



What to Expect from PPL During Your Ohio HomeCare Enrollment

Welcome to the Ohio HomeCare Program! Public Partnerships LLC (PPL) will contact you soon to confirm your information and help complete your enrollment. Here's what to expect and how to prepare for the process.

Watch for Communication from PPL

- PPL will call you to verify your information. The call may show as 623-2777-5999 or "Unknown Caller."
- You will also receive emails from PPL. Check your junk mail if you don't see these emails in your inbox.

What PPL Will Ask During the Call

The first call will take about 30 minutes. PPL will ask for the following:

- 1. Your Demographics:** PPL will verify your personal information to meet HIPAA requirements (like address and phone number).
- 2. Employer of Record (EOR):** You will confirm who will serve as your EOR and provide the Employer Identification Number (EIN) if they already have one.
- 3. Your Care Provider:** It is preferred that you have a provider ready before enrollment.
 - If you do not have a provider, PPL will enroll you but will not follow up to find one for you.
 - If you are fully enrolled but still missing a provider, you may be marked as inactive after 30 days. You can reactivate your case by contacting your Enrollment Specialist (ES) once you have a provider.

Next Steps — Scheduling the Paperwork Call

At the end of the first call, PPL will schedule a follow-up meeting to complete your enrollment paperwork. This call will include you, your EOR, and your provider.

- Please be prepared to block 1 hour for this meeting.

How to Prepare for the Calls

- 1.** Write down your EOR and provider details before the call.
- 2.** Make sure you, your EOR, and your provider are available for the paperwork call.
- 3.** Make sure each individual has a unique phone number and email address.

If you have questions or need help, reach out to PPL Enrollment support:

Email Address: PPLOHCC@pplfirst.com

Thank you for enrolling in Ohio HomeCare! We look forward to working with you.