**, type a new password and set your security questions.

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



5. Look for a "confirm" email and open the **Confirmation link**.
- NOTE: Must confirm within 48 hours.
6. Now you have MyAccount access. Continue with enrollment or other tasks.





Search mail



Inbox

Starred

Snoozed

Meet

New meeting

Join a meeting



## PPL Invitation Link

Inbox x

noreply@pcgus.com via sendgrid.net

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

8:47 PM (27 minutes ago)



Follow the link

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**.

1

Look for this subject and sender (check Junk folder)



# REGISTRATION

2

Review and correct  
your details

## CA SDP Participant Registration

✓ *Personal  
Information*

 Login Details

 Contact Details

First name\*

Maria

Last name\*



✓ **Personal Information**

 **Login Details**

 **Contact Details**

**Email\***

sbrooks.ppltest+4@gmail.com

**Password\***

.....

.....

**Security Question 1\***

3

**Set a new password  
(replaces your  
Time4Care password)**



Search mail

Compose

Inbox

1

Starred

Snoozed

Meet

New meeting

Join a meeting

Primary

Social

noreply

New

MyAccount – please confirm

noreply

UAT - My Account Invite from Public Partnersh...  
MyAccount Invite from Public Partner...

8:47 PM

Google Community Te.

Steve, finish setting up your new Google Acco...  
Apr 13

0 GB of 15 GB used

Terms · Privacy · Program Policies

Last account activity: 2 hours ago

Details

Look for “confirm”  
email  
(only good for  
48 hours)



Compose



Inbox



Starred



Snoozed

Meet



New meeting



Join a meeting

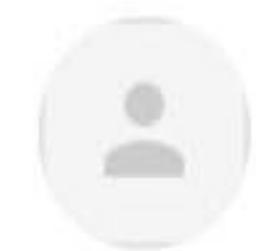


1 of 3



## UAT - My Account - please confirm

Inbox x



MyAccount – please confirm

to sbrooks.ppltest+4 ▾

Follow the link

Dear Maria Public,

Thank you for registering with the Public Partnerships My Account system.

Please click on this link: [Confirmation link](#) to confirm your account. If you do not click on this link within 48 hours, you will have to start the registration process again.

# Participant Packet

## Enrollment Forms



### Employer Agreement

This form sets forth the rules for being an Employer in the California Self-Determination Program (SDP)

### IRS Form 2678

This form is used to authorize PPL to file and pay employment taxes on your behalf.

### DE 1HW Employers of Household Workers

#### Registration and Update Form

This form is used to register you as employer with the Employment Development Department (EDD) for reporting and paying taxes on wages paid to household workers.

### IRS Form SS-4

The form is used to apply for an Employer Identification Number (EIN) for the program.

### CA SDP CA DE 48 Power of Attorney

#### (POA) Declaration

This form is used to authorize PPL to represent you in matters involving the California Employment Development Department (EDD), including handling tax filings and communications on your behalf.

### DE 1378J Application for Elective Coverage of Disability Insurance

This form is used to apply for elective coverage under the state's Disability Insurance (DI) program, providing DI benefits for their employees.

# Vendor Packet

## Enrollment Forms

- Vendor Details
- IRS Form W9
- Services and Rates Form
- Agreement Form



# NEXT STEPS:

Orientation II

Participant's Guide:  
How to Manage  
Your Budget





## Contact Information

Customer Service Hours:  
8 am - 5 pm PST

Customer Service / General Questions:  
844-902-6665

Customer Service Email:  
pplcalifornia@pplfirst.com

# Thank you!