

SELF DIRECTION QUESTIONS

Who Do I Contact?



CUSTOMER SERVICE PHONE:

1-866-912-2986
M-F 7am-6pm est



CUSTOMER SERVICE FAX:

1-833-935-0904



CUSTOMER SERVICE EMAIL:

PPLODAPassport-cs@pplfirst.com

Please allow 48 hours for email response

If sending paperwork through email, please allow up to 48 hours before it is received in the system for processing.

- Request check stop payments
- Ask about employee Direct Deposit enrollment & status
- Change employee payment preferences
- Request for paper mailing to be sent (paystubs)
- Reset a BetterOnline™ or Time4Care™ username or password for members or providers.
- Identify timesheet payment amount(s), assist with review in Time4Care
- Inquire about an "online error" preventing a timesheet from being submitted
- Inquire about any technical issues preventing a timesheet from being submitted via Time4Care
- W-2 information
- Verification of Employment
- Report issues with Time4Care or MyAccount
- Explain what timesheet pend messages are and what they mean
- Identify timesheet payment amount(s)
- Inquire about the status of submitted timesheets
- Change employee payment preferences
- Change in Member address
- Report an instance or allegation of abuse, neglect, exploitation or fraud



PPL ENROLLMENT TEAM EMAIL:

PPLODAPassport@pplfirst.com

For enrollment referrals, forms, updates and rate changes

- Directly assist workers with enrollment in the Program
- Provide instruction and training on timesheets to Members and Employees
- Provide instruction and training on the Time4Care mobile application
- Check on the status of an employee's enrollment packet
- Change an employee rate
- Enroll a new employee
- Change Authorized Representatives
- Report an employee termination of employment

After consulting with customer service or enrollments, the authorization team can assist as needed.

- Questions about authorization files, missing or incorrect authorizations
- Changes in authorizations
- Any questions in relation to a participants auth including pending timesheets due to missing or exhausted auths
- Questions about the SAR file load

For additional program information go to: <https://www.publicpartnerships.com/state-programs/ohio/oda-passport-program/ohio-oda-passport-program-overview> and find forms, FAQ and other helpful resources.