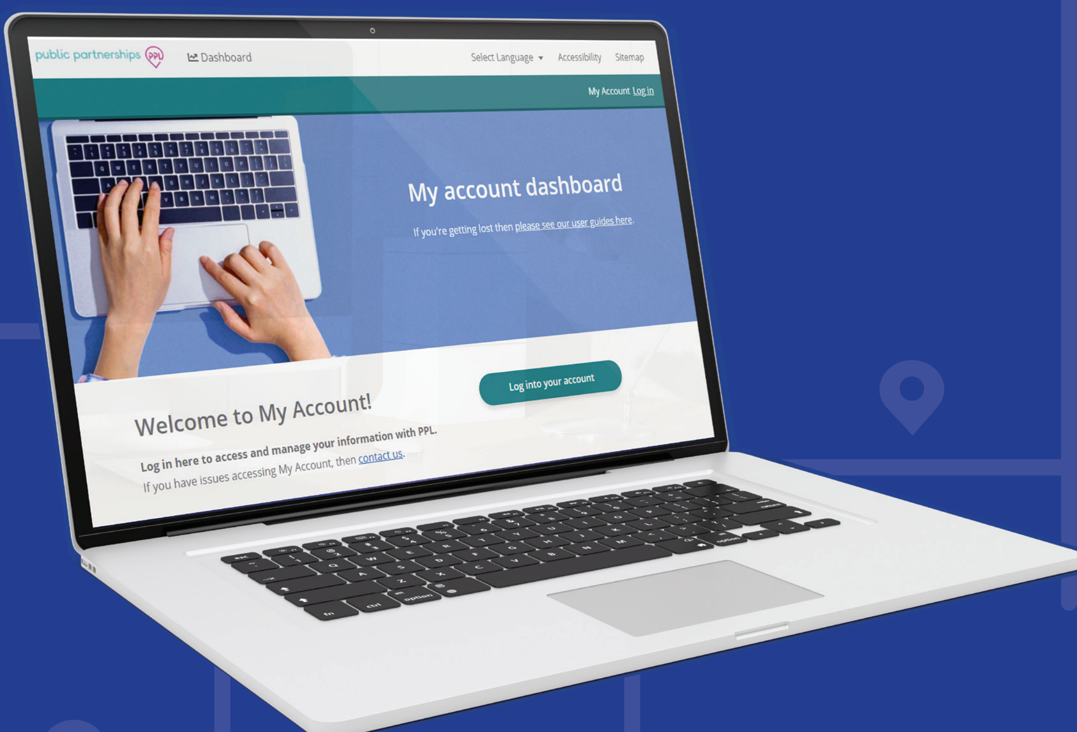
USER GUIDE

MYACCOUNT

Guide for Participants



public partnerships PPL
Your #1 choice for self-directed care™

USER GUIDE *at a glance*

This document will provide a walkthrough of the Participant role within the MyAccount System.

WHY *MyAccount?*

*PPL's Mission is to transform more lives by **making self-directed home care easier for all.***

Reflecting that mission, is PPL's new web portal, MyAccount. For all those involved with self-directed health care, the new tool:

- Speeds up participant and care/support worker enrollment by making the process more transparent.
- Allows for easier management of self-direction personal information and program documentation, available 24/7 when it is convenient for them.
- Enables the ability to identify and resolve issues quickly.

For program participants/their authorized representatives, and their care/support workers, MyAccount makes it easier to create and manage their online information with PPL, anytime, when it is convenient for them.

It includes the ability to:

- Quickly establish an online PPL account with new and improved self-service features
- View the automated enrollment and hiring process of care/ support worker with auto-email and electronic / e-signature capabilities.
- Have 24/7 access to account details, budget management, and payroll progress to perform key actions faster.

ACCOUNT ACCESS

To begin accessing MyAccount, first PPL must receive a referral from your service facilitator. When PPL reviews and approves your referral the system will automatically send you a registration email.

Emails must be unique in MyAccount

Your email address will also be your Username

IMPORTANT

If you were enrolled with PPL before May 5th, 2021, and were actively receiving services, then you will not need to go back through the referral process. Your information will have been brought into the new system automatically.

REGISTRATION

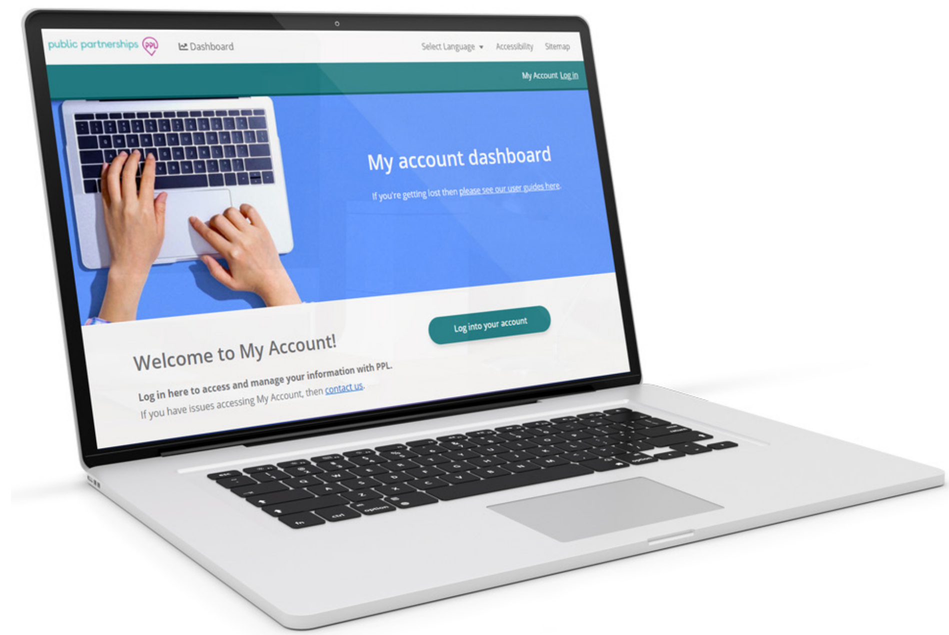
Once you click on the registration link, the system will ask you to confirm we have your information right.

- **First Name:** This is the Participant's first name.
- **Last Name:** This is the Participant's last name.
- **Social Security Number:** This is the Participant's social security number (SSN). SSN must be entered in a ###-##-#### format.
- **DOB:** This is the Participant's date of birth. DOB must be entered in a MM/DD/YYYY format.
- **Users registering under the Participant role ONLY:** *Even though you are representing the Participant, you still put the DOB of the Participant in the system, not yours.*

If there is anything that is not correct or not filled in, please update those fields with the correct information.

Continue to Account Details to create a password. You can fill in security questions and answers too.

Continue to Contact Details to enter or correct your information.



ACCOUNT ACCESS

USERNAME & PASSWORD (CREDENTIAL) ACTIVATION

Once you have finished your registration, a confirmation (activation) link will be sent to the email address we have on file for you.

By clicking the activation link, you are confirming your email and other information. The system will now be able to recognize you. If you do not click the link, you won't be able to continue your enrollment or use MyAccount.

When you click the link, you will be directed to your MyAccount Dashboard to complete your enrollment.

Continue to Contact Details to enter or correct your information.

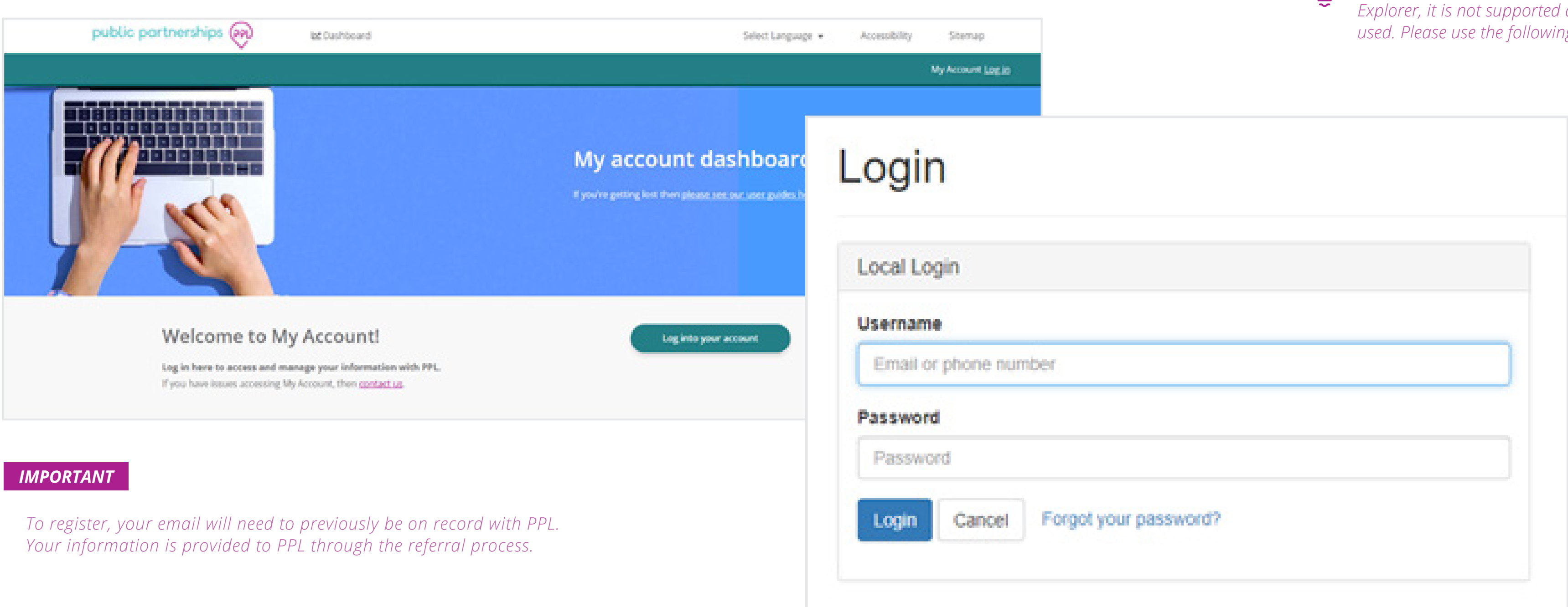
If you try to log into MyAccount before clicking the activation link, you will be told your account has been locked. Your account is not locked. The system just does not know who you are. Look in your email and click on the account activation link.

LOGGING IN

After you have clicked the link in your activation email, you can access MyAccount at any time, 24 hours a day, 7 days a week.

This website can be added as a FAVORITE in your web browser for quick access.

We do not recommend using the Browser Internet Explorer, it is not supported and should not be used. Please use the following web browsers:



IMPORTANT

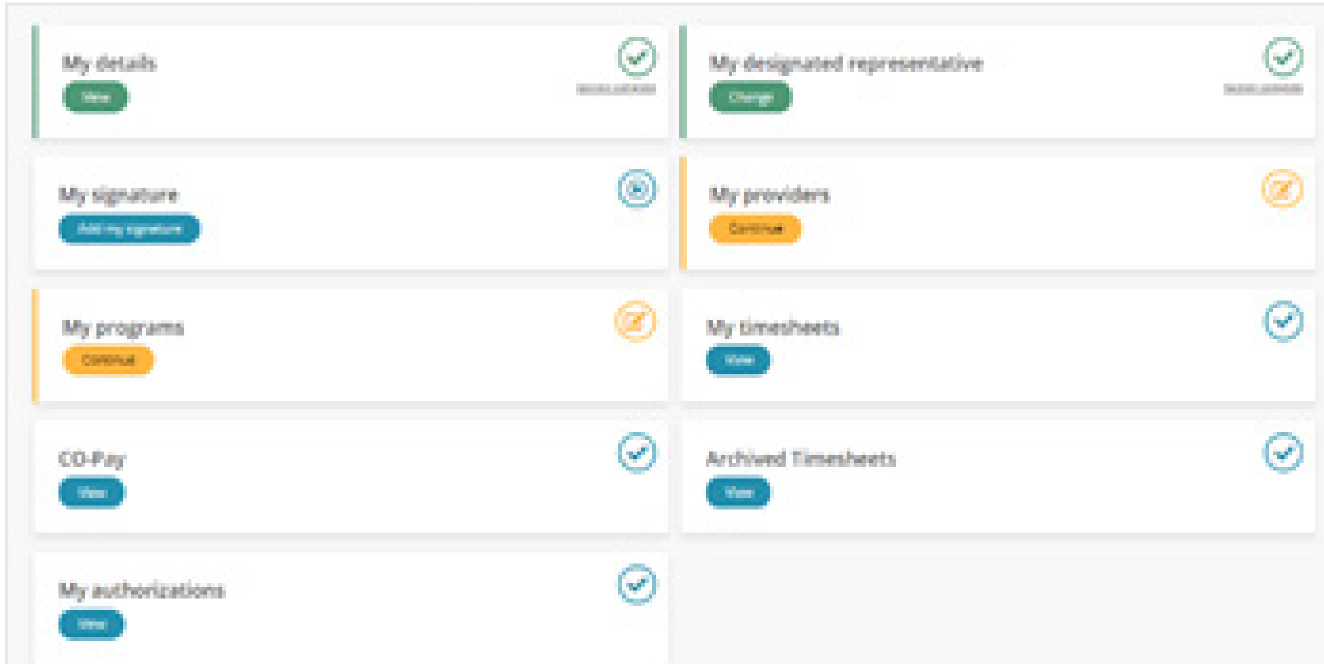
To register, your email will need to previously be on record with PPL. Your information is provided to PPL through the referral process.

DASHBOARD

When you login, you will see your Participant dashboard page first.

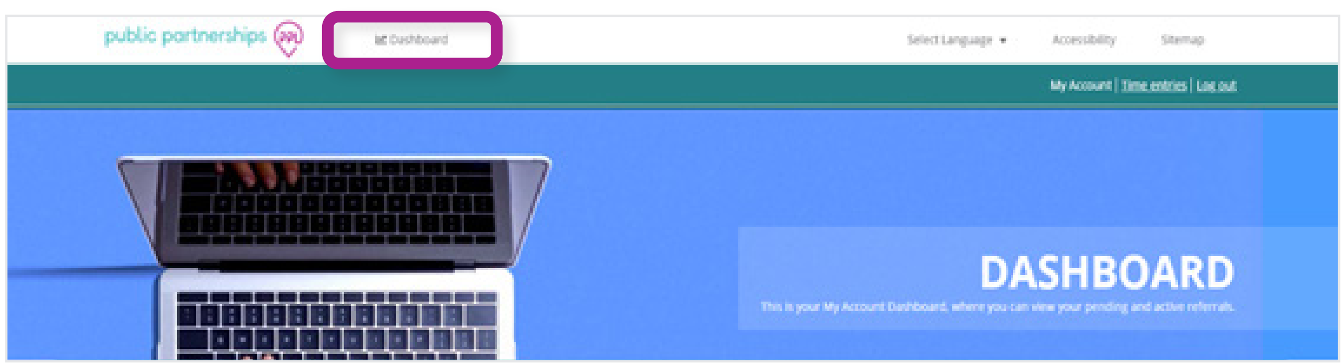
Here you can:

- Edit your details
- Create and edit your digital signature
- Complete and update your enrollment forms
- Enroll or change your Designated Representative
- Hire a Provider
- View your Provider's Timesheets
- View your Authorizations
- View your Co-Pay details



HOW TO RETURN TO THE DASHBOARD

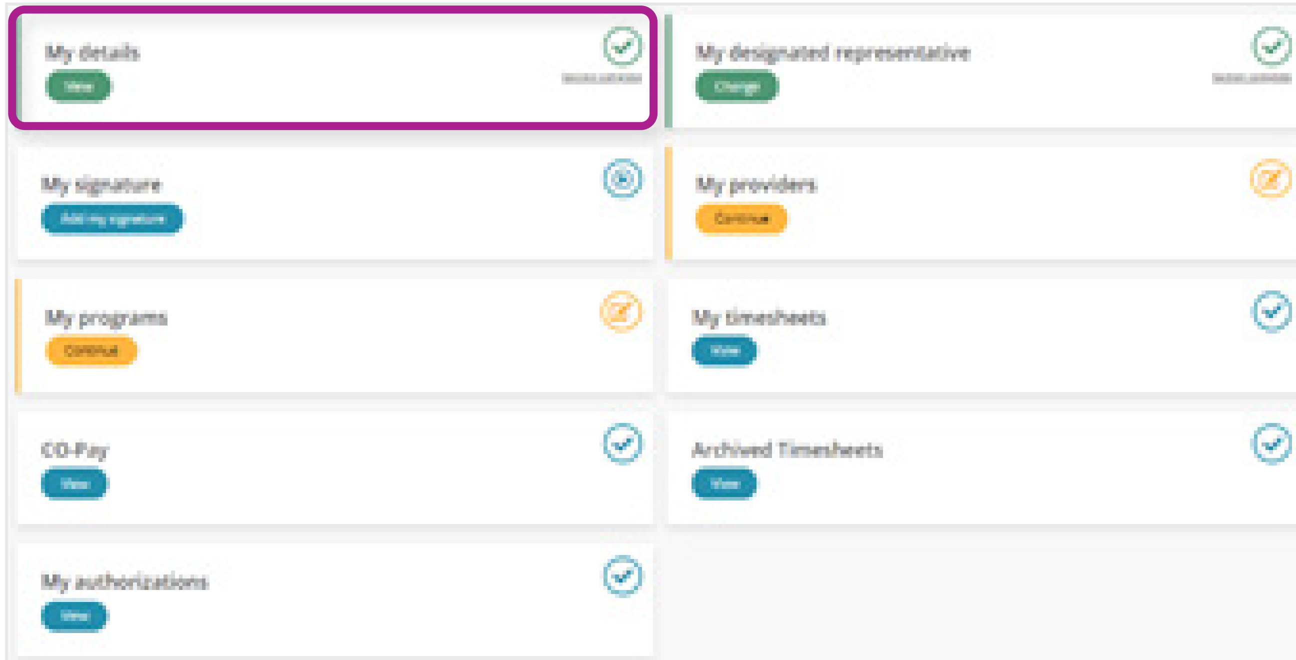
If you need to navigate back to your dashboard, click the 'Dashboard' link at the top of the page next to the Public Partnerships logo.



MY DETAILS

ACCESSING MY DETAILS

As a Participant, once you have registered for MyAccount, you will be able to view and edit your personal details, account details, and contact details through the 'My Details' section.



There are some fields that you can't change. These fields are information that PPL receives from program administrators, and they are the only ones who can change it.

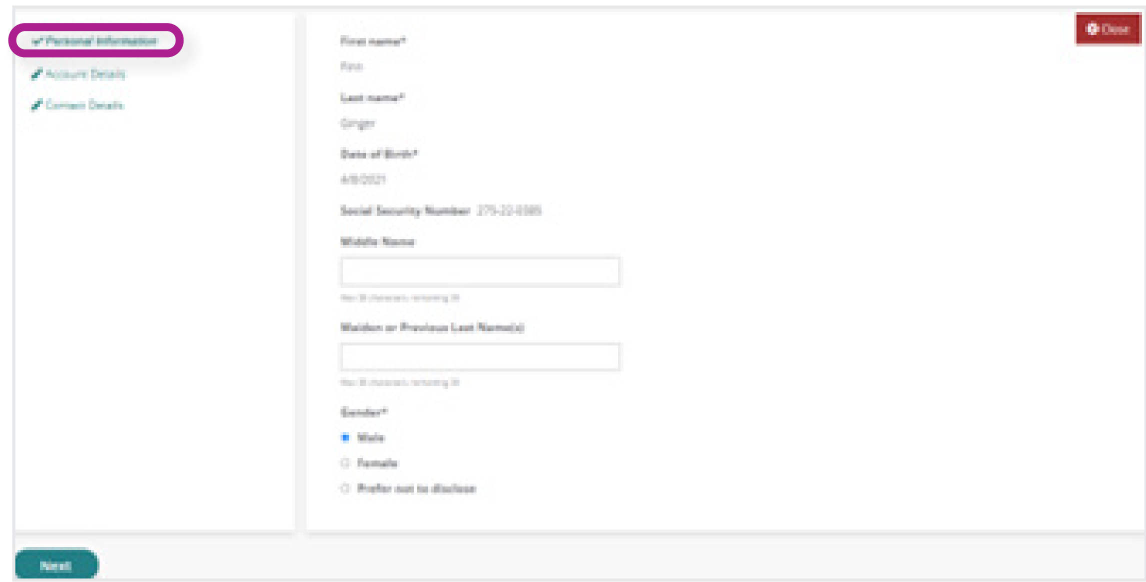
MY DETAILS

PERSONAL DETAILS

In the personal details section, you will be able to view and make edits to:

- Your first, middle, and last name
- Your date of birth
- Your social security number
- Your maiden or previous last name(s)
- Your gender

By clicking 'Next' at the bottom of the page you can access your 'Account Details'



MY DETAILS

ACCOUNT LOGIN DETAILS

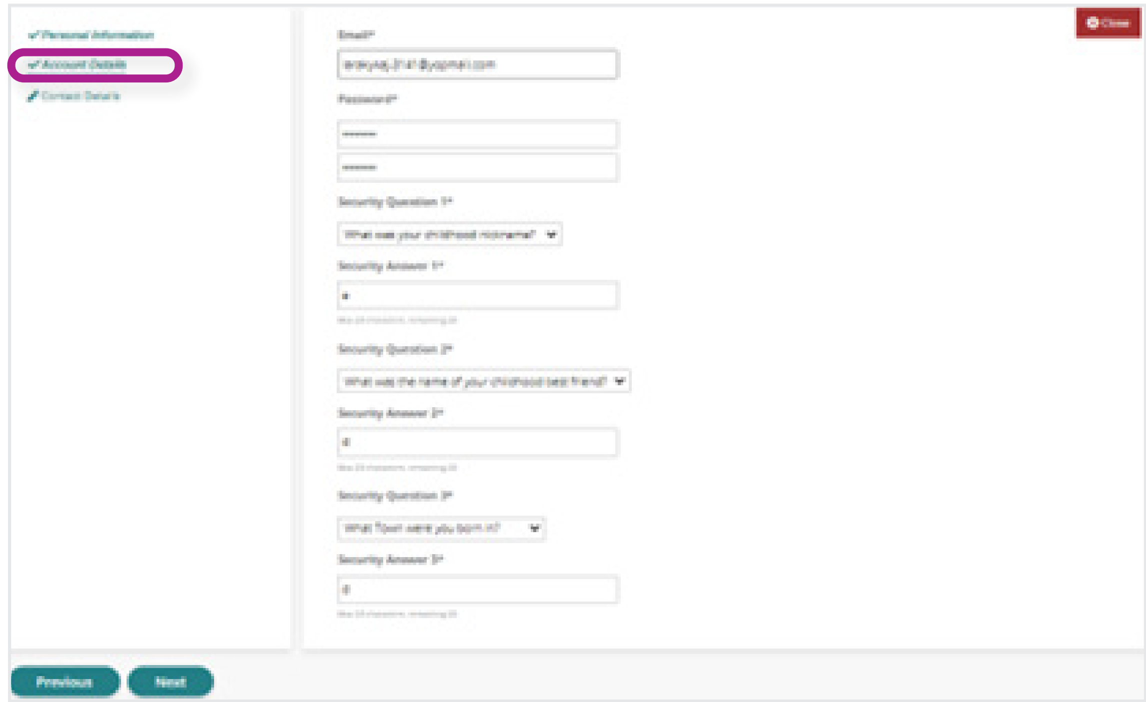
In the Account Details section, you will be able to view and make edits to:

- Your email
- Your password
- Your 3 Security questions and answers

By clicking 'Next' at the bottom of the page, you can access your Contact Details

IMPORTANT

If you change your email address, your username to log into MyAccount will also change to the new email address.



MY DETAILS

CONTACT DETAILS

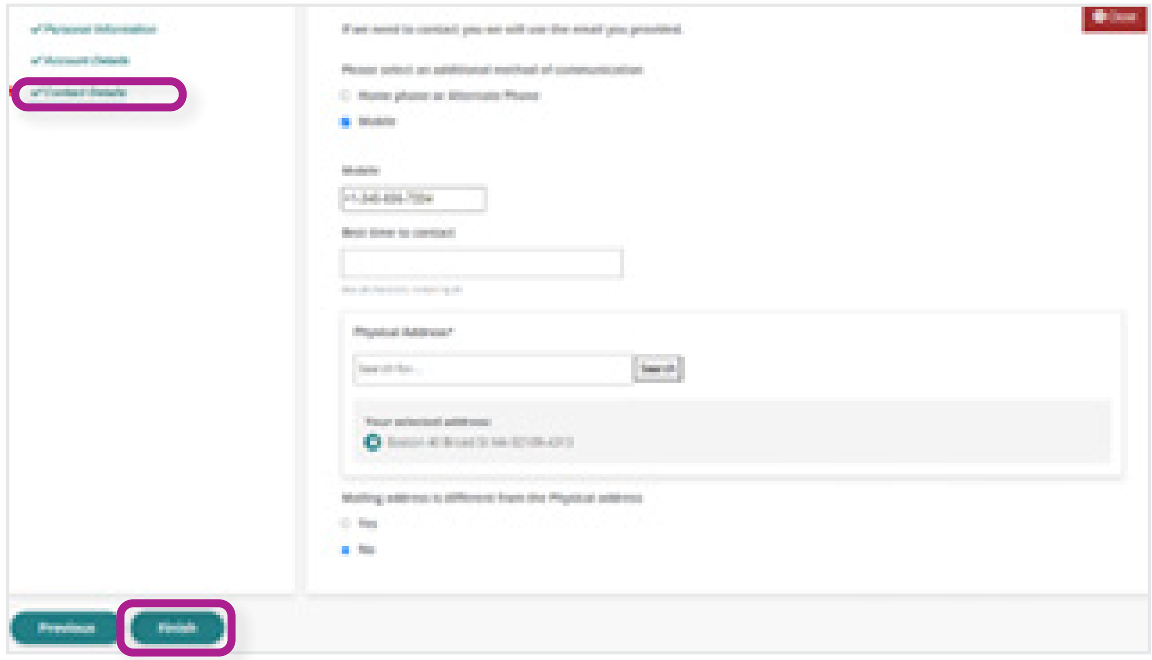
Your contact details will be used if PPL needs to contact you for any reason.

In the Contact Details section, you will be able to view and make edits to:

- Your home or alternate phone number
- Your mobile phone number
- The best time to contact you
- Your physical address
- Your mailing address

By clicking 'Finish' at the bottom of the page, any edits you have made to the 'My Details' section will be saved, and you will be shown a summary page of with the information you have updated.

To go back to your Dashboard page, click 'Close'.



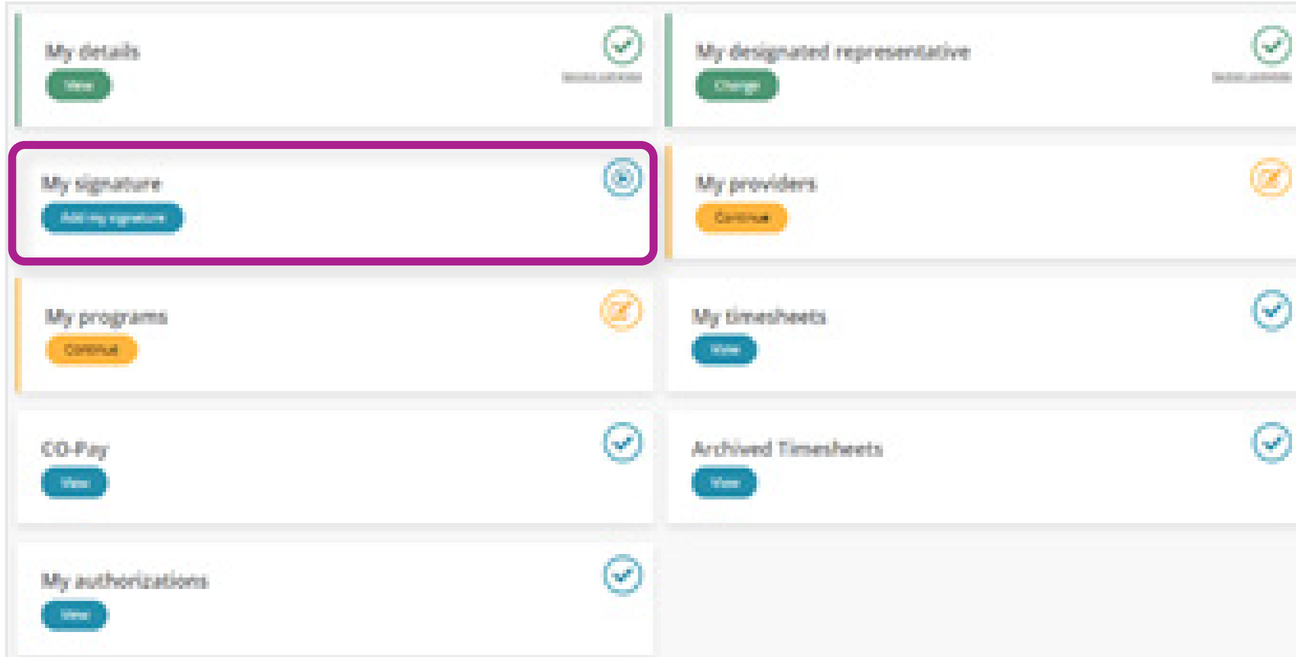
MY SIGNATURE

ABOUT MY SIGNATURE

In MyAccount you can sign your enrollment documents online! First, you will need a digital signature (also known as an “e-signature”).

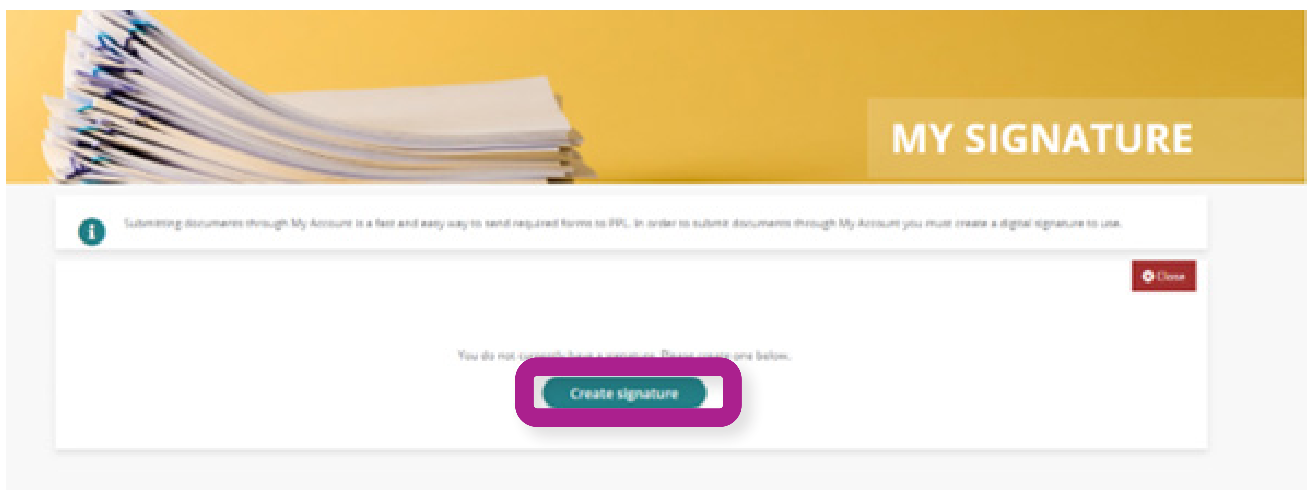
ACCESSING MY SIGNATURE

To create or edit a digital signature, click the button below the ‘My Signature’ section on your Dashboard.



CREATING A SIGNATURE

If you don’t already have a signature, click the ‘Create signature’ button.



MY SIGNATURE

Choose who will be signing the enrollment forms from the drop-down menu.
The drop-down menu (1) includes:

- Participant/Employer
- Legal Guardian
- Parent of Consumer
- Power of Attorney

There are two different types of digital signature.

- A typed signature using a chosen font. This is called “Select a Style.”
- Drawing your signature with your mouse or touchscreen. This is called “Draw it.”

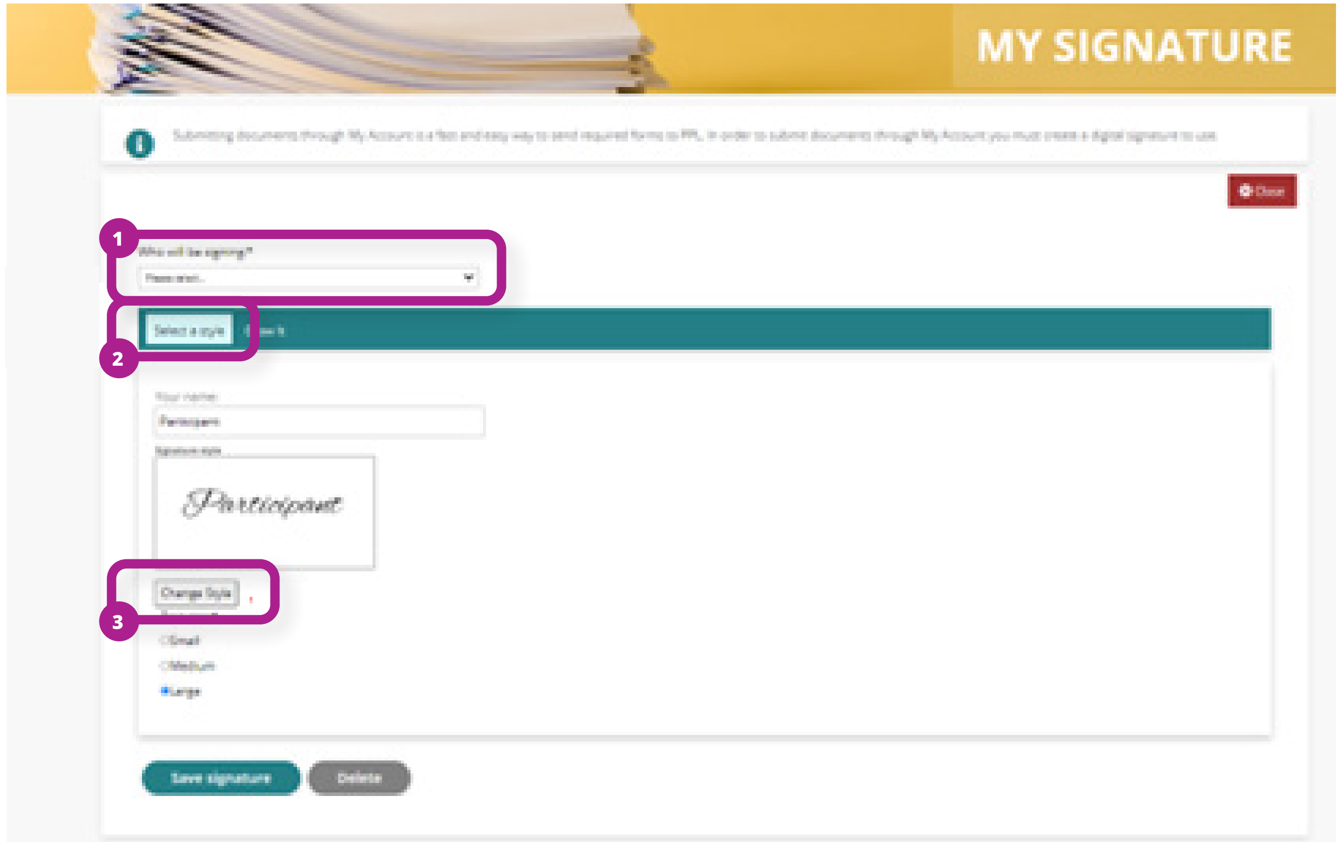
SELECT A STYLE

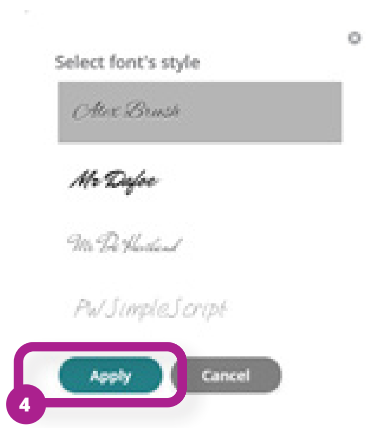
If you want to use a font, click ‘Select a Style’ (2). Type your full name into the text box. Your computer-generated signature will then appear.

If you don’t feel that the default font fits your signature, you can pick a different one. Click ‘Change Style’ (3) to view the different options. Once you choose one and click ‘Apply’ (4), your signature in the box will display with the new font. You may do this as many times as you want until you like it.

You can also change the font size of your signature by choosing between small, medium, and large.

Once you’re satisfied with how it looks, click ‘Save Signature’ at the bottom of the page. You can now use this signature to sign your online documents.





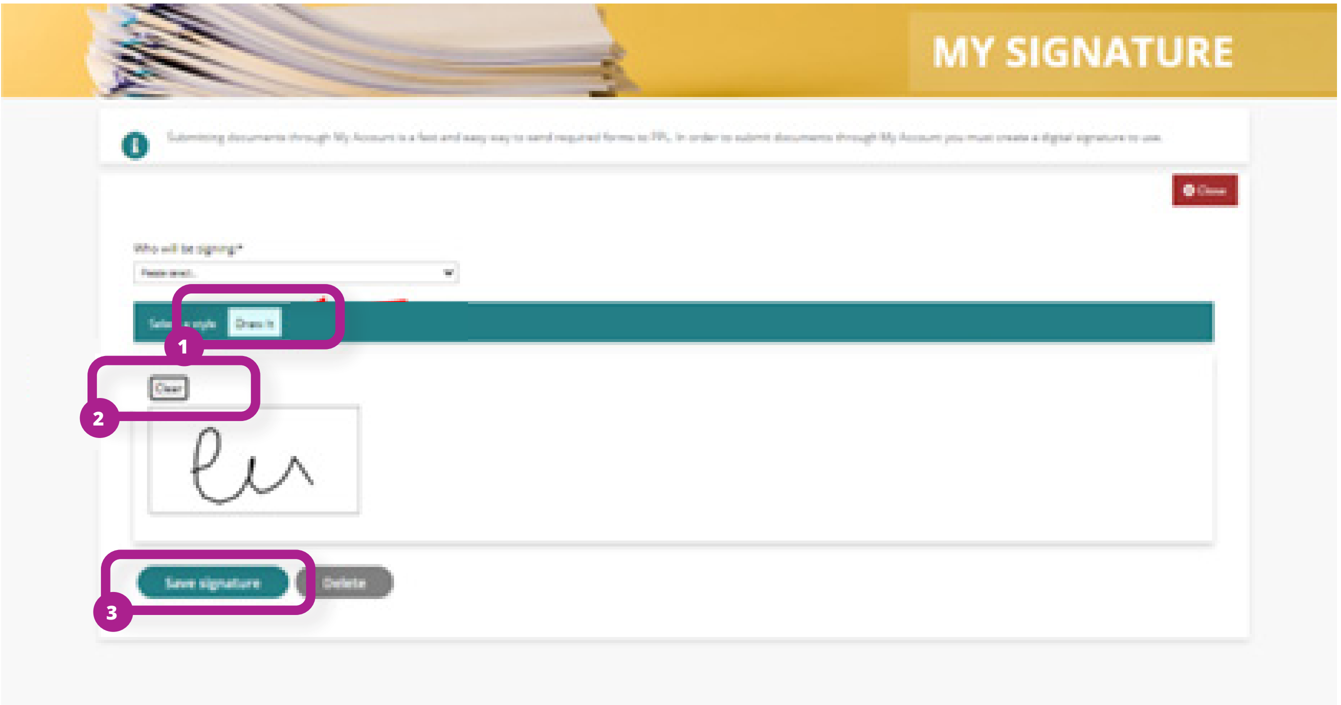
MY SIGNATURE

DRAW IT

If you want to draw your own signature, click ‘Draw It’ (1). If you are using a computer, use your mouse to click in the box and drag to create your signature. If you’re on a touchscreen, you can touch the box with a finger or stylus to draw your signature.

Click ‘clear’ (2) if you need to start over.

Once you’re satisfied with how it looks, click ‘Save Signature’ (3) at the bottom of the page. You can now use this signature to sign your online documents.



The ‘Save Signature’ button will turn orange to indicate that your signature has been saved.

MY PROGRAMS

ABOUT MY PROGRAMS

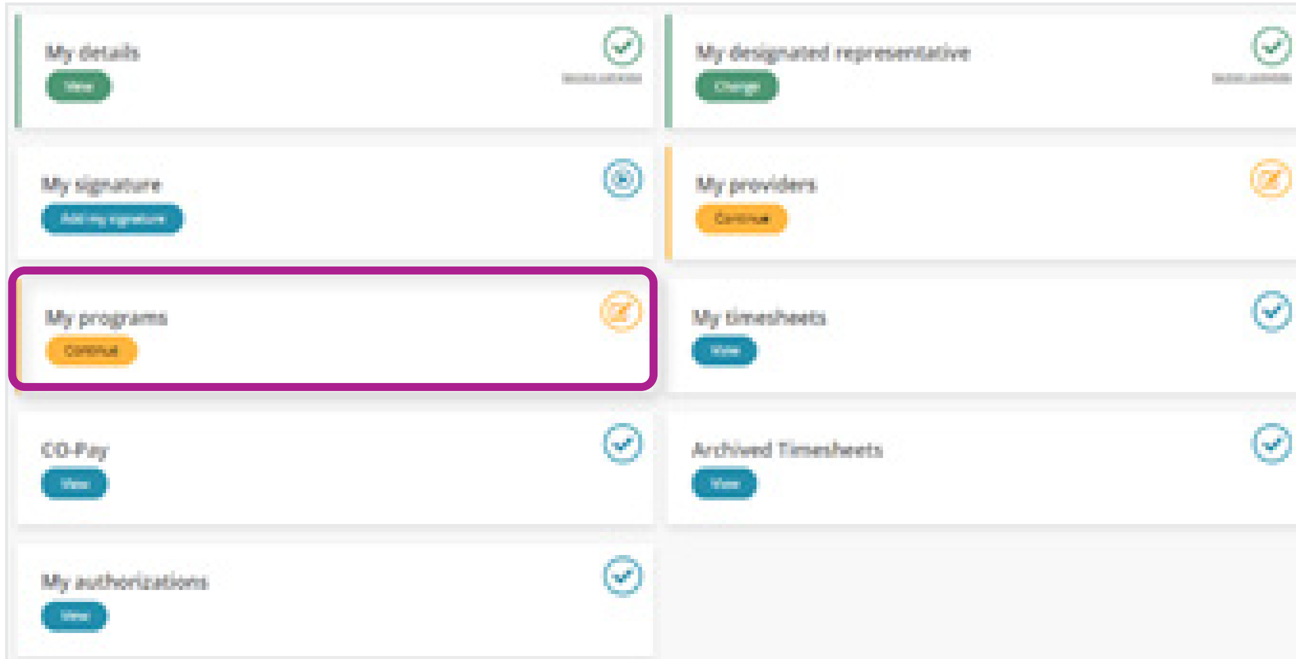
You can complete your enrollment and see details for any of your programs that PPL manages. This is done from 'My Programs' from the dashboard.

In 'My Programs,' you can:

- Complete or Review your Enrollment.
- View your enrollment status and see how it is progressing
- View your completed and signed PDF forms

ACCESSING MY PROGRAMS

Click the button under 'My Programs' in the MyAccount Dashboard.



MY PROGRAMS

Here, you will see a box with your name on it. It will show:

- Your Name
- Enrollment Status
- Date of Enrollment
- And program you are enrolled.

Click the 'View' Button to see more of your enrollment information.

Once you click 'VIEW', the page below will appear.

This is the VA Participant Enrollment page. First, choose the person in charge of employment tasks (usually known as the Employer of Record) from the dropdown menu.

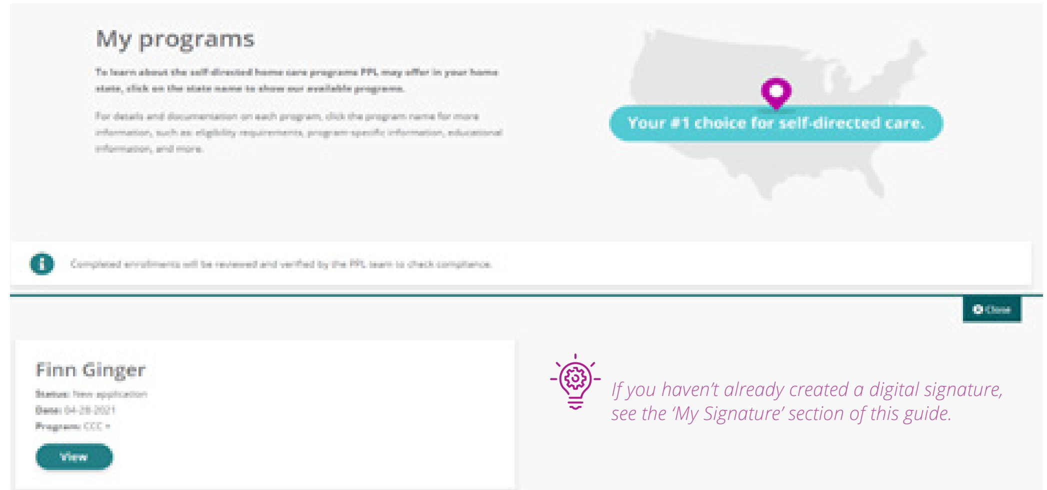
If the Employer of Record is going to be the Participant, select 'Self.' If you want to choose someone other than the Participant, please select how that person is related to the Participant. New fields will appear for you to enter that person's information.

Click 'Next' to go on to the next section. Here you should review and agree to the terms and conditions.

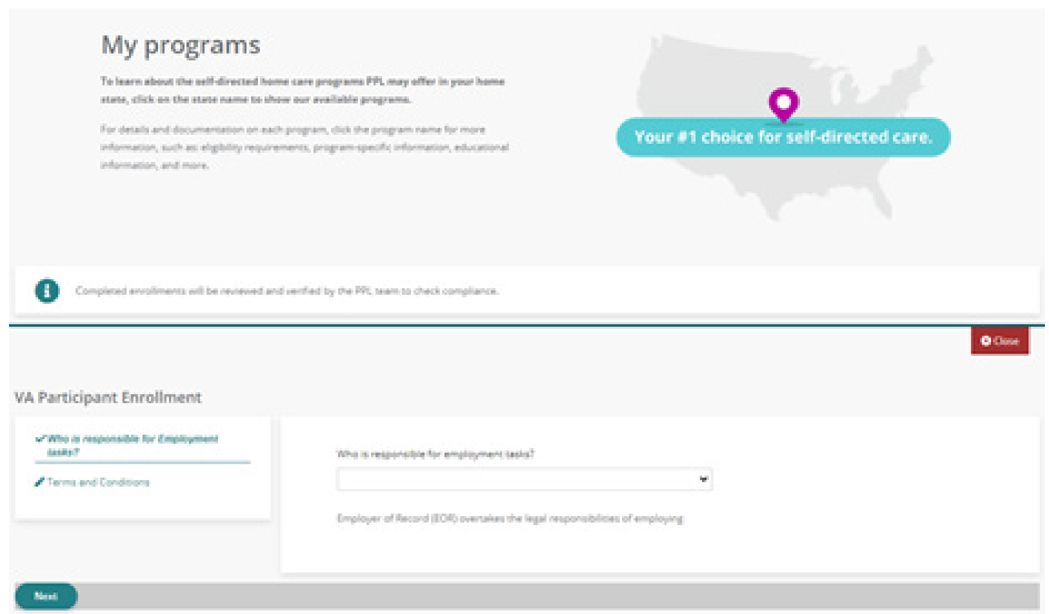
Once you agree to the Terms and Conditions, your enrollment documents will be available. You can view them in a PDF format. Once you have reviewed the documents, you can sign them using your digital signature.

You do not need to apply your digital signature to each individual form. The system will automatically do this for you.

Once you have e-signed your enrollment forms, you should submit them. PPL will then review and approve them.

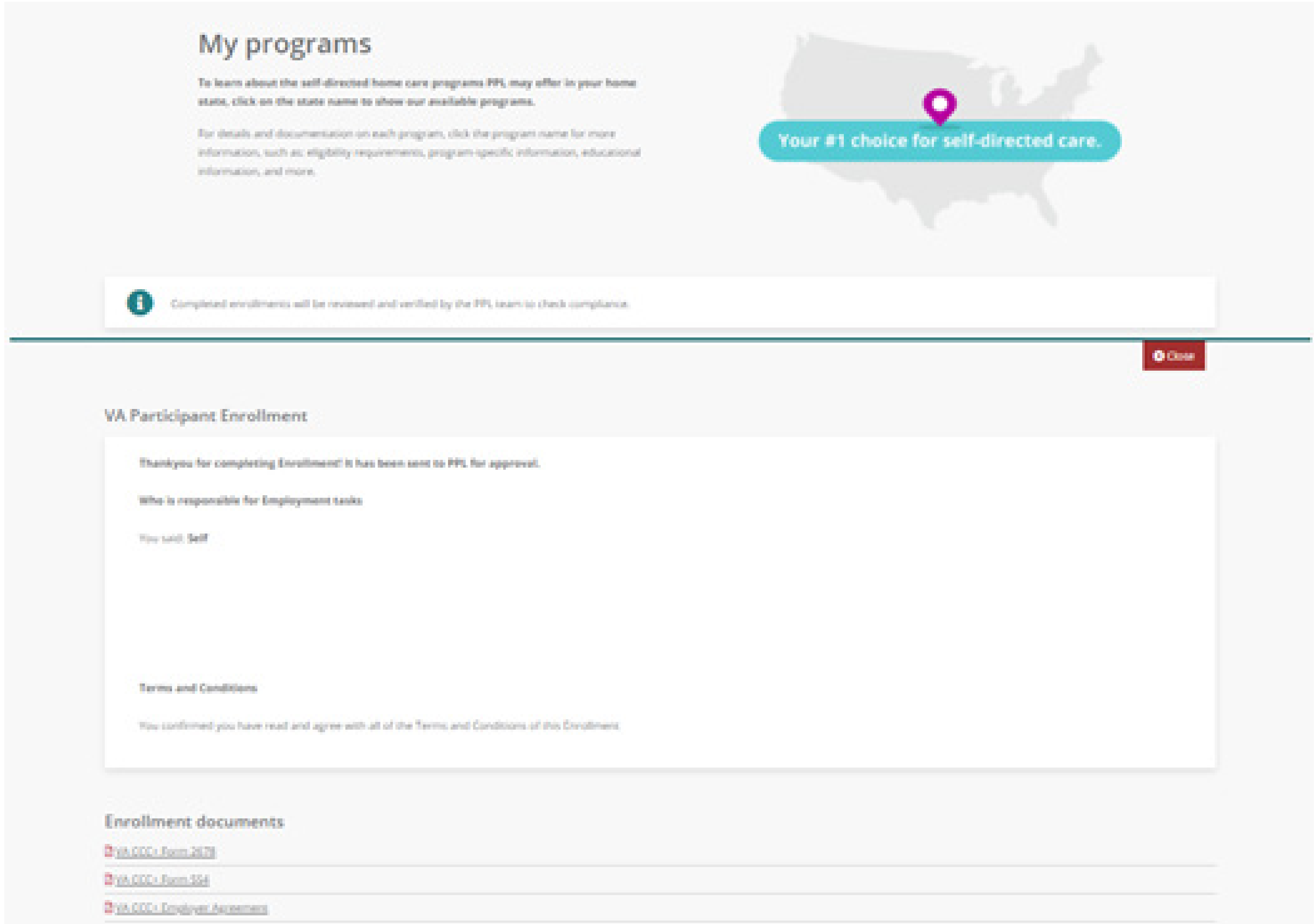


If you haven't already created a digital signature, see the 'My Signature' section of this guide.



MY PROGRAMS

You will then see a summary page of your enrollment. There are also PDF versions of your signed enrollment documents for you to view.



MY DESIGNATED REPRESENTATIVE

ABOUT MY DESIGNATED REPRESENTATIVE

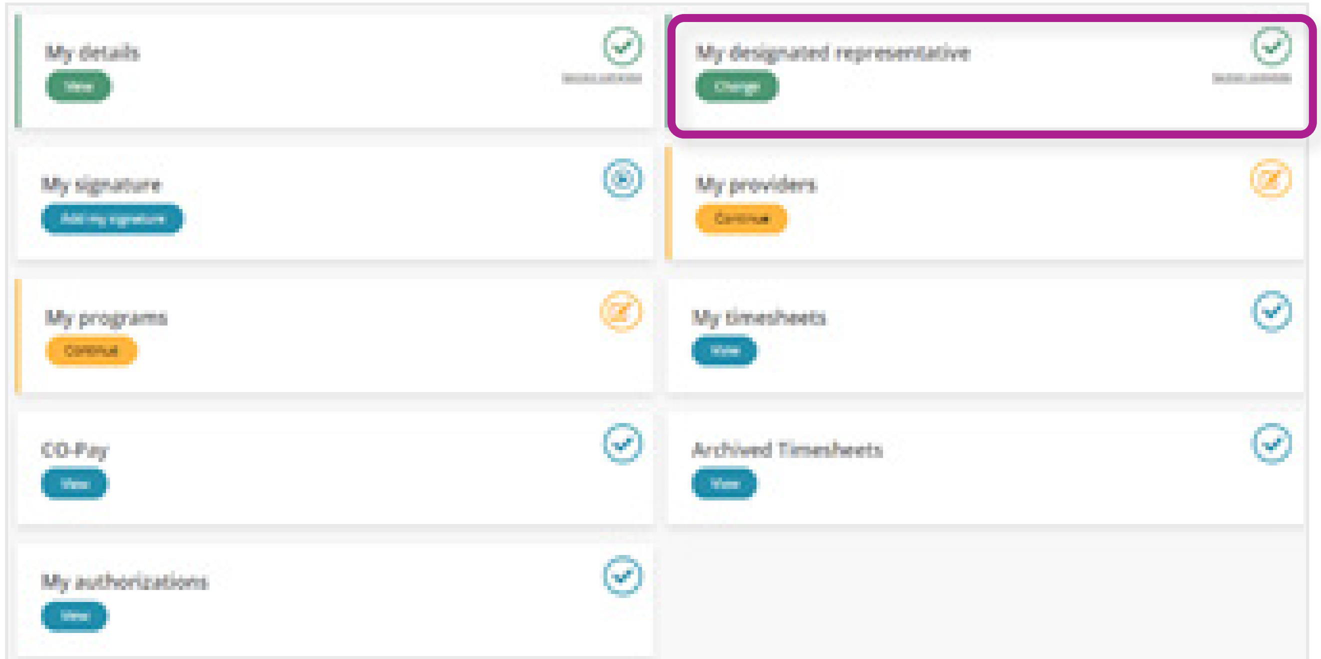
As a Participant, you can have a ‘Designated Representative’. This person helps you or the Employer with program duties.

Your Designated Representative can be anyone over the age of 18, who you trust

IMPORTANT

You don’t have to appoint a Designated Representative if you don’t want or need to.

The Designated Representative cannot be a Provider.



ENROLL A NEW DESIGNATED REPRESENTATIVE

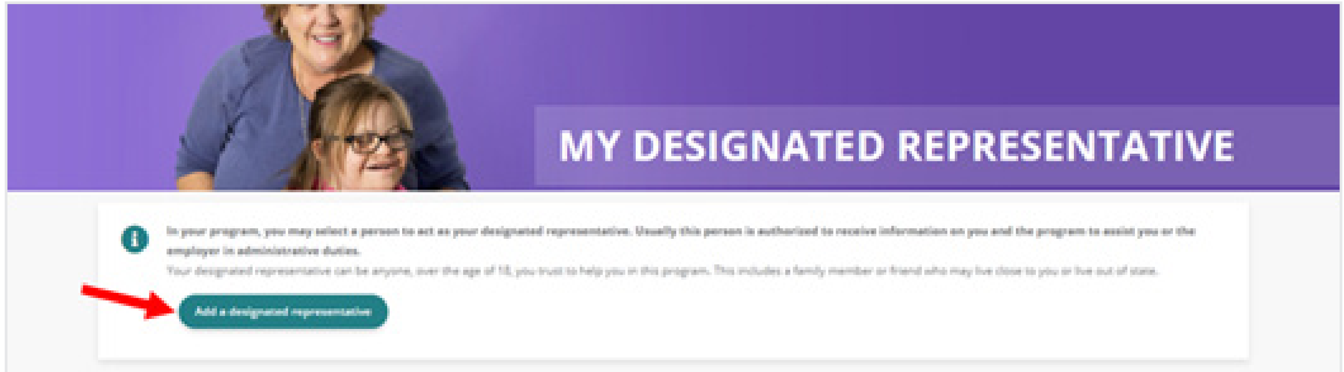
Once you click on the registration link, the system will ask you to confirm we have your information right.

- First Name
- Last Name
- Social Security Number
- DOB

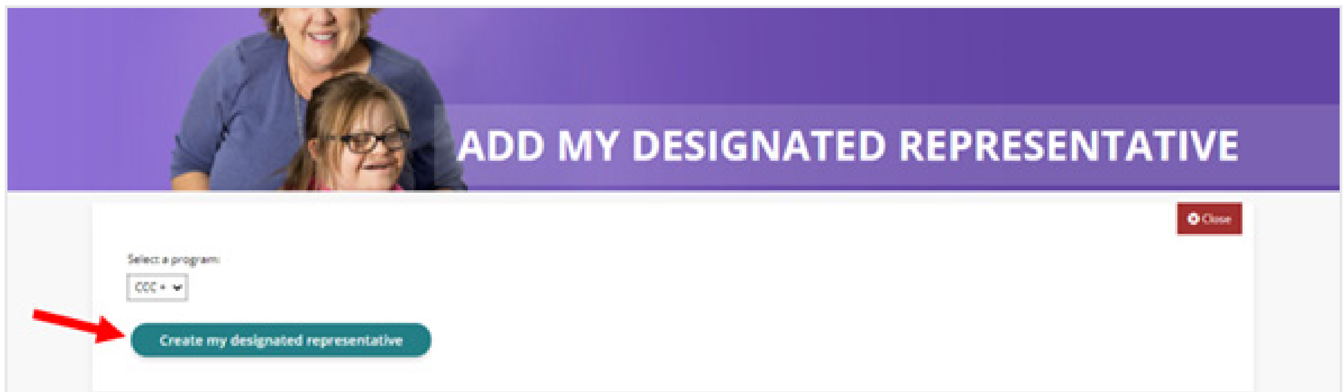
Click the button under ‘My Designated Representative’ on your MyAccount Dashboard.

MY DESIGNATED REPRESENTATIVE

Select 'Add a Designated Representative'.



Your program will appear in the dropdown menu. Click 'Create my Designated Representative'.



MY DESIGNATED REPRESENTATIVE

Here is where you will fill in the following required information for the person you chose as your Designated Representative:

- First and last name
- Email address
- Mailing address
- Date of birth
- Social security number

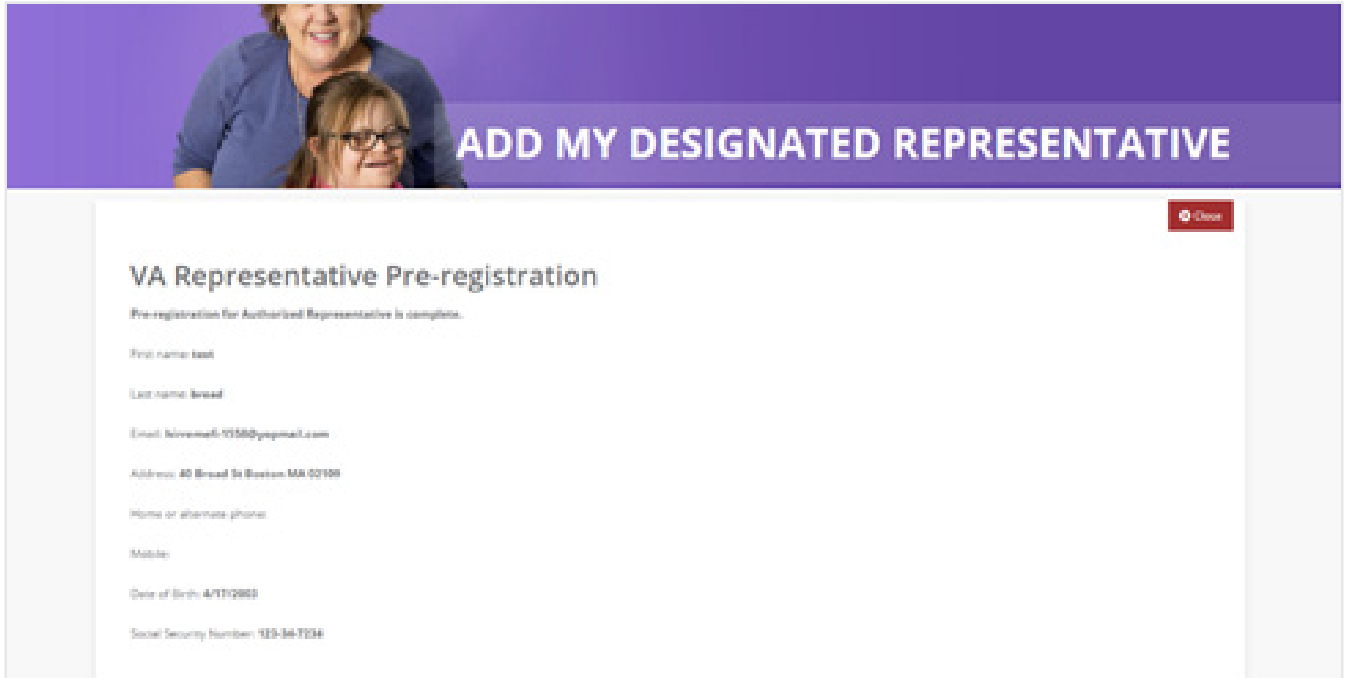
You may also provide:

- Their Home or Alternate phone number
- Their Mobile phone number
- Their relationship to the Participant

If you don't know this at the time, it can be added later.

Once you're done filling in information, select 'finish' at the bottom of the page. You will see a summary page of all the information you provided.

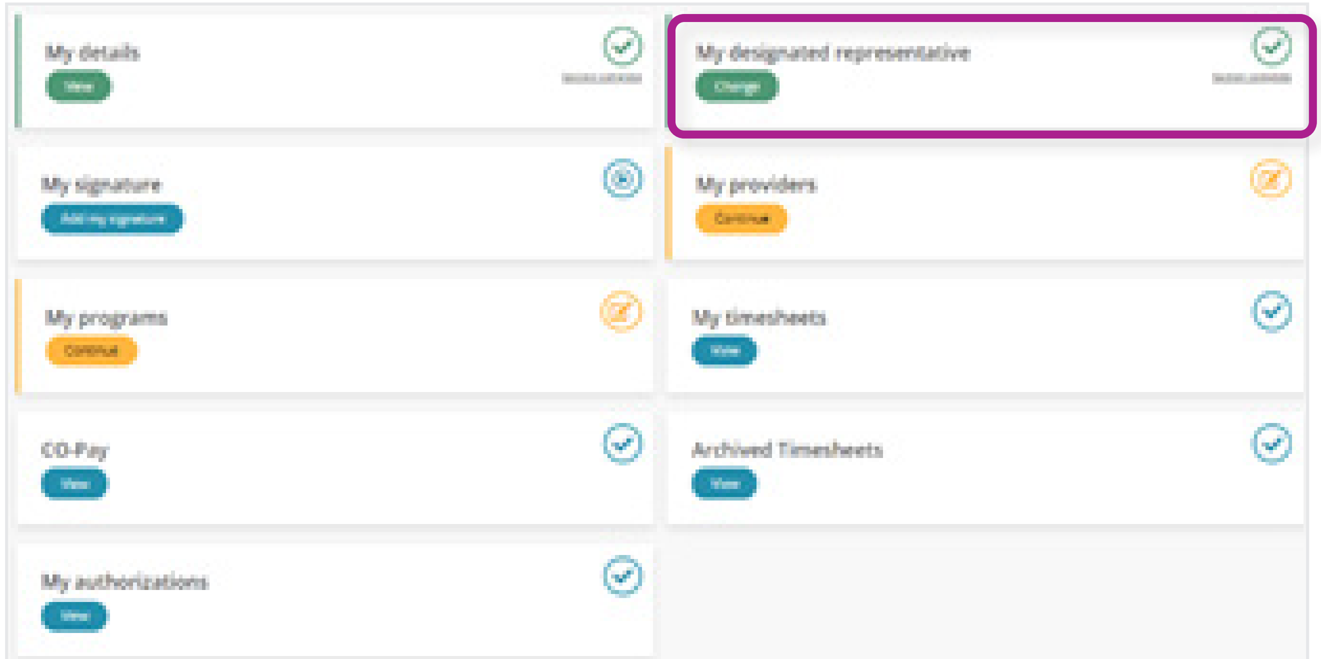
Your Designated Representative will receive an email at the email address you provided. This email will have a link to register for MyAccount.



MY DESIGNATED REPRESENTATIVE

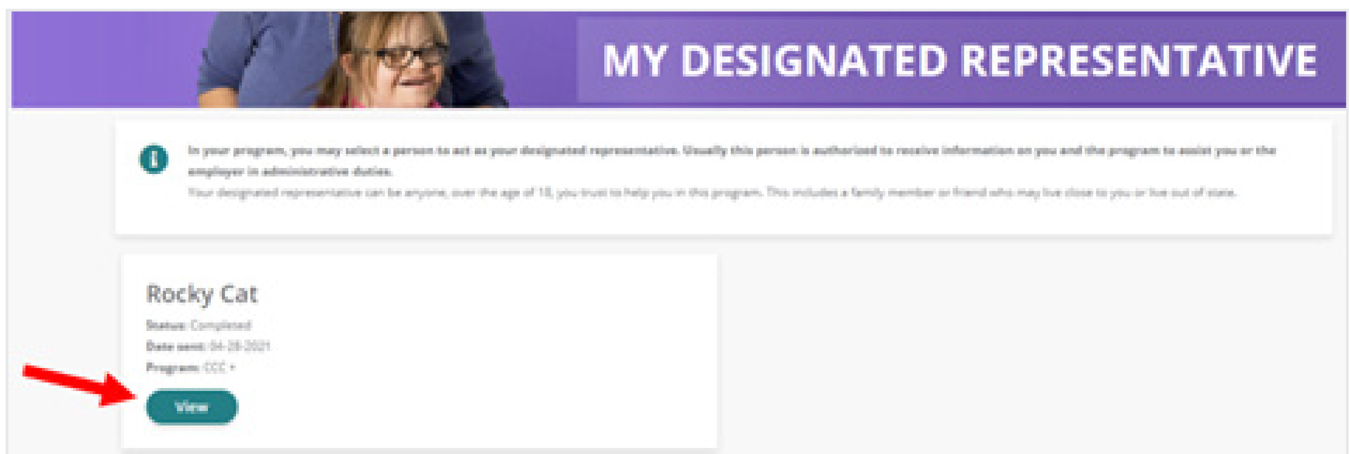
VIEW CURRENT DESIGNATED REPRESENTATIVE

To view your current Designated Representative, click ‘My Designated Representative’ on your MyAccount Dashboard.



You’ll see a box which lists their name, enrollment status, and date of enrollment.

Click ‘view’ to see more information on them. You can review the Representative Agreements terms and conditions. There is also the signed Representative Agreement PDF.

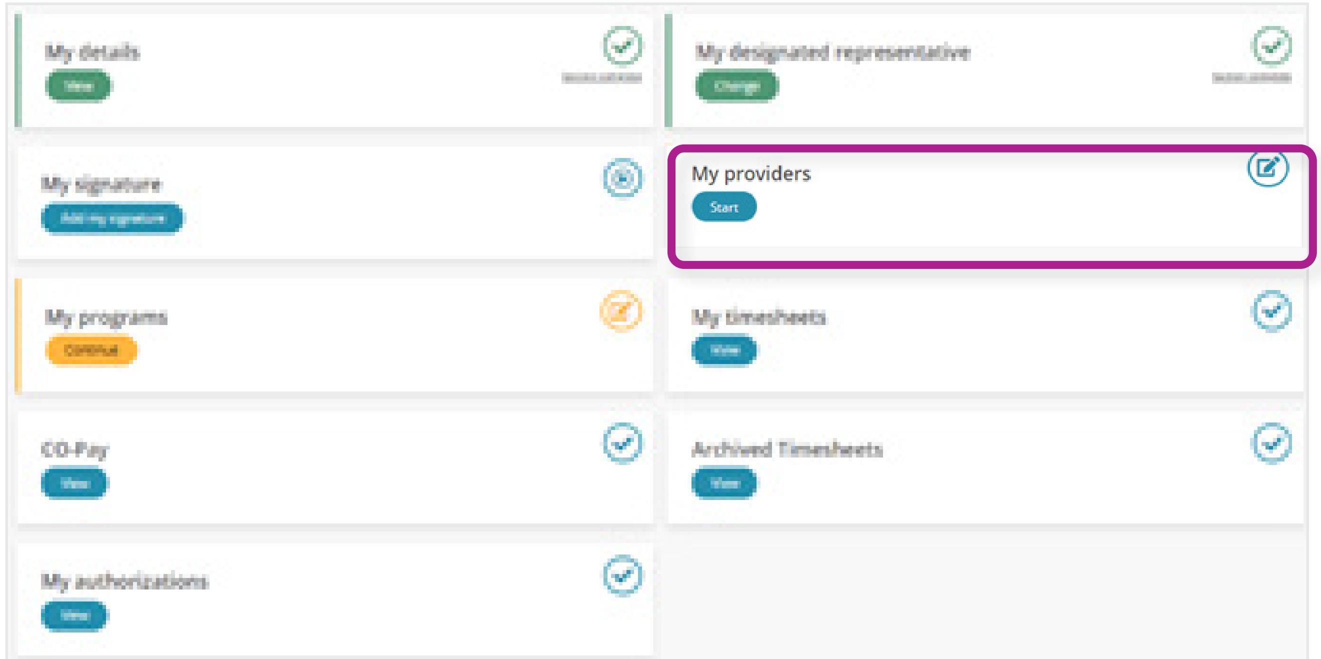


MY PROVIDERS

ABOUT MY PROVIDERS

As a Participant, you can hire and manage a Provider. 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.

You can hire more than one Provider.



HIRE A NEW PROVIDER

To hire a new Provider, click the button under ‘My Providers’ on your MyAccount Dashboard.

If you have not hired any providers, the button under My Providers will say START. If you are in the process of hiring or have previously hired a provider, the button will say Continue.

A new page will open, and you can select ‘Hire a New Provider.’ This will take you to a new page.

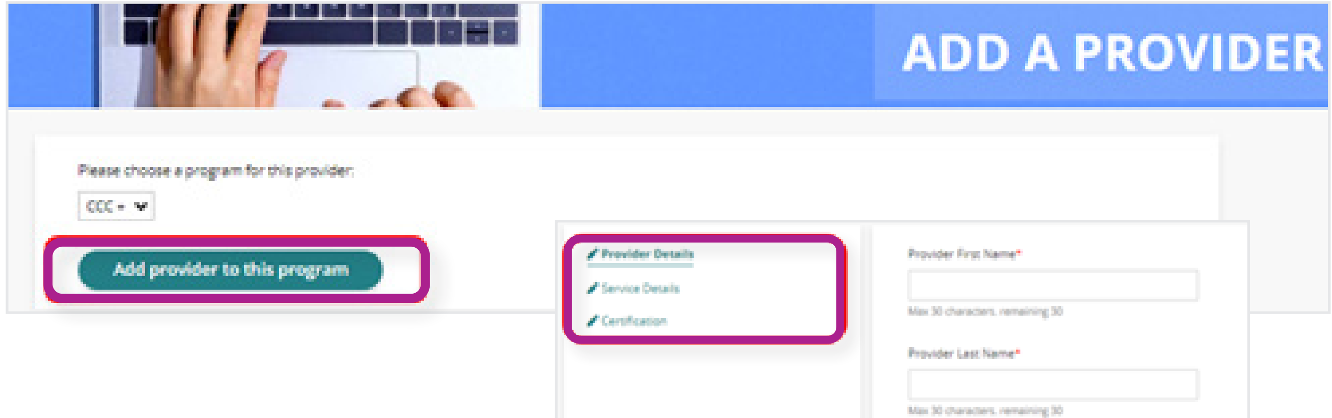
MY PROVIDERS

The program will be set to CCC+.

Click 'Add a provider to this program'.

The sections of the hiring process are:

- Provider Details
- Service Details
- Certification



PROVIDER DETAILS

You will need to fill in the following for your Provider:

- First and last name
- Date of birth
- Email
- Home or alternate phone number
- Physical address
- Social security number
- Medicaid ID

SERVICE DETAILS

This section is where you select the type of services the Provider will be providing.

CERTIFICATION

In this section you should read and agree to the terms and conditions. You will also enter the Provider's proposed first day of employment.

A link to register for MyAccount will be emailed to your Provider at the email you provided.

IMPORTANT

In VA CCC+ you will be required to setup each provider with both services.

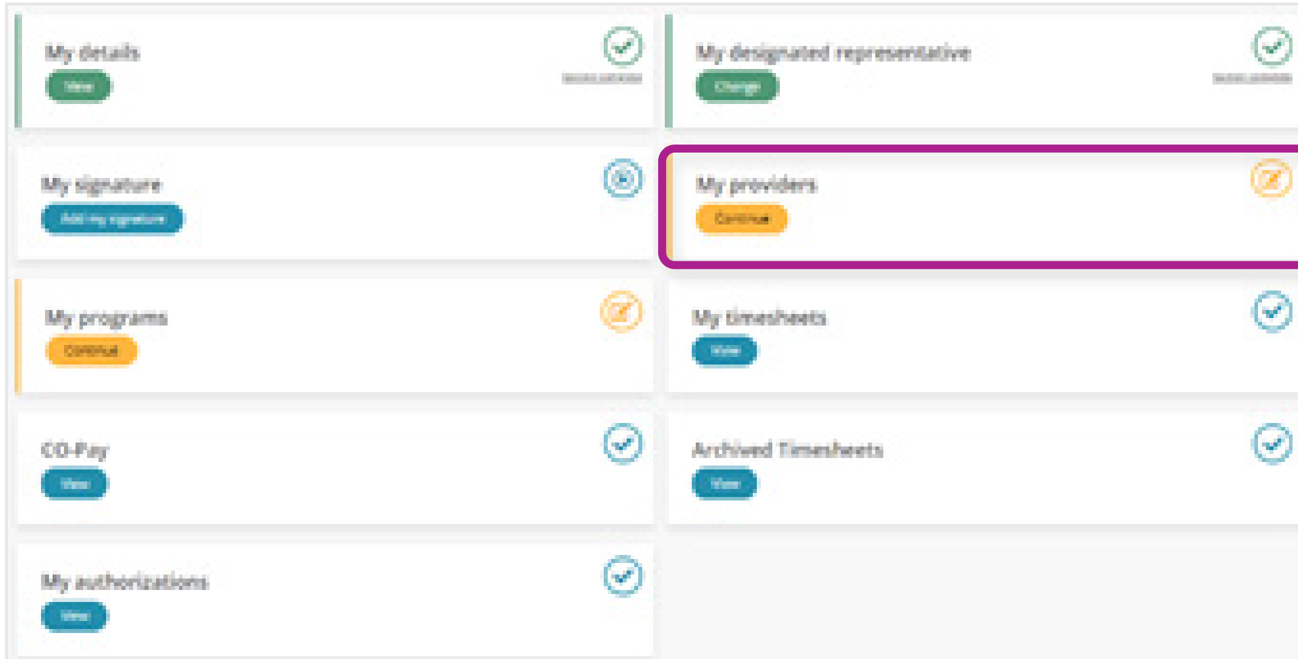
Your provider will need to click on that link and submit their own enrollment documents before you can continue.

MY PROVIDERS

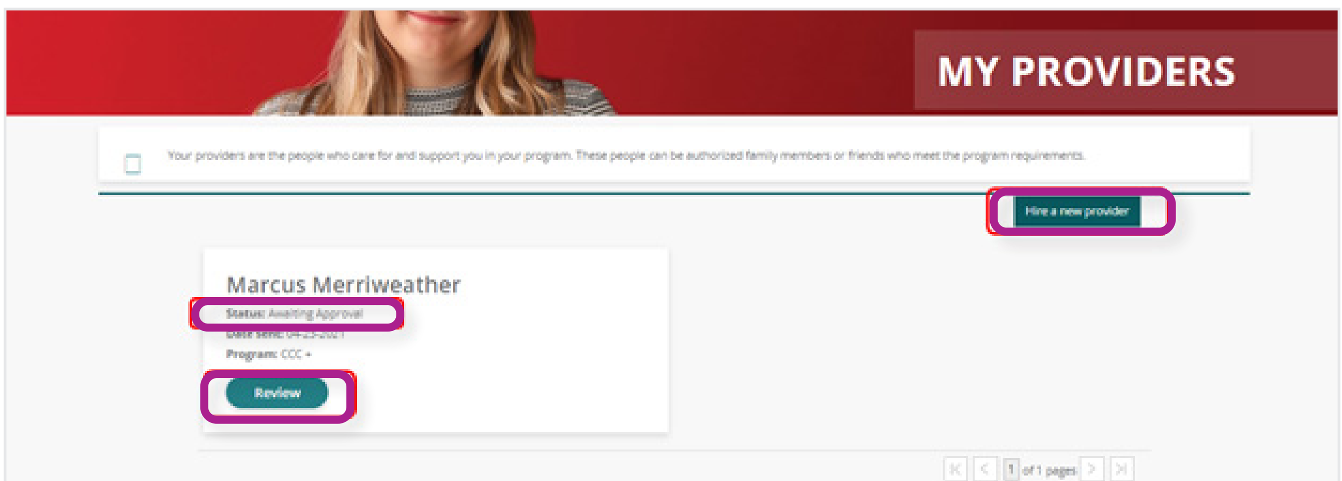
APPROVING PROVIDER ENROLLMENT

Once your Provider has submitted their enrollment documents, their enrollment status will update to Awaiting Approval.

You now need to approve your provider's enrollment documents. First, click the button under 'My Providers' on your MyAccount Dashboard.



Click 'Review.' This page is where you will sign and submit the Provider enrollment documents requiring your signature.



You may also hire a new provider on this page by selecting 'Hire a new provider' (See the Hire a New Provider section in this guide for more information)

MY TIMESHEETS

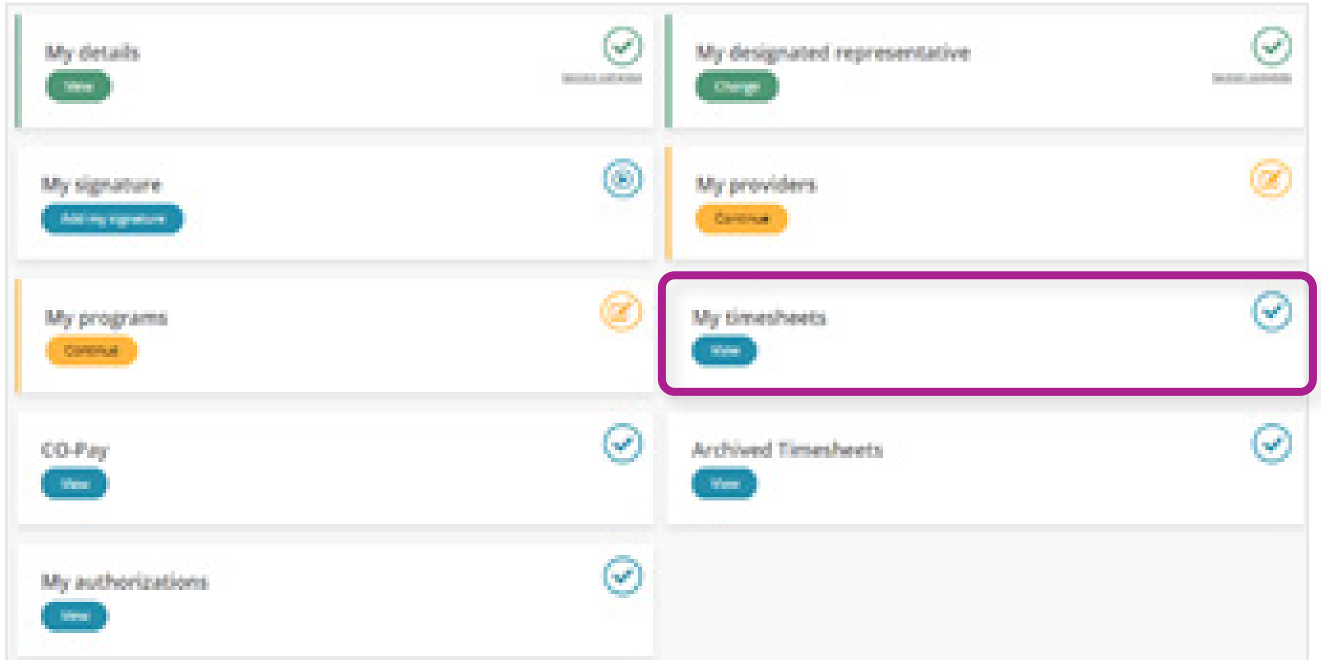
ABOUT MY TIMESHEETS

As a Participant, you can see your Provider's time entries. You will be able to:

- Search for new time entries
- Navigate through time entries that have been submitted
- Monitor the payment progress of each of the time entries that have been submitted
- Track the progress of a time entry through to payment

ACCESSING MY TIMESHEETS

To see your Provider's timesheet history, click the button under 'My Timesheets' on your MyAccount Dashboard.



MY TIMESHEETS

You will now see the below page. Click 'View Entries' to see details and to Approve or Reject your Provider's submitted time.

Time Entries

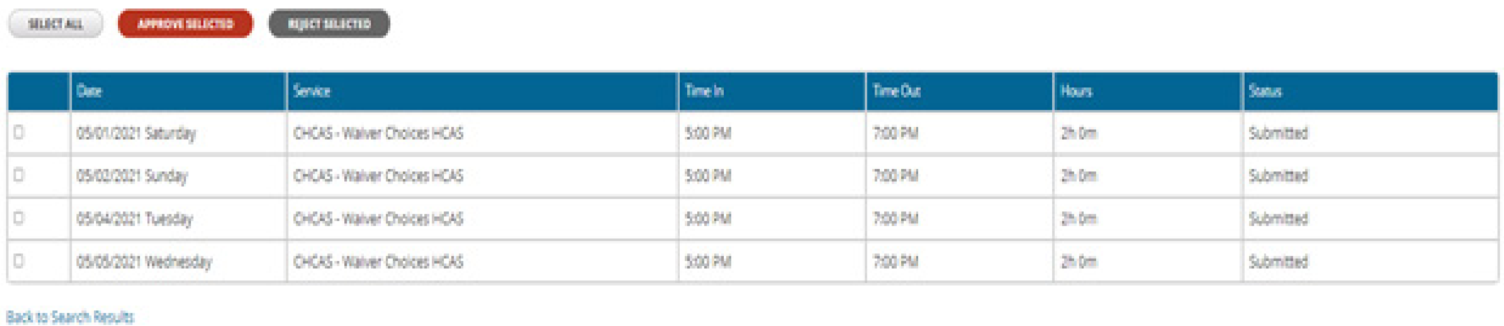
Date Range

Apr 1, 2021 - May 6, 2021

Pay Period	Provider Name	PPL Provider ID	Hours	Ready For Approval	Gross Amount	Check Amount	Action
5/01/2021 - 5/15/2021			8h 0m	4 entries			View Entries
4/16/2021 - 4/30/2021			16h 0m				View Entries
4/16/2021 - 4/30/2021			6h 0m		$ 88.62	$ 81.39	View Entries
4/01/2021 - 4/15/2021			20h 0m				View Entries

Page 1 of 1

If the status field says 'SUBMITTED', you should review and approve/reject the time entry.



SELECT ALL APPROVE SELECTED REJECT SELECTED

	Date	Service	Time In	Time Out	Hours	Status
☐	05/01/2021 Saturday	CHCAS - Waiver Choices HCAS	5:00 PM	7:00 PM	2h 0m	Submitted
☐	05/02/2021 Sunday	CHCAS - Waiver Choices HCAS	5:00 PM	7:00 PM	2h 0m	Submitted
☐	05/04/2021 Tuesday	CHCAS - Waiver Choices HCAS	5:00 PM	7:00 PM	2h 0m	Submitted
☐	05/05/2021 Wednesday	CHCAS - Waiver Choices HCAS	5:00 PM	7:00 PM	2h 0m	Submitted

Back to Search Results

Click 'view details' under the action column to see a time entry's process through to payment.

MY TIMESHEETS

Please see the chart below for Time Entry Status terminology:

Authorization Table Column	What does it mean?
SAVED	This time entry has been started by a provider but has not been submitted. Time entries in Saved status are not available for Participant's to Approve and PPL cannot yet process them.
SUBMITTED	This time entry has been submitted and has successfully passed all of the timesheet rules. It is now awaiting the Participant's approval before PPL can process it.
APPROVED	This time entry has been approved and will be processed in the next pay cycle.
IN PROCESS	This time entry is currently being processed by PPL's payroll team.
GOOD TO PAY	This time entry is one step away from payment.
PAID	This time entry has been paid, if the Check # starts with RA it has been paid via direct deposit; if it has a number value it has been paid via paper check.
REJECTED	This time entry has been rejected by the Participant. It requires that you correct the time entry and resubmit it for approval.
PENDING	This time entry has been submitted via paper and currently breaks a timesheet rule that must be corrected before payment can occur.
DENIED	This time entry cannot be paid or processed and has denied.

ARCHIVED TIMESHEETS

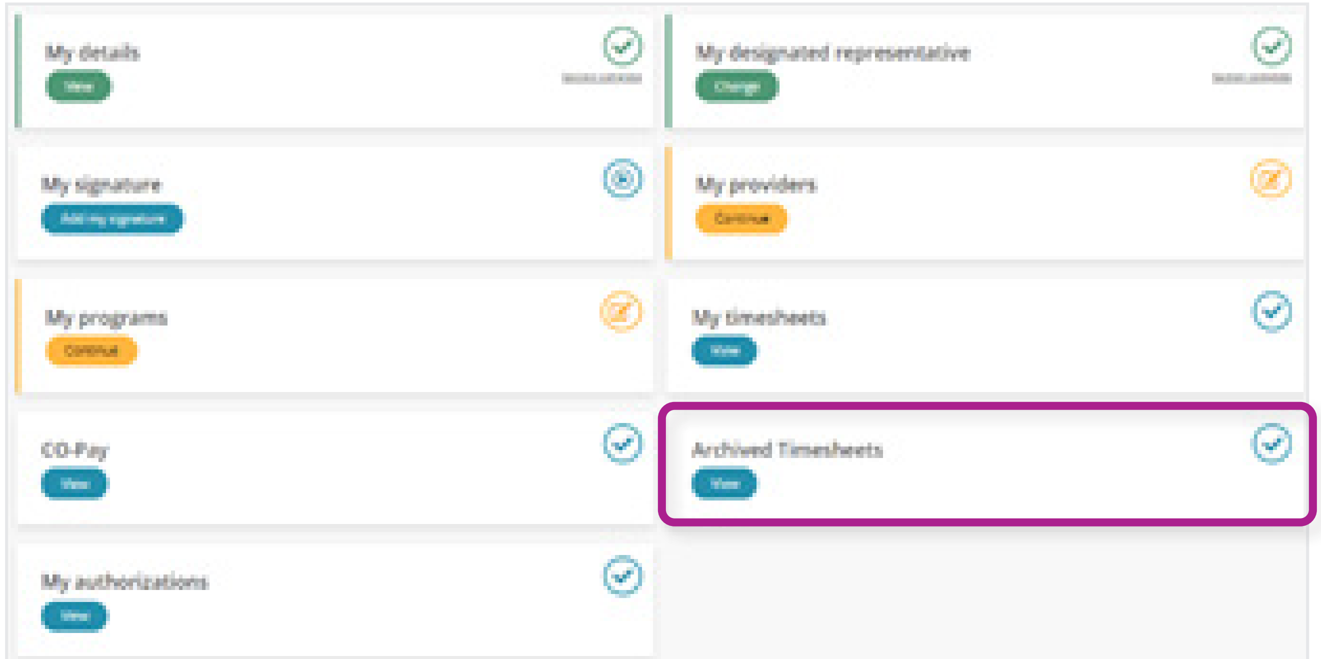
ABOUT ARCHIVED TIMESHEETS

If you are a Participant that previously used the BetterOnline web portal, you will see an 'Archived Timesheets' section. These are historic timesheets submitted prior to the transition to EVV.

ACCESSING ARCHIVED TIMESHEETS

If you would like to see these time entries, click the button below 'Archived Timesheets' on your MyAccount Dashboard.

If you began receiving services after May 2021, then you will not see this section.

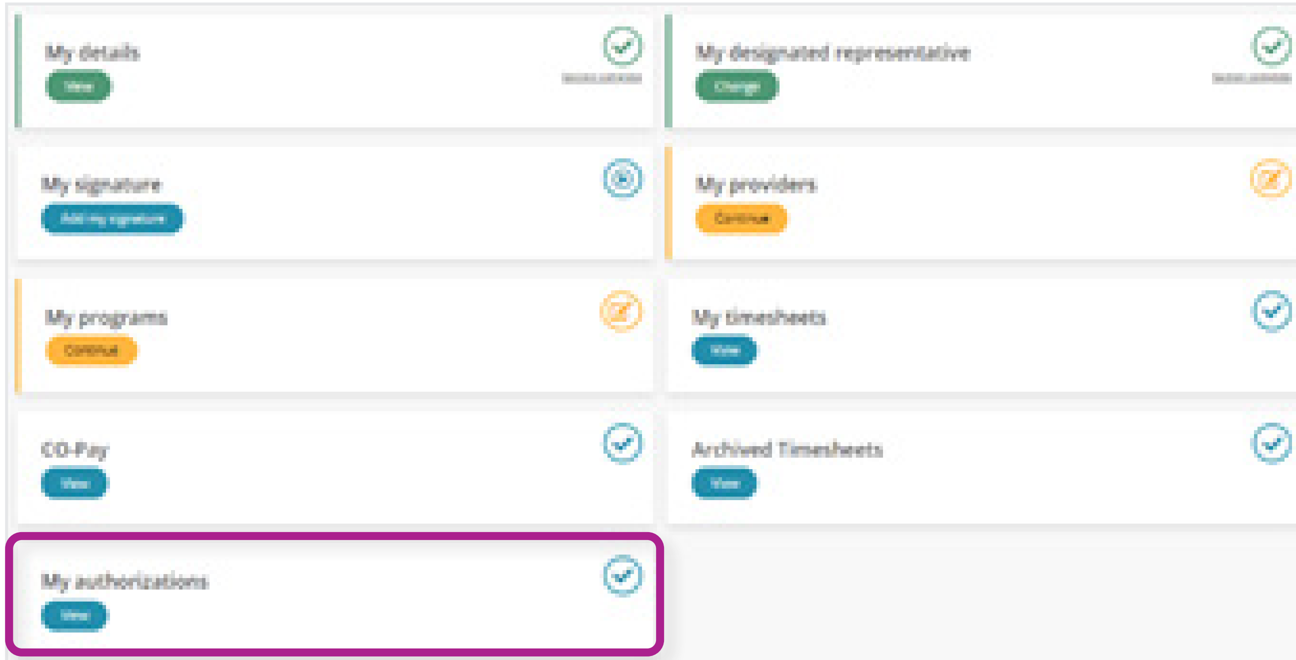


MY AUTHORIZATIONS

ACCESSING MY AUTHORIZATIONS

To see your authorizations, click on the button under 'My authorizations' on your MyAccount Dashboard.

A new page will open with your Authorization details.



MY AUTHORIZATIONS

Please see the chart below for Time Entry Status terminology:

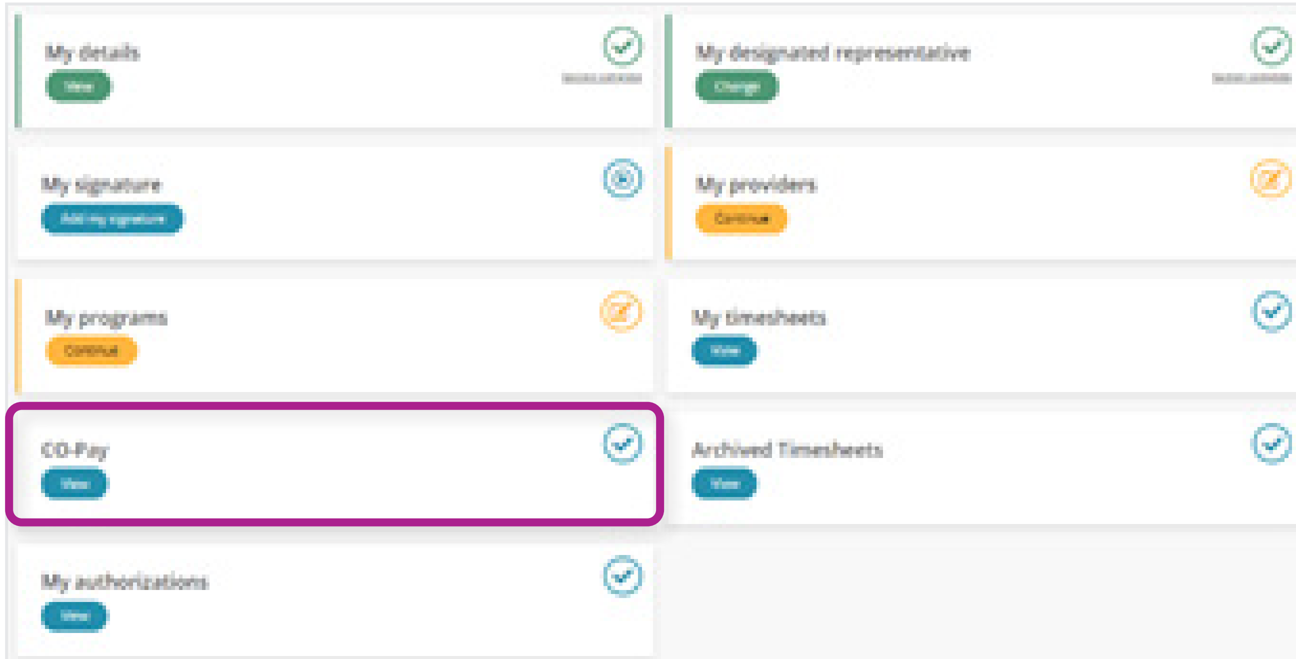
Authorization Table	What does it mean?
SERVICE	The Service Code name for the authorization line.
PLAN	The MCO the participant is with.
AUTHORIZATION ID	The ID number assigned by PPL.
START DATE	This is the first date that this authorization is approved. Dates of service must fall on or after this date to be able to use this authorization.
END DATE	This is the last date that this authorization is approved. Dates of service must fall on or before this date to be able to use this authorization.
UNIT TYPE	This is the total authorized units in hours.
AUTHORIZED UNITS	This is the total authorized units.
TOTAL AUTHORIZED UNITS	This is the total authorized unit amount displayed as 15 min increments.
PAID UNITS	These are the units that have been paid out and are no longer able to spend.
GOOD TO PAY UNITS	These are the units that PPL is processing.
REMAINING UNITS	These are the remaining units available for payment.
STATUS	If an authorization remains active, it will show in approved status. If it has been deactivated or is no longer approved to pay from, it will display as INACTIVE.
ACTIONS	View additional details of the authorization.

MY CO-PAY

ACCESSING MY CO-PAYS

To see your Co-Pay information, click on the button below 'My Co-Pay' on your MyAccount Dashboard.

A new page will open for you to view your Co-Pay details. This includes start date, end date, and Participation Amount.



HOW TO CONTACT US

The contact us page is a helpful tool where you can:

- View the customer service center hours of operation
- Retrieve contact information such as phone number, fax and email for the program
- Submit a question or comment directly to the program email box from MyAccount

To navigate to this page, select 'Contact Us' on the website's footer.

Contact Us

Hours of Operation:	8:00am – 8:00pm EST Mon-Fri and 9:00am – 1:00pm EST Saturday
Phone Customer Service:	1-833-549-5672
Fax:	1-866-709-3319
Email:	PPLVA@pcgus.com

Submit a question or comment

Your PPL ID:	PA-0011115
State:	VA
Program Name:	Virginia Consumer Directed Services
User Role:	Consumer
Your Name*	Test Participant
Your Contact Phone*	111-222-3333
Your Email*	email@fake.com
Subject*	
Comments*	

SUBMIT

NEED HELP?

Our customer service team is ready to help!

Mon-Fri 8:00am - 8:00pm
Sat 9:00am - 1:00pm

1-833-549-5672

pplva@pcgus.com

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