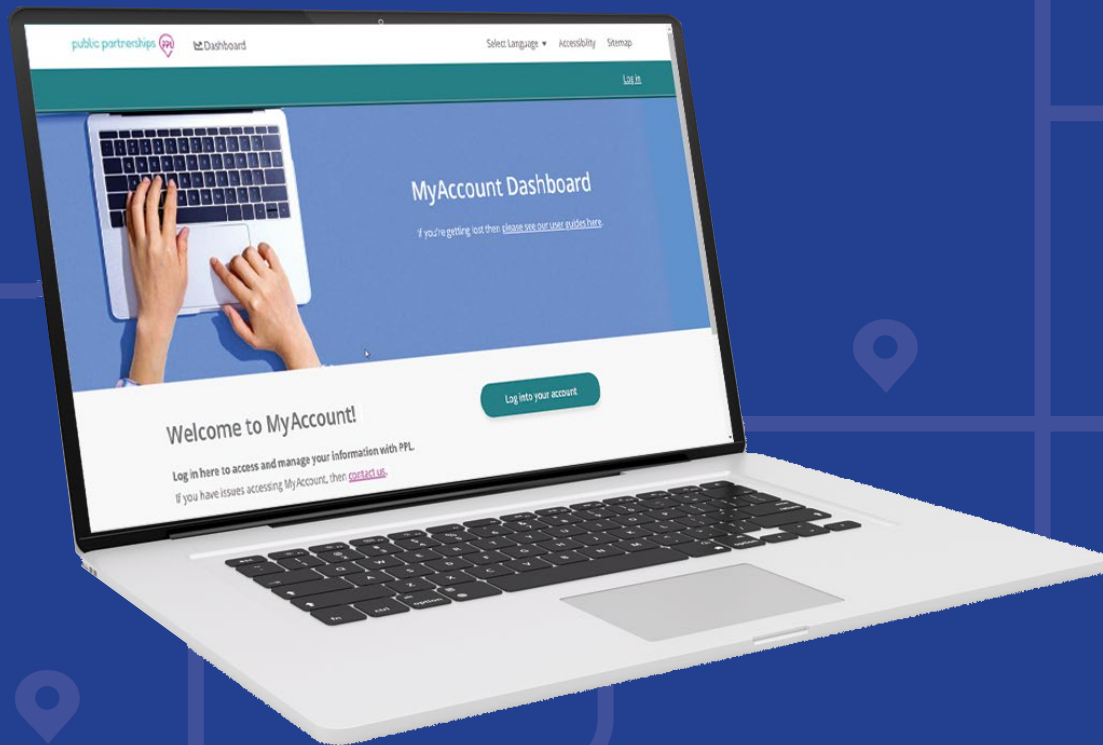
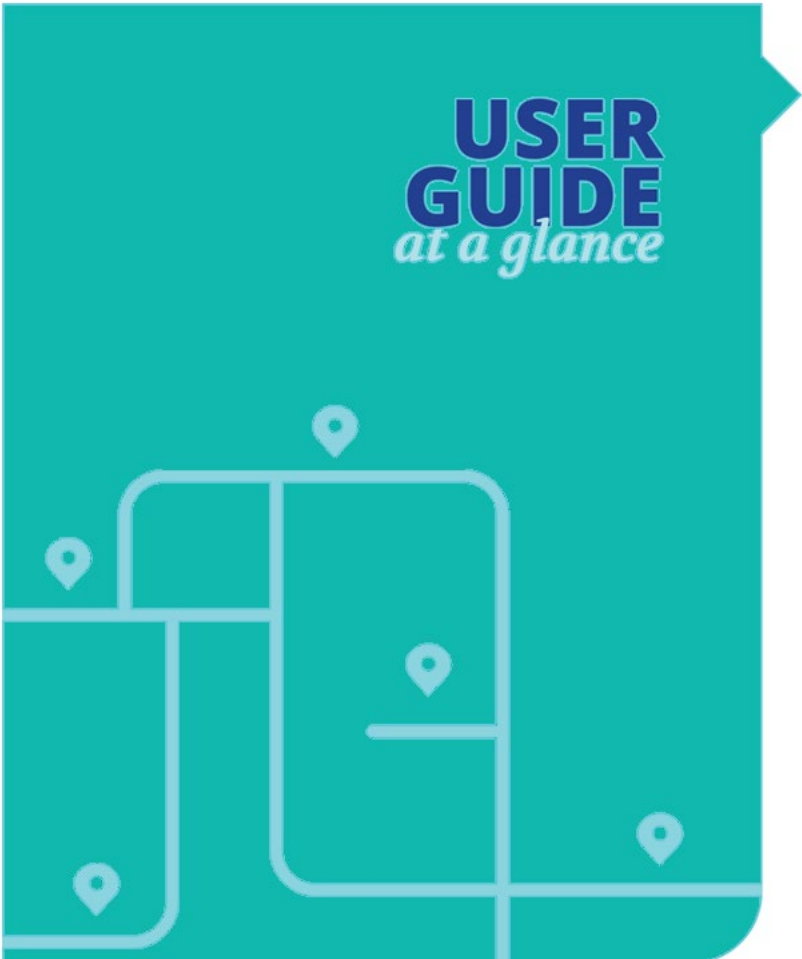


MYACCOUNT

Guide for Participants





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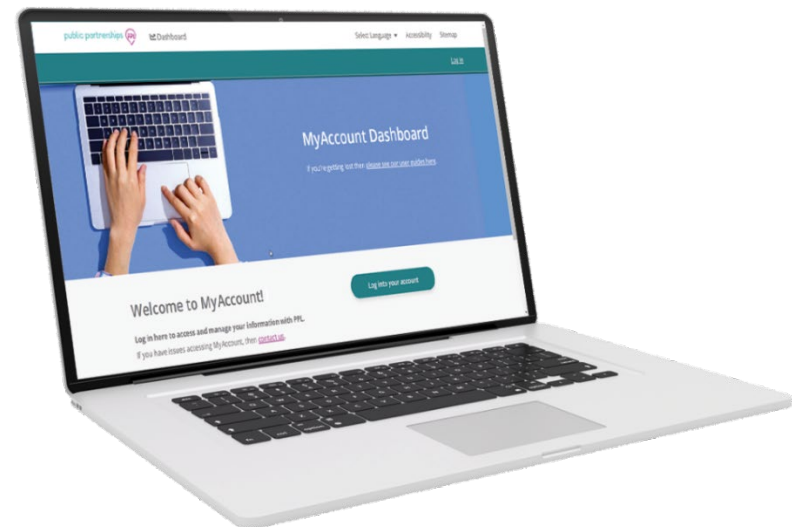
USER GUIDE *at a glance*

WELCOME

The MyAccount platform from Public Partnerships (PPL) is where you'll manage your self-direction information. You will also use it to view information about your employees.

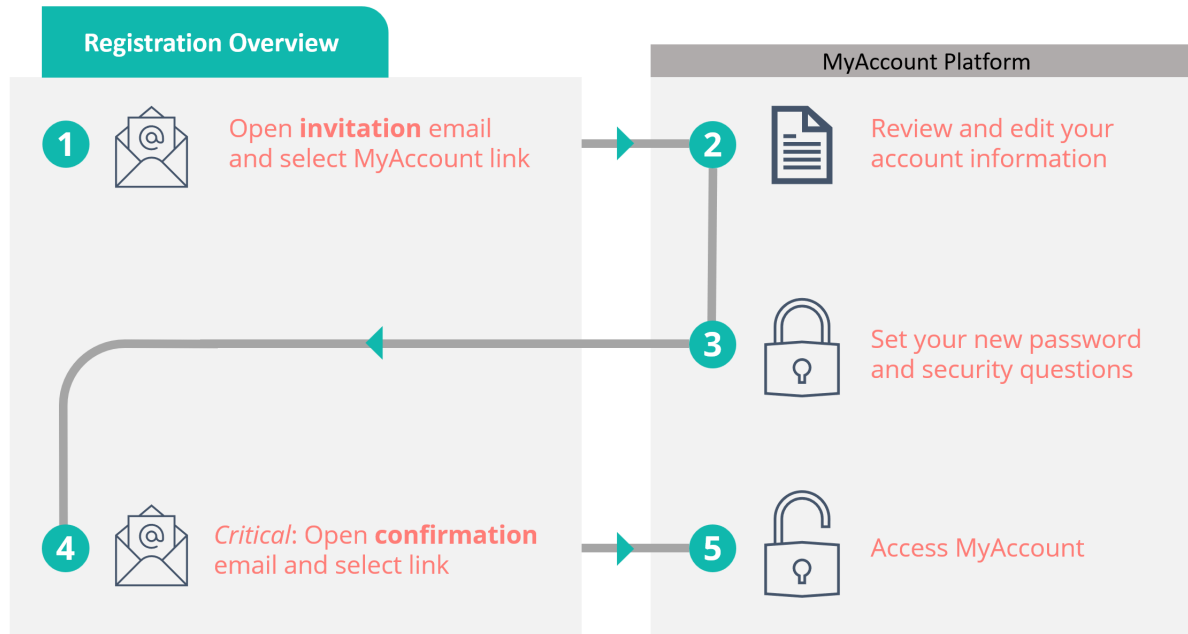
This guide provides:

- How to set up your MyAccount access
- How to enroll as an employer
- How to view and manage your budget



Set Up Your MyAccount Access

Here are the major actions to register in MyAccount:

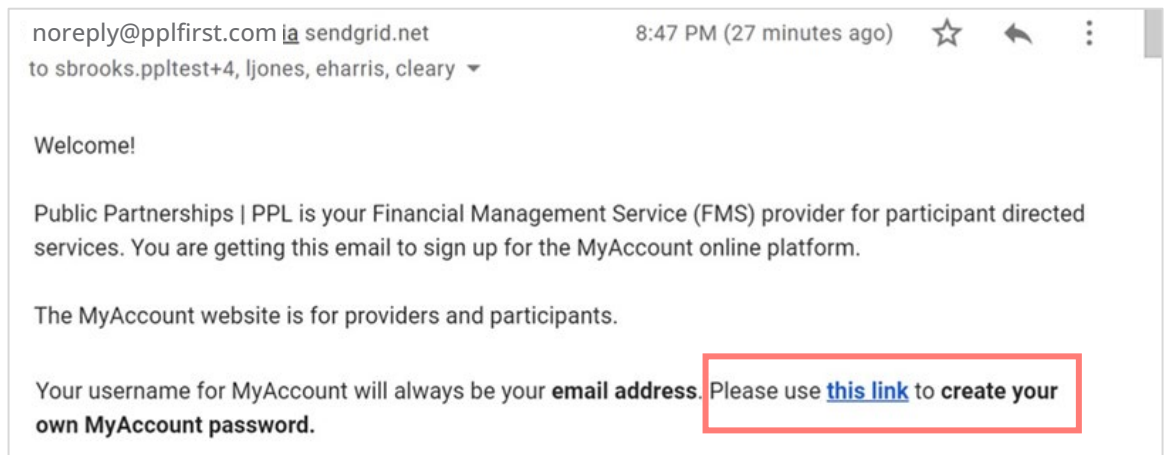


1. Look for an email asking you to register for MyAccount.

Note: This email must be your own—do not share an email with your Provider.

2. In your email, open the MyAccount link.
3. In MyAccount, review and edit your details.
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.

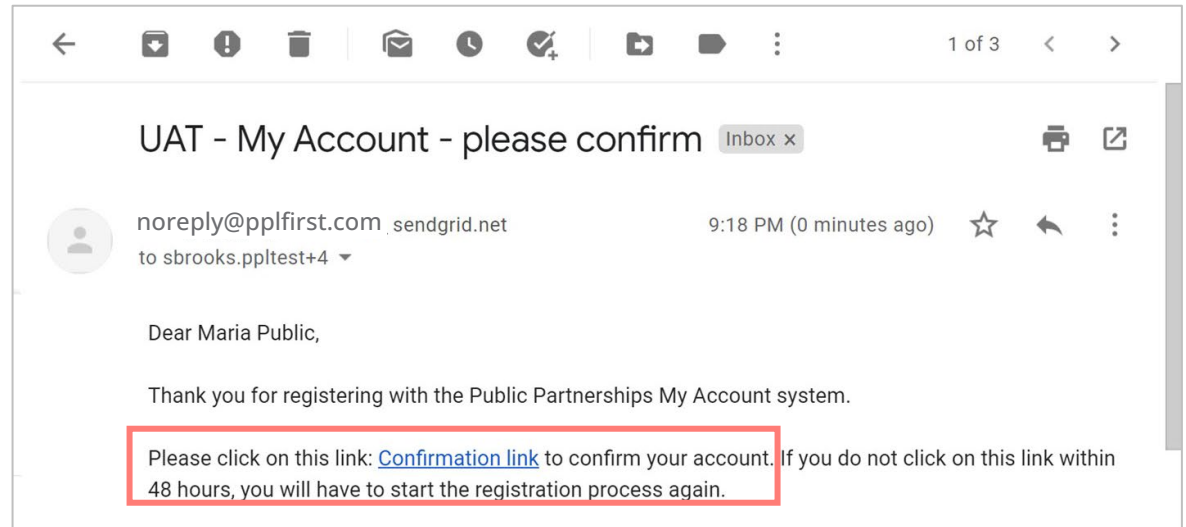


5. Look for a “confirm” email and open the *Confirmation link*.

NOTE: Must confirm within 48 hours.

6. Now you have MyAccount access. Continue with enrollment or other tasks.

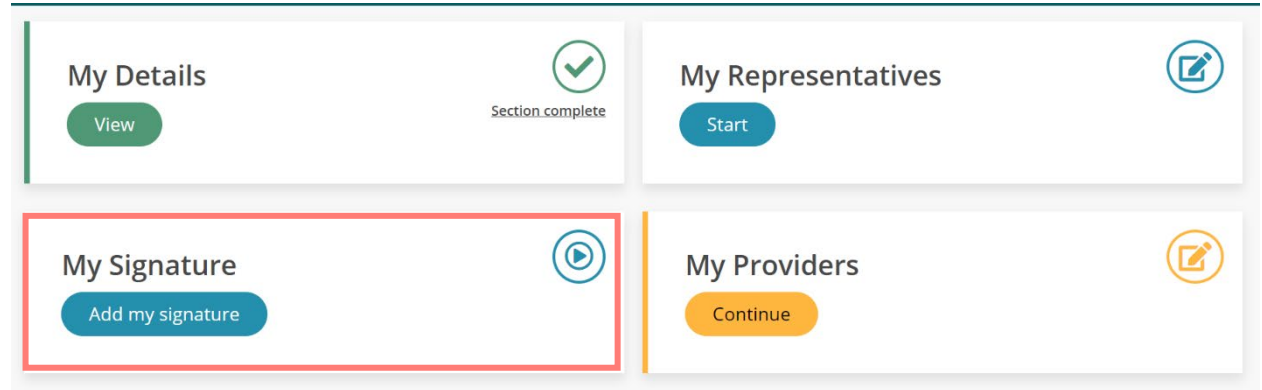
NOTE: If you previously used BetterOnline, your enrollment is already completed.



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**.

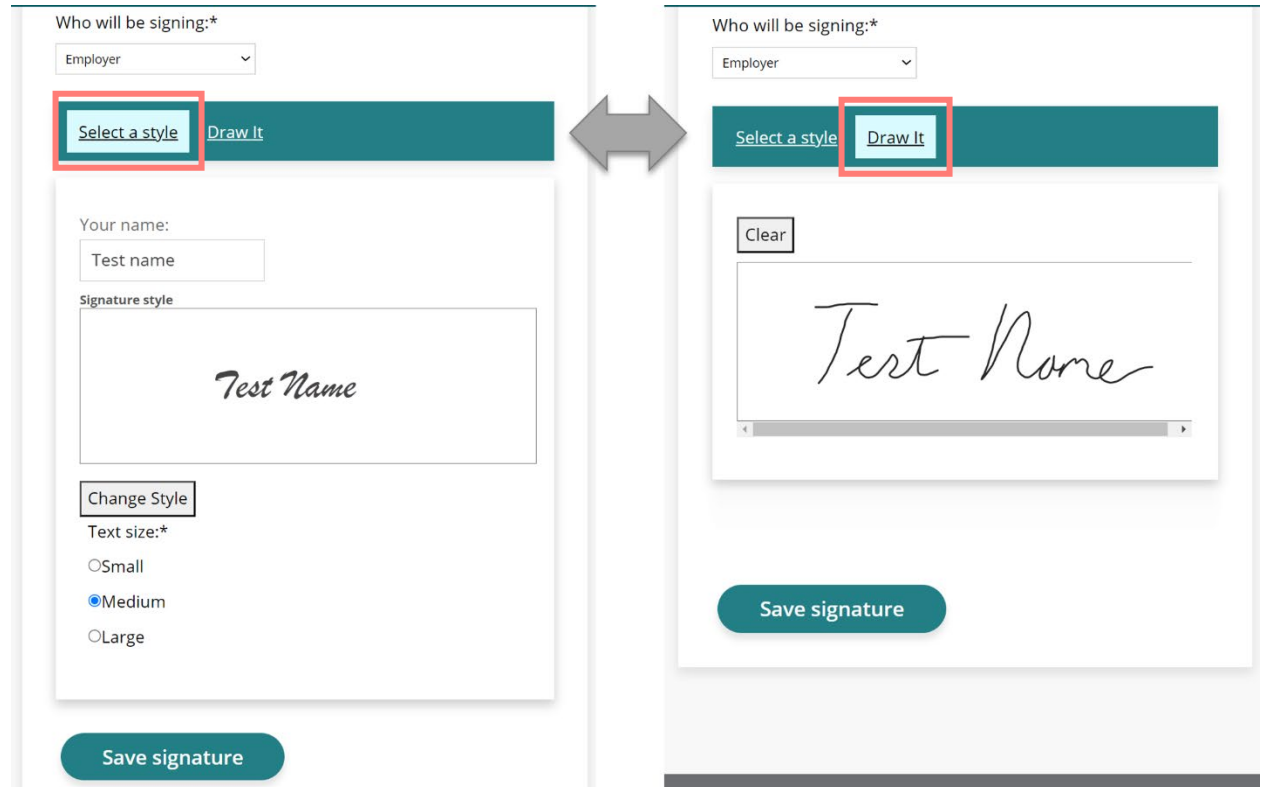


2. Under *Who will be signing*, select **Employer**.

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.

NOTE: If you previously used BetterOnline, your enrollment is already completed.

- 1. On the MyAccount dashboard, select **My Enrollment**.

My Details View	Section complete	My Representatives Start
My Signature Change	Section complete	My Providers Continue
My Enrollment Continue		My Budget and Time Entries View

- 2. Under your summary details, select **Enrollment**.
The other options, like MCO Plan Details, are for reference only.

Ricardo Wah

Participant status: New application
Employer status: New application
Date: 06-21-2024
Program: OHIO HomeCare
PPLID: PA-0074595

Enrollment MCO Plan Details Status History

- Under Employer Information, specify **Who is responsible for employment tasks**.

If you can take responsibility for your employees, select **Self**. If needed, someone else can fill this role, which is called *Employer of Record (EOR)*.

NOTE: The Employer of Record is different from a Designated Representative. The people filling these roles cannot be your Provider (employee).

- Enter the **Employer Identification Number (EIN)**.
- After you agree to the terms and conditions, select **Finish** at the bottom of the page.

✓ Who is responsible for Employment tasks?

[Terms and Conditions](#)

EMPLOYER INFORMATION

The Employer of Record(EOR) is the actual owner of the Self-Directed Supports business and will have a Federal Employer Identification Number (EIN) established in their name. The EOR also manages the providers and approves their time. An Authorized Representative is **not** the EOR.

Who is responsible for employment tasks?*

Self (Participant) ▾

Does the Employer have an existing Employer Identification Number?*

Yes

No

Enter Employer Identification Number (EIN)*

65-4687951

If you have supporting documentation such as a Letter 147C, please upload it here

browse for a file

- In the next section, you can review PDF documents that MyAccount generates from your answers.

NOTE: You do not need to print the forms. They will remain available at any time.

- Select **Close**.
- Wait for Public Partnerships to review and verify your enrollment forms.

Thank you for completing Enrollment! It has been sent to PPL for approval.

Employer Information

Who is responsible for Employment tasks? **Self (Individual)**

Does the Employer have an existing Employer Identification Number? **No**

Enter Employer Identification Number (EIN):

Terms and Conditions

You confirmed you have read and agree with all of the Terms and Conditions of this Enrollment

Enrollment documents

- [OH HomeCare Employer Agreement](#)
- [OH HomeCare 2678](#)
- [OH HomeCare TBOR Declaration of Tax Representative](#)

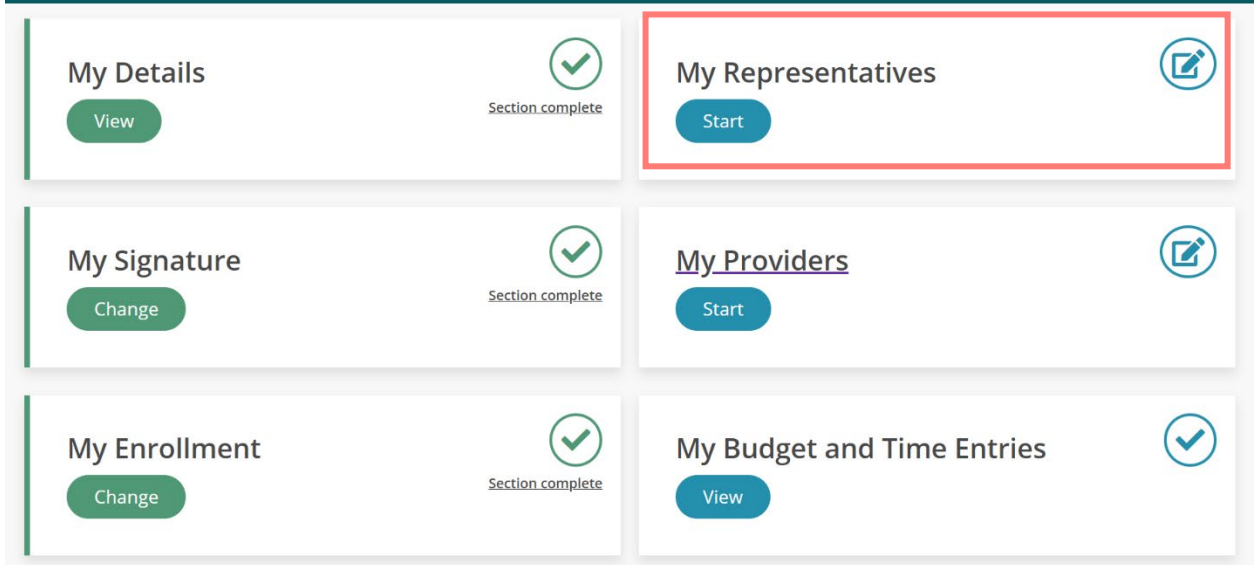
Assign a Representative

If needed, you may ask someone to assist you with your duties. This person is called Designated Representative (or Authorized Representative). Your representative can be any trusted person over the age of 18, including a family member or friend.

Important Information:

- Appointing a Designated Representative is not mandatory.
- The Designated Representative cannot be the Provider.

1. From the MyAccount Dashboard, select **My Representatives**.



2. Select **Add a designated representative**.
3. Select **Create my designated representative**.

MY DESIGNATED REPRESENTATIVE

i In your program, you may select a person to act as your designated representative. Usually this person is authorized to receive information on you and the program to assist you or the employer in administrative duties. Your designated representative can be anyone, over the age of 18, you trust to help you in this program. This includes a family member or friend who may live close to you or live out of state.

Add a designated representative

4. Enter the representative's details.

✓ Representative Details

✎ Contact Details

Representative Details

Representative First Name*

Max 30 characters. remaining 23

Representative Last Name*

Max 30 characters. remaining 25

Representative Social Security Number*

5. Under **Contact Details**, confirm if the representative can receive email.
- The representative will receive an invite to the email you enter.
6. Select **Finish** at the bottom of the page.
7. Tell the Designated Representative to open the email and find the link to MyAccount.

✓ Representative Details

✎ Contact Details

Representative Contact Details

Does the representative have an email address or mobile phone to register for MyAccount and complete their enrollment online?*

Yes

No, this person will not register for MyAccount and needs to complete their enrollment on paper

How will the representative register?*

Email

Mobile

Representative Email*

Disassociate a Designated Representative

If needed, you can select the Disassociate button to remove the Designated Representative from your account.

This action is instant. The representative will no longer have access.

But, the representative will still appear in your records with “Disassociated” status.

Hire a Care Provider

As a Participant, you can hire one or more care Providers. The Provider can be a family member, friend, or anyone who meets the program requirements.

1. On the MyAccount Dashboard, select **My Providers**.

The screenshot shows a grid of six dashboard sections. Each section has a title, a button, and a status indicator. The 'My Providers' section is highlighted with a red border.

My Details View Section complete	My Representatives Start
My Signature Change Section complete	My Providers Start
My Enrollment Change Section complete	My Budget and Time Entries View

2. Select **Hire a New Provider**.

The screenshot shows the 'MY PROVIDERS' section. It features a red header with a woman's image and the text 'MY PROVIDERS'. Below the header is an information icon and a paragraph: 'Your providers are the people who care for and support you in your program. These people can be authorized family members or friends who meet the program requirements.' At the bottom right, a button labeled 'Hire a new provider' is highlighted with a red box.

3. Select **Add provider to this program**.

The screenshot shows a form for adding a provider. It includes the text 'Please choose a program for this provider:' followed by a dropdown menu with 'OHIO Home' selected. Below the dropdown is a button labeled 'Add provider to this program'.

- 4. Under Provider Type, select **Self-Directed Caregiver**.

Provider Details

Provider Type

Choose a Provider Type*

Self-Directed Caregiver

Vendor

- 5. Complete the basic Provider information.

- 6. Choose whether the Provider has an email address for online enrollment.

NOTE: Using email (choosing **Yes**) provides the fastest enrollment. If you select **No**, tell your Provider to contact Public Partnerships for enrollment instructions.

Provider Details

Service Details

Provider Contact Details

Does the provider have an email address or mobile phone to register for MyAccount and complete their enrollment online?*

Yes

No, this person will not register for MyAccount and needs to complete their enrollment on paper

How will the provider register?*

Email

Mobile

Provider Email*

maliee321@gmail.com

7. Under **Provider Services**, specify your authorized services and pay rates.

NOTE: Be sure the services and rates meet your authorized service plan. If your pay rate needs to be changed after enrollment, contact your PPL Customer Service.

8. Wait for the Provider to complete enrollment.

NEXT STEPS:

- View your provider's enrollment progress
- Approve your provider's enrollment

Provider Details

Provider Services

The service code identifies the type of Self-Directed Support so we can accurately assist the Individual.

! IMPORTANT: We need to know the hourly rate of pay, not the hourly rate plus Employer taxes or other costs. For example: If a person works in a job, they can tell you how much money they make per hour. That's the information you write in the "Hourly Rate".

RN Services

- RNIV-L: RN-IV Therapy (>12Hrs, <16Hrs)**
- RNIV-L-U2: RN-IV Therapy-2nd Visit (>12Hrs, <16Hrs)**
- RNIV-L-U3: RN-IV Therapy-3rd Visit (>12Hrs, <16Hrs)**

RNIV-L: RN-IV Therapy (>12Hrs, <16Hrs) Base Wage Hourly Rate*

Minimum hourly rate is 10.45

RNIV-L: RN-IV Therapy (>12Hrs, <16Hrs) Unit Wage Hourly Rate*

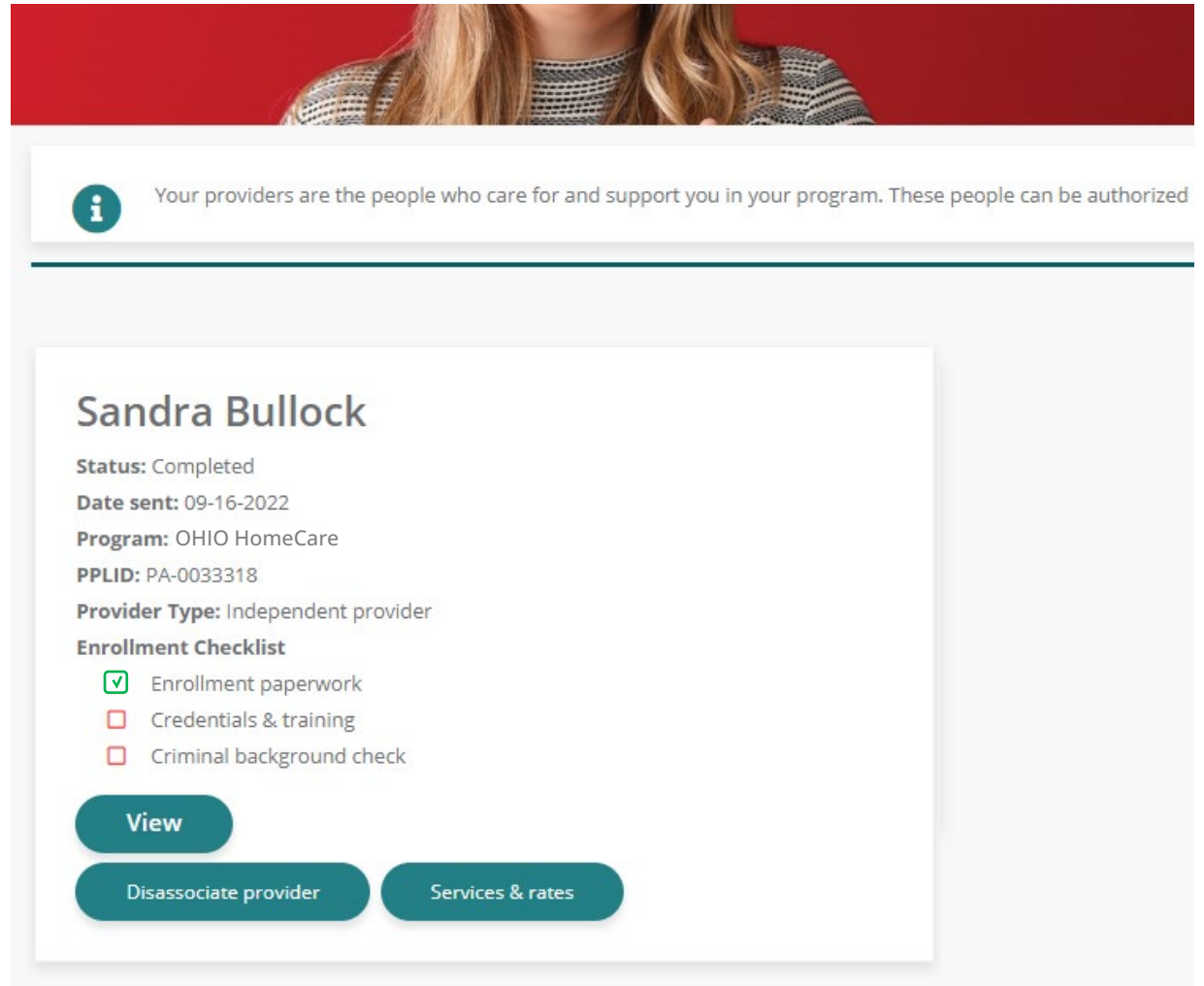
Minimum hourly rate is 10.45

View Provider Enrollment Progress

You can view the enrollment progress of your provider.

1. As before, select **My providers** from the MyAccount dashboard.
2. For a quick status, look at the enrollment checkboxes:
Red—Still incomplete.
Green—All steps completed.
3. For more details, select **View**.

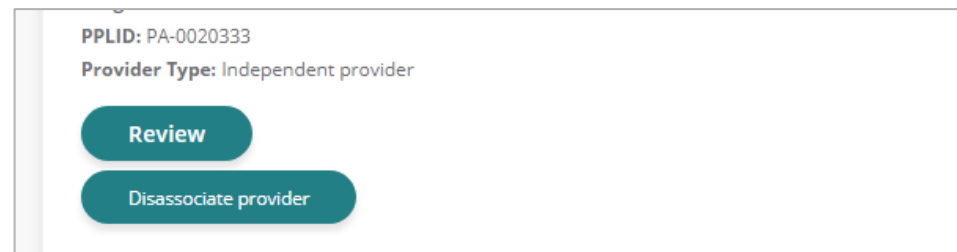
NOTE: If you notice inaccurate information, ask your provider to update it and resubmit their enrollment.



The screenshot shows a user interface for viewing provider enrollment progress. At the top, there is a red banner with a photo of a woman. Below it, an information icon (i) is followed by the text: "Your providers are the people who care for and support you in your program. These people can be authorized". A horizontal line separates this from the main content area. The main content area features a white card for a provider named Sandra Bullock. The card displays the following information: Status: Completed; Date sent: 09-16-2022; Program: OHIO HomeCare; PPLID: PA-0033318; Provider Type: Independent provider. Below this is an "Enrollment Checklist" with three items: "Enrollment paperwork" (checked with a green box), "Credentials & training" (unchecked with a red box), and "Criminal background check" (unchecked with a red box). At the bottom of the card are three buttons: "View", "Disassociate provider", and "Services & rates".

Approve Provider Enrollment

1. Once your Provider has submitted the enrollment documents, return to the My providers page and select **Review**.
2. After you verify the enrollment information, scroll to the bottom and select **Sign and submit**.



The screenshot shows a user interface for reviewing provider enrollment. It displays the following information: PPLID: PA-0020333; Provider Type: Independent provider. Below this are two buttons: "Review" and "Disassociate provider".

Hire a Vendor

If you receive services from a vendor, you will need to hire them through MyAccount.

Note: In MyAccount, a vendor is also known as a “Provider.”

You are required to complete all information marked with an asterisk (*).

1. On the MyAccount Dashboard, select **My Providers**.

The screenshot shows a dashboard with four main sections arranged in a 2x2 grid:

- My Details:** Includes a 'View' button and a 'Section complete' status with a green checkmark icon.
- My Representatives:** Includes a 'Start' button and an edit icon.
- My Signature:** Includes a 'Change' button and a 'Section complete' status with a green checkmark icon.
- My Providers:** Includes a 'Start' button and an edit icon. This section is highlighted with a red border.

2. Select **Hire a New Provider**.
3. Select **Add provider to this program**.
4. Under Provider Type, select **Vendor**.
5. In the search box, enter the vendor's name because they may already exist in the system.

If found, select **Next** and **Confirm**. Wait for the vendor to complete enrollment.

If not found, select the option to register a new vendor.

The screenshot shows the 'Provider Details' form with the following elements:

- Provider Type:** A section header with a teal background.
- Choose a Provider Type*:** A radio button selection area where 'Vendor' is selected and highlighted with a red box. The other option is 'Support Service Professional (SSP)'.
- Vendor Details:** A section header with a teal background.
- Search:** A text input field labeled 'Enter Vendor Name *' with a 'Search' button. The search field is highlighted with a red box.
- Registration Option:** A checkbox labeled 'Select if you can't find the Vendor and need to register a new Vendor' is highlighted with a red box.

6. If adding this vendor, complete the basic information.

Note: The **Vendor TIN** (Tax Identification Number) is required. Your vendor will need to provide it to you.

Vendor Name*

Leslie Test

Max 250 characters. remaining 239

Doing Business As (DBA)

Max 30 characters. remaining 30

Vendor TIN

76-5679844

Vendor Contact Name

First Name

Leslie

Max 30 characters. remaining 24

7. At the bottom, select **Next**.
8. Choose whether the vendor can complete enrollment online.

Choosing **Yes** and providing an **Email** is the fastest enrollment method.

If you choose **No**, or do not provide an Email, then tell your vendor to contact Public Partnerships for enrollment instructions.

9. Complete the contact information.
10. At the bottom, select **Next**.
11. At the bottom, select **Finish**.
12. Review the summary and select **Confirm**.
13. Wait for the vendor to complete enrollment.

Vendor Contact Details

Do they have an email address or mobile phone to register for MyAccount and complete their enrollment online?*

Yes

No, they will not register for MyAccount and need to complete their enrollment on paper

Disassociate a Provider

If you need to end employment for a care Provider, use the disassociate feature in MyAccount.

After disassociation, the Provider remains in MyAccount in case you need to restore or rehire that person.

1. On the MyAccount dashboard, select **My Providers**.
2. Under the Provider's name, select **Disassociate provider**.
3. Enter a **Disassociation Date** when the Provider will no longer provide care.

After this date, the Provider can no longer submit time entries.

4. Choose a **Disassociation Reason** and select **Finish**.
5. Select **Confirm**.

NOTE: The dismissed Provider will continue to appear under your information, as required by the program.

Restore a Provider

If the Provider was disassociated recently (less than 6 months), you can Restore their employment.

The Provider will not need to do anything.

1. On the MyAccount dashboard, select **My Providers**.
2. Under the Provider's name, select **Restore provider**.
3. Select **Review** to check that the Provider information is still valid.
4. Select **Sign and Submit**.

PROVIDER DISSOCIATION

This provider will not be able to submit dates of service worked after the disassociation date you have selected below.

- If this provider is in a pending disassociation status, the provider has up to 30 days after the disassociation date to submit any remaining timesheets for payment.
- If this provider is in a disassociation status, the provider is now disassociated and your employment relationship is no longer active

Disassociation Date
*

Disassociation Reason*

- 1 - Provider quit due to dissatisfaction with VA CCC+ Program
- 2 - Provider quit due to dissatisfaction with pay
- 3 - Provider quit due to scheduling reasons
- 4 - Provider quit for unknown reasons
- 5 - Provider was let go due to performance issues
- 6 - Provider was let go due to participant dissatisfaction
- 7 - Provider was let go due to scheduling issues
- 20 - Other

Edward Employee

Status: Pending
Date sent: 03-30-2022
Program: OHIO Homecare
PPLID: PA-0015833

Provider is Pending Disassociation

View

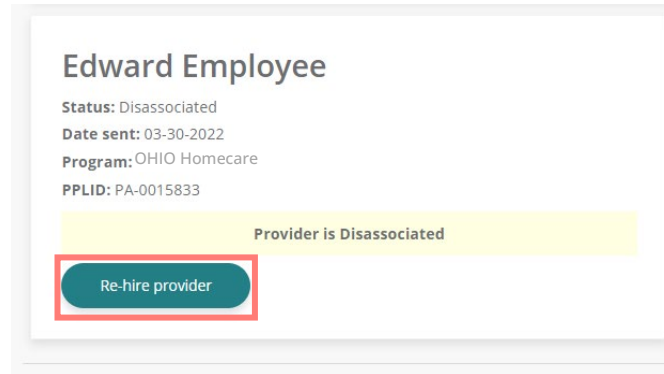
Restore provider

Re-hire a Provider

For a Provider disassociated longer than 6 months ago, you can use the re-hire feature.

The Provider will need to complete the enrolment information again.

1. On the MyAccount dashboard, select **My Providers**.
2. Under the Provider's name, select **Re-hire provider**.
3. The Provider can now open MyAccount and complete the enrollment questions.



Manage Budget and Time Entries

IMPORTANT: For approving timesheets, you should *not* use MyAccount. Instead, use your Electronic Visit Verification (EVV) system to satisfy EVV requirements.

Use MyAccount to view interactive charts that help you manage your authorizations, or “budget.”

1. Under the MyAccount dashboard, select **My Budget and Time Entries**.

The screenshot shows a grid of six dashboard cards. Each card has a title, a button, a status indicator, and an edit icon. The 'My Budget and Time Entries' card is highlighted with a red border.

Section	Action	Status	Edit Icon
My Details	View	Section complete	✎
My Representatives	Start		✎
My Signature	Change	Section complete	✎
My Providers	Start		✎
My Enrollment	Change	Section complete	
My Budget and Time Entries	View		✓

2. Under the **Budget and Service Authorizations** tab, view a summary of spending compared to your budget.
 - a. To see spending for a specific service or budget period, use the **Filter Options**.
 - b. To see amounts and percentages, hover your mouse over the graphic.

The screenshot displays the 'Budget and Service Authorizations' summary page. It includes a navigation bar, a main content area with a donut chart, and a 'Filter Options' sidebar.

Showing: Total - 488.23 Hour(s)

Filter Options:
 Program Budget: Monthly
 Total [Dropdown]
 Budget Period: Aug.1, 2022 to Aug.31, 2022 [Dropdown]

Donut Chart Legend:

- 30.78 Hour(s) awaiting your approval
- 40.78 Hour(s) in process
- 20.00 Hour(s) paid to providers and goods/services
- 396.67 Hour(s) available to spend

Spent 20.00 (4%) (indicated by a tooltip over the small blue slice)

Available (indicated by the large orange slice)

- Under the **Review & Approve** tab, you can see how many hours you have remaining for each service type.

NOTE: If you see an orange bar below the service bar, it shows you how much time has been submitted for approval.

Note: At the bottom of the page, you have the option to approve a time entry. However, you should use your EVV system instead.

Date	Provider	Service	Hours Worked	Clock In	Clock Out	Amount	Status	Action
09/13	Amy Attendant	RSP	4 hrs 0 min	12:00 PM	4:00 PM	\$35.72	Submitted	Approve Reject

Privacy Policy Site Map public partnerships PPL

4. Under the **Spending History** tab, you can view all the time entries from your employee.
- Use the filters to limit what appears.
 - Use the **Print** button to export the information to a spreadsheet.

Budget and Service Authorizations
Review & Approve **1**
Spending History
Copay

Date Range

Aug.23, 2022 to Sep.20, 2022
▼

Provider

Any
▼

Status

Any
▼

Service

Any
▼

Total Hours Worked: **15 hrs 59 mins**

Total Payable Hours: **16 hrs 0 min**

Total Billable Pay: **\$206.40**

Print

Time Entries

Date	Provider	Service	Hours Worked	Clock In	Clock Out	Billable Pay	Status	Review Date
▼ 09/13	Amy Attendant	PAS	3 hrs 59 mins	4:01 PM	8:00 PM	\$59.40	Good to Pay	09/14
▼ 09/11	William Worker	RSP	12 hrs 0 min	8:00 AM	8:00 PM	\$147.00	Good to Pay	09/14

Approve Expense Invoices

Follow these steps to approve payments for expenses like a home upgrade.

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

The screenshot shows a dashboard with five main sections. Each section has a title, a button, and a status icon. 'My Signature' has a 'Change' button and a 'Section complete' status. 'My Providers' has a 'Start' button and a pencil icon. 'My Enrollment' has a 'Change' button and a 'Section complete' status. 'My Budget and Time Entries' has a 'View' button and a checkmark icon. 'My Invoices' has a 'View' button and a checkmark icon, and is highlighted with a red border.

- 2. Under the list of invoices, find the one needing approval and select **View Details**.

The screenshot shows the 'My Invoices' page. At the top right is an 'Approve' button. Below it are filters for 'From', 'To', 'Filter by status', and 'Filter by Provider'. The 'Filter by status' dropdown is set to 'All invoices'. Below the filters is a table with the following data:

Status	Invoice Number	Date	Provider Name	Amount	Action
<input type="checkbox"/> Approved	UAT 304701	1/16/2024	Kevin Suns	\$37.990	View Details
<input type="checkbox"/> Waiting approval	1554	2/28/2024	DanVendor95	\$37.185	View Details

The 'View Details' button for the 'Waiting approval' invoice is highlighted with a red border.

3. Check the details for correct dates, amounts, and service code.

4. If needed, select **Reject** next to a line item (you must also select a Rejection reason).

This individual item will be returned to the vendor or provider, along with the reason for rejection.

5. For the entire invoice, select either **Approve** or **Reject** at the bottom.

Caution: Choosing Reject sends the entire invoice back.

Edit Invoice

Invoice Information

Individual DDD:* Phoenix Book
Invoice date:* 2/28/2024
Phone: 16534537685
Email: bohdanpptest+3295@gmail.com
Address: 761 Pelham Ave, Warminster, Bucks, 18974-2507, PA, United States of America
FEIN: PR-0046338
Invoice number: 1554
Provider: DanVendor95

Start time	End time	Service date	Service code	Receipt	Service Unit	Rate \$	Total cost \$	Rejection reason	Action
		2/1/2024	W7271		55.5	0.67	37.185	Please select...	Reject

Invoice total: \$37.185

Approve **Reject** Close