



30-Day Time Submission Frequently Asked Questions (FAQ)

What Is Changing?

To ensure work shifts are being properly submitted and Attendants can document the tasks performed accurately and timely, Attendants must submit tasks performed and shifts within 30 calendar days from the date of service. If shifts are not submitted within 30 calendar days, the shifts may be denied unless the shifts meet one of 5 exceptions.

Why Is This Changing?

In the past, Attendants could wait to submit their time for up to 1 calendar year from the date worked. This led to billing errors as well as time worked discrepancies. This change will ensure Attendants are paid accurately and in a timely manner.

Who Does The 30-Day Time Submission Rule Apply To?

All attendants (current and new). This also applies to live-ins.

When Does The 30-Day Time Submission Rule Begin?

January 1, 2025.

Are There Any Exceptions To This Rule?

Yes! There are 5 reasons that could be an approved exception to this rule.

1. Eligibility Delay
2. Enrollment Delay
3. DSS/VSP Criminal Background Delay
4. Service Authorization Delay
5. On Hold/Inpatient Delay

If shifts are not submitted within 30 calendar days and no exception has been approved, the shifts may be denied, and the Attendant may lose the right to compensation for the shift in question.

If I Need Help To Better Understand This Change, Who Can I Contact For Help?

Please contact PPL's Customer Service by phone, 1-833-549-5672, or by email at pplva@pplfirst.com.

Resources will also be available at www.pplfirst.com.

Get more information about your program:

Pplfirst.com/programs