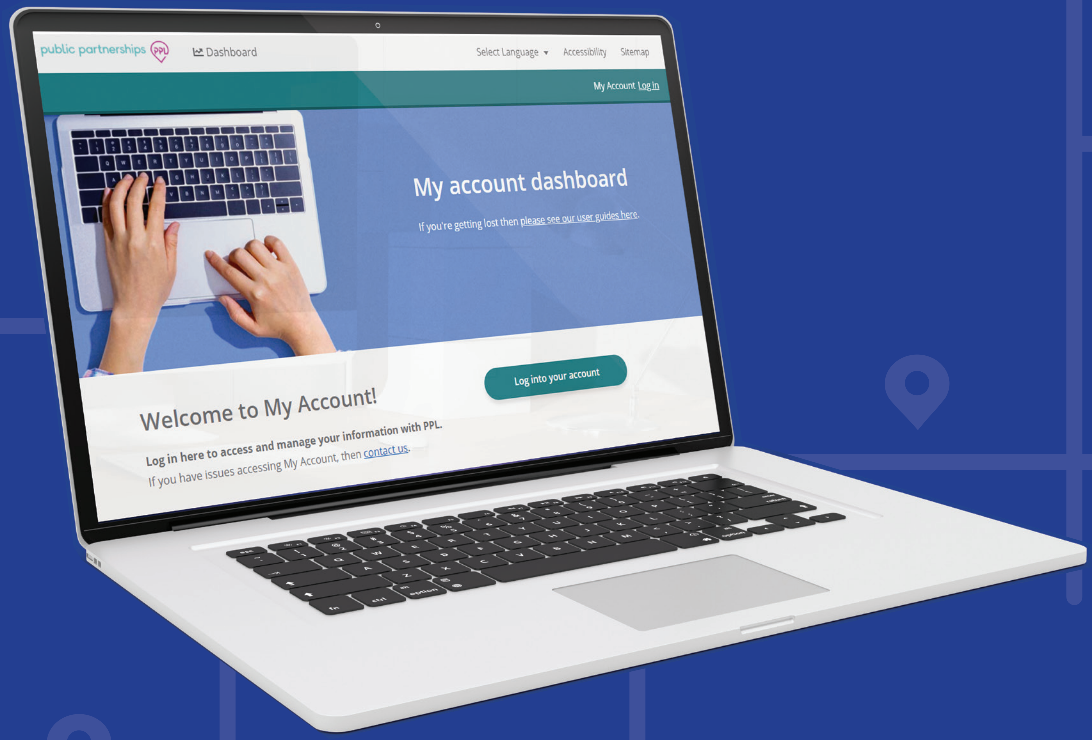
USER GUIDE

MYACCOUNT

Guide for Providers



public partnerships PPL

Your #1 choice for self-directed care™

USER GUIDE *at a glance*

This document will provide a walkthrough of the Providers 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

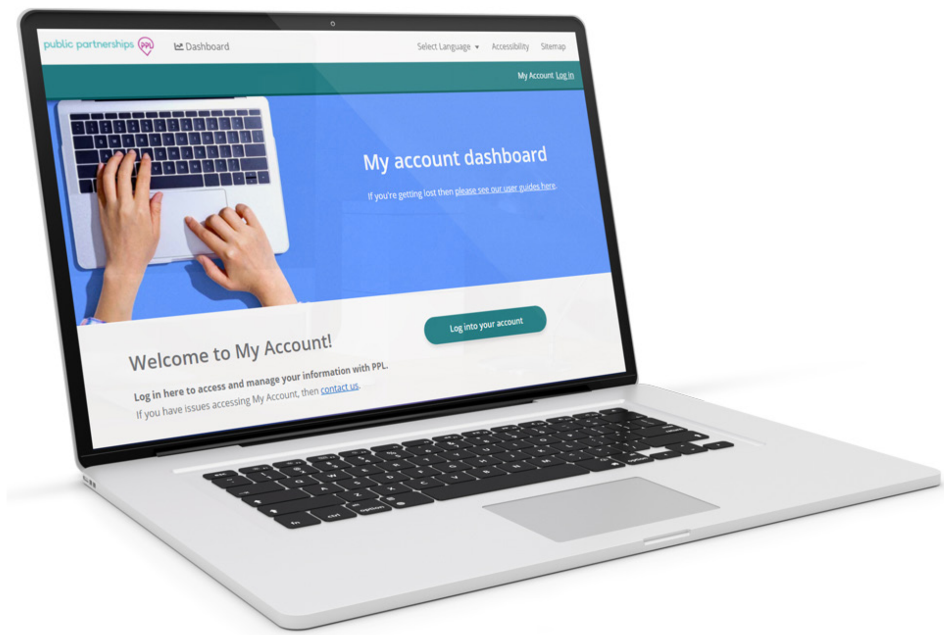
Once you click on the registration link, the system will ask you to confirm we have your information right.

- **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.

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.

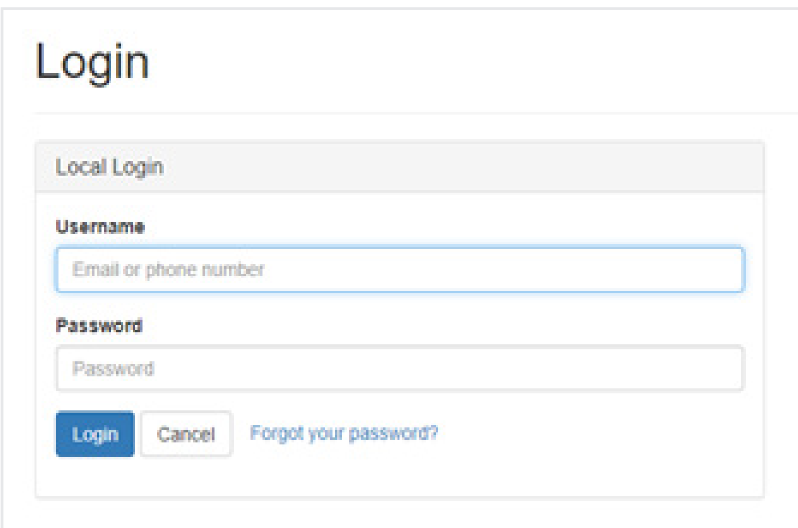
LOGGING IN

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.

Remember! To register, your email will need to previously be on record with PPL. Your information is provided to PPL through the invite to enroll process. OR if you are already an active provider, PPL will have your email on file.

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: Chrome, Firefox, or Edge



IMPORTANT

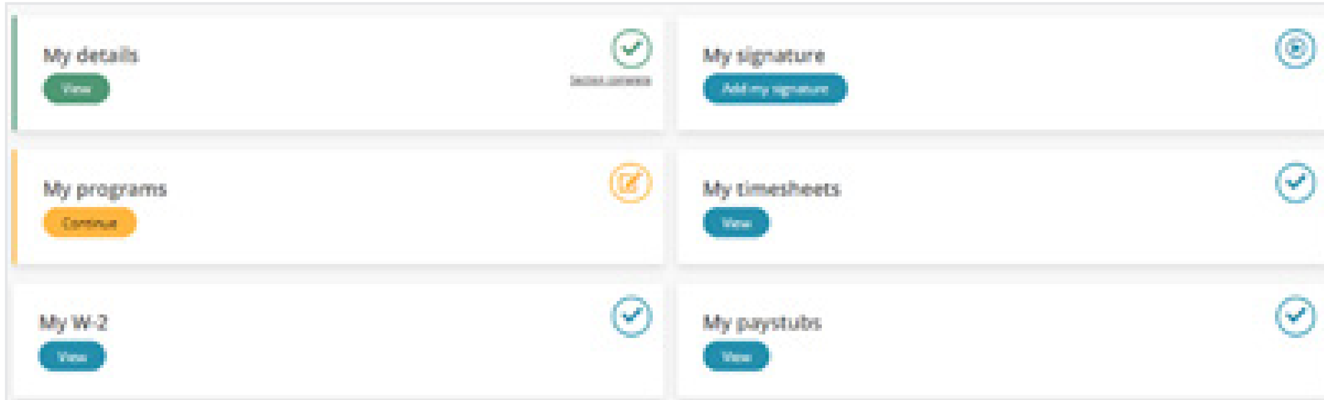
If you think you shared an email with another user in the previous system, PPL will need to help you register. MyAccount does not allow you and another user to share the same email.

DASHBOARD

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

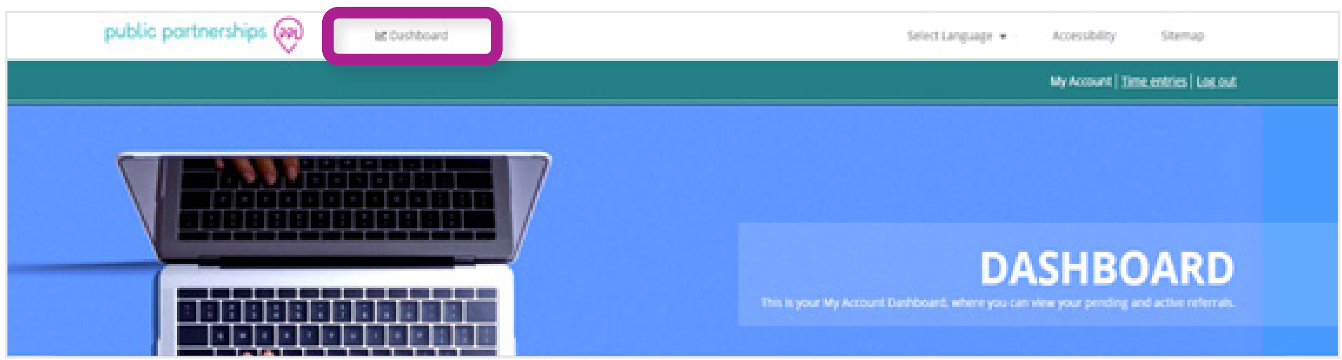
Here you can:

- Edit your details.
- Complete and update your enrollment forms
- View your W-2
- Create and edit your digital signature
- View your timesheets
- View your paystubs



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.

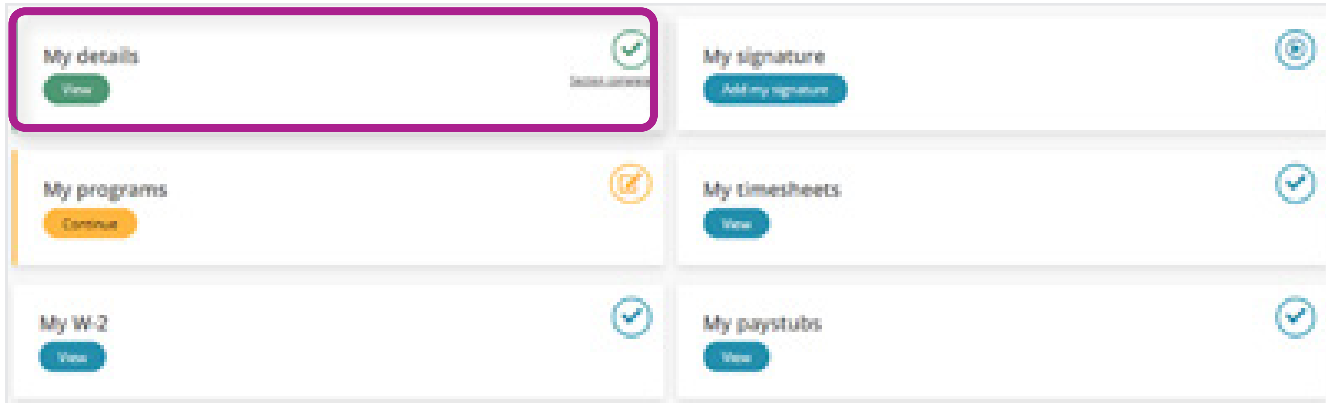


MY DETAILS

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.



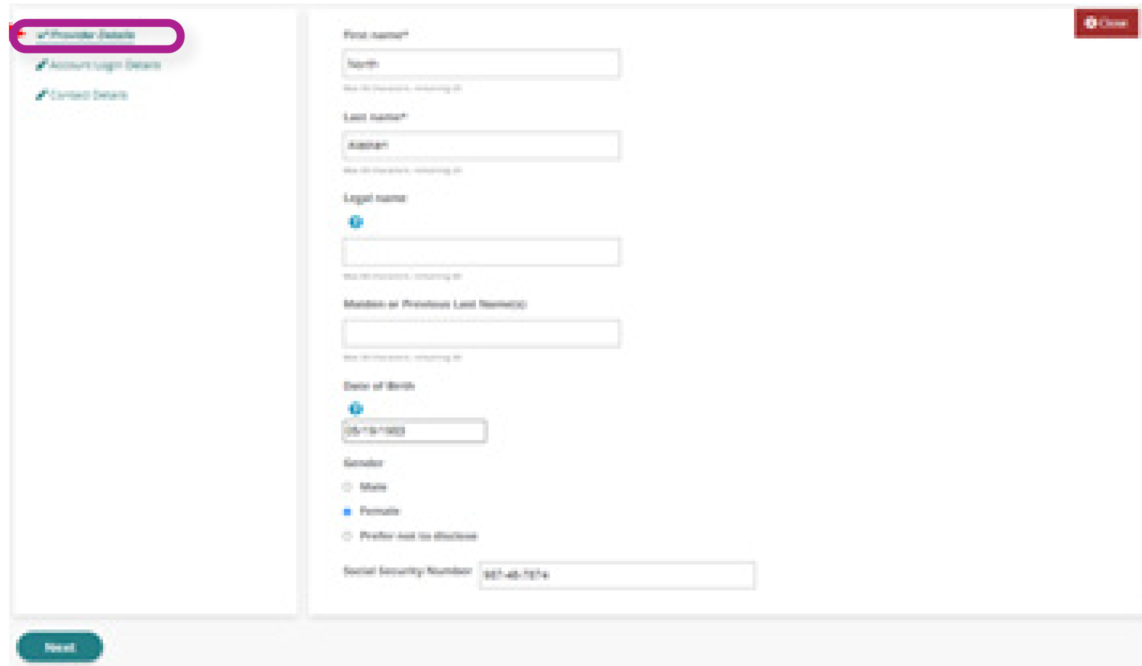
MY DETAILS

PROVIDER 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 DETAILS

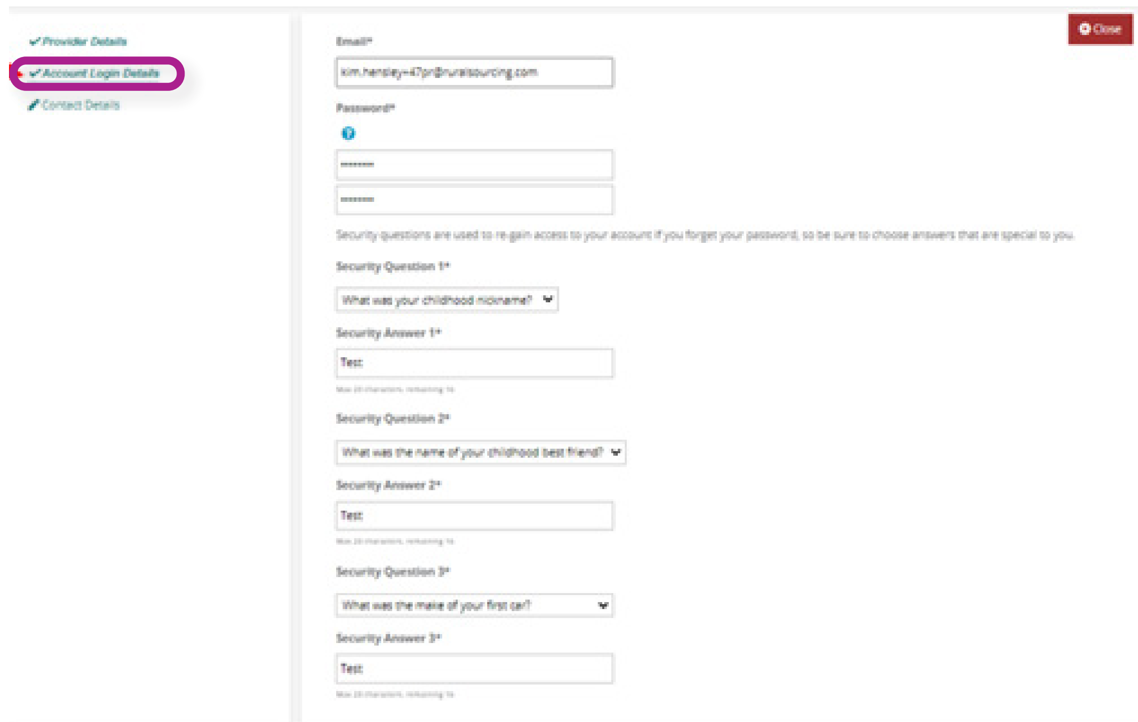
In the Account Details section, you will be able to view and make edits to:

- 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

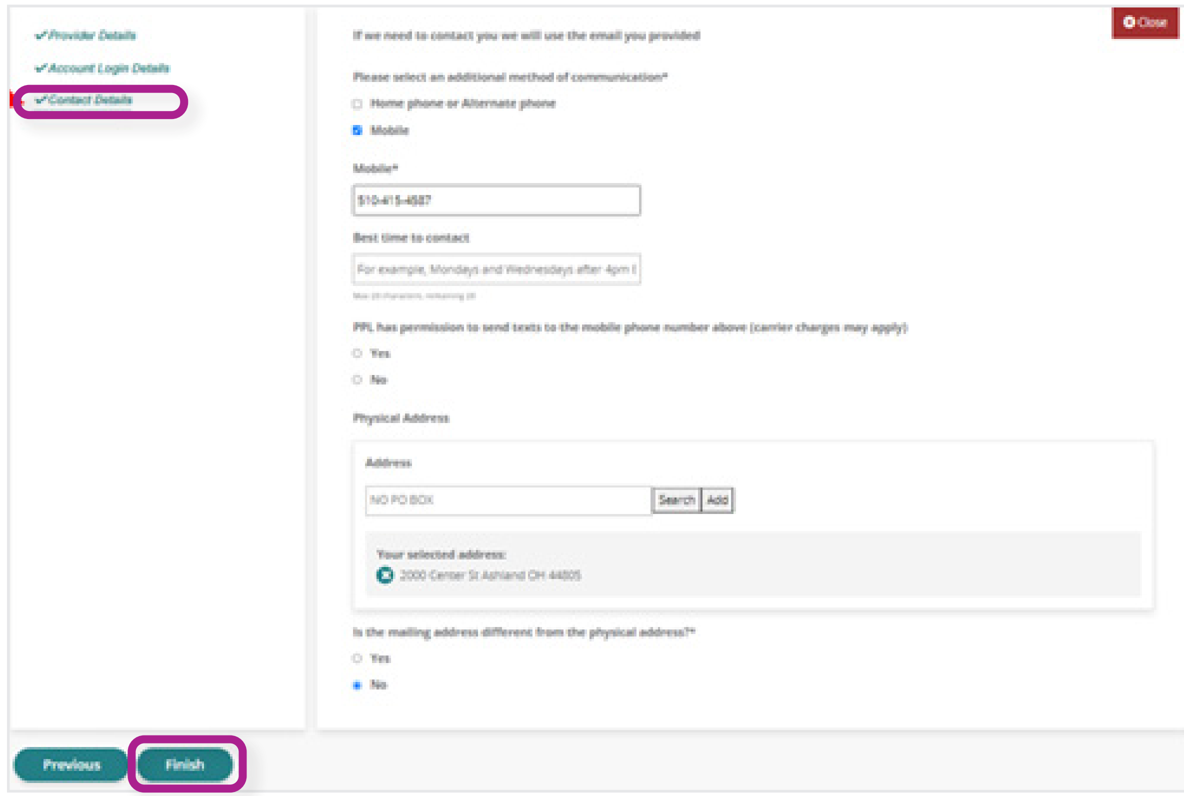
Your contact details will be used if PPL needs to contact you for any reason.

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’.



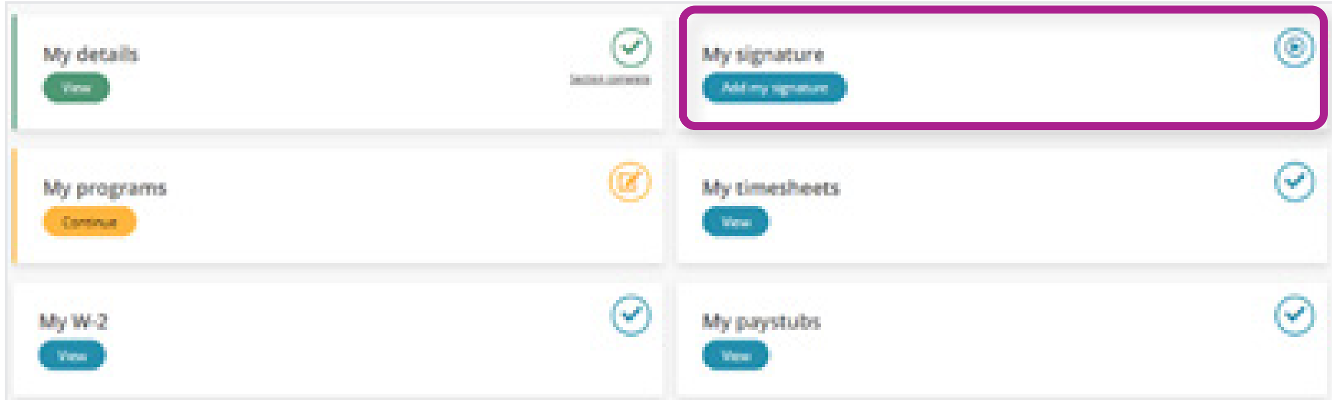
MY SIGNATURE

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”).

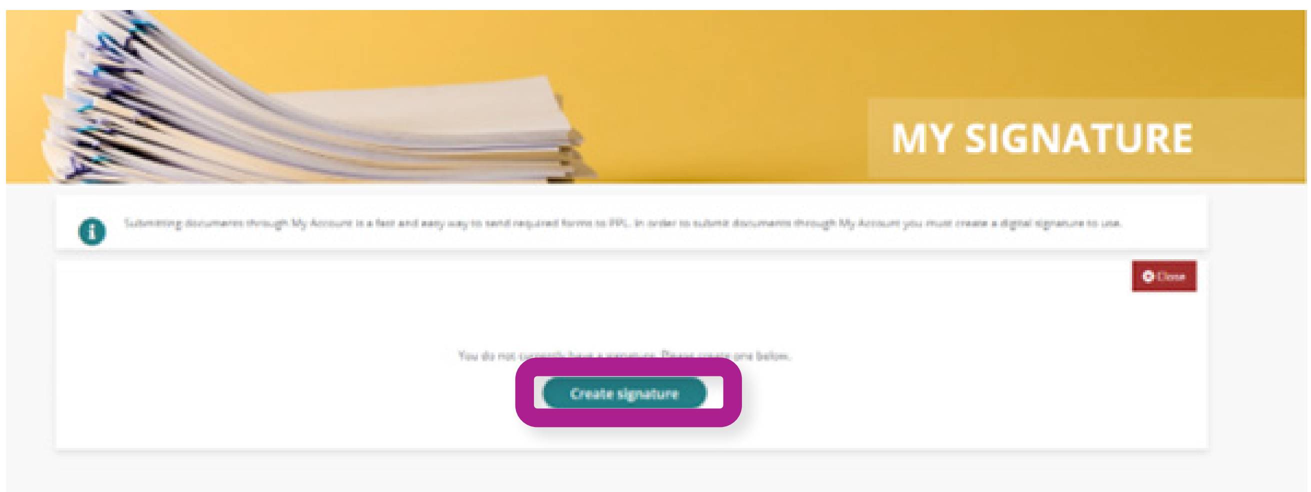
ACCESSING MY SIGNATURE

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.



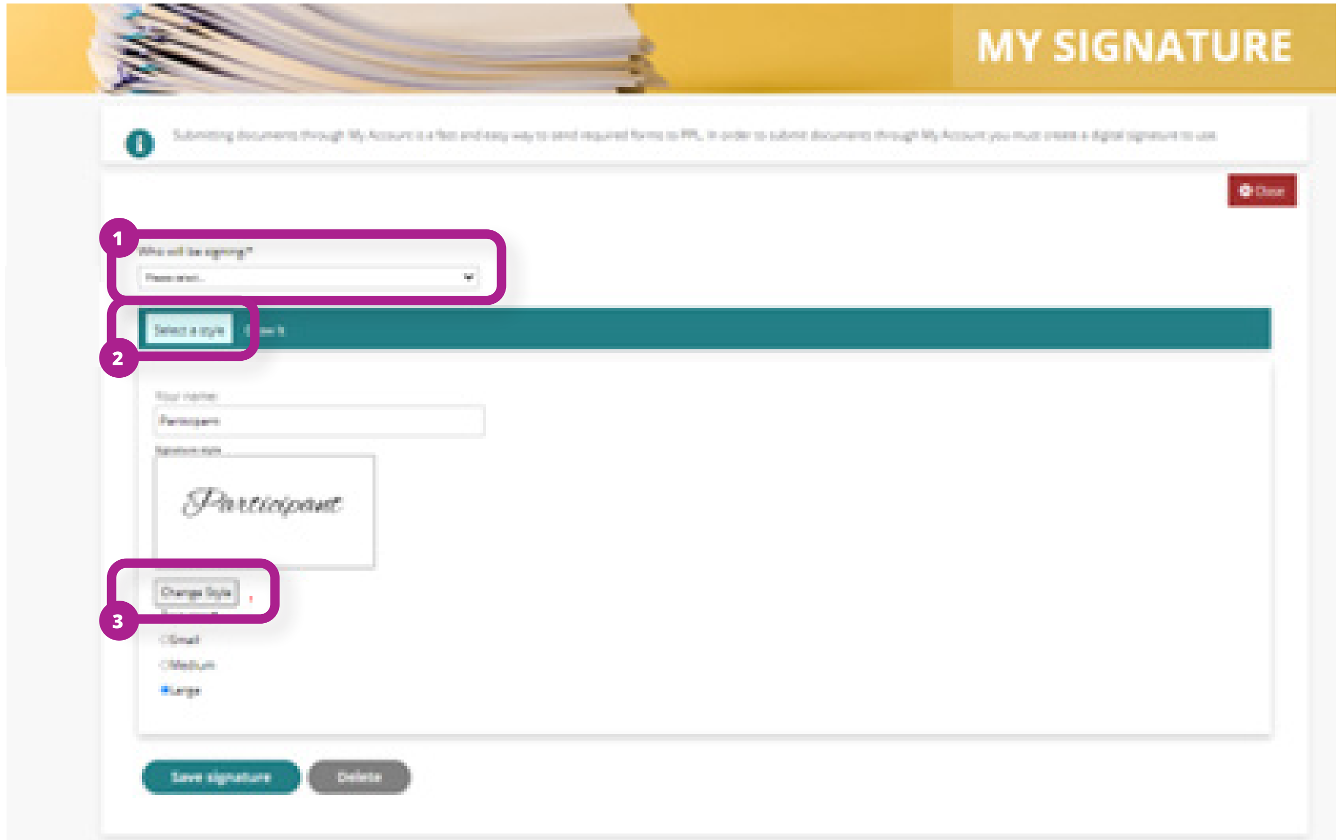
MY SIGNATURE

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.”



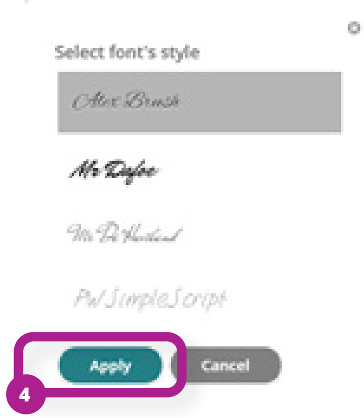
SELECT A STYLE

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.



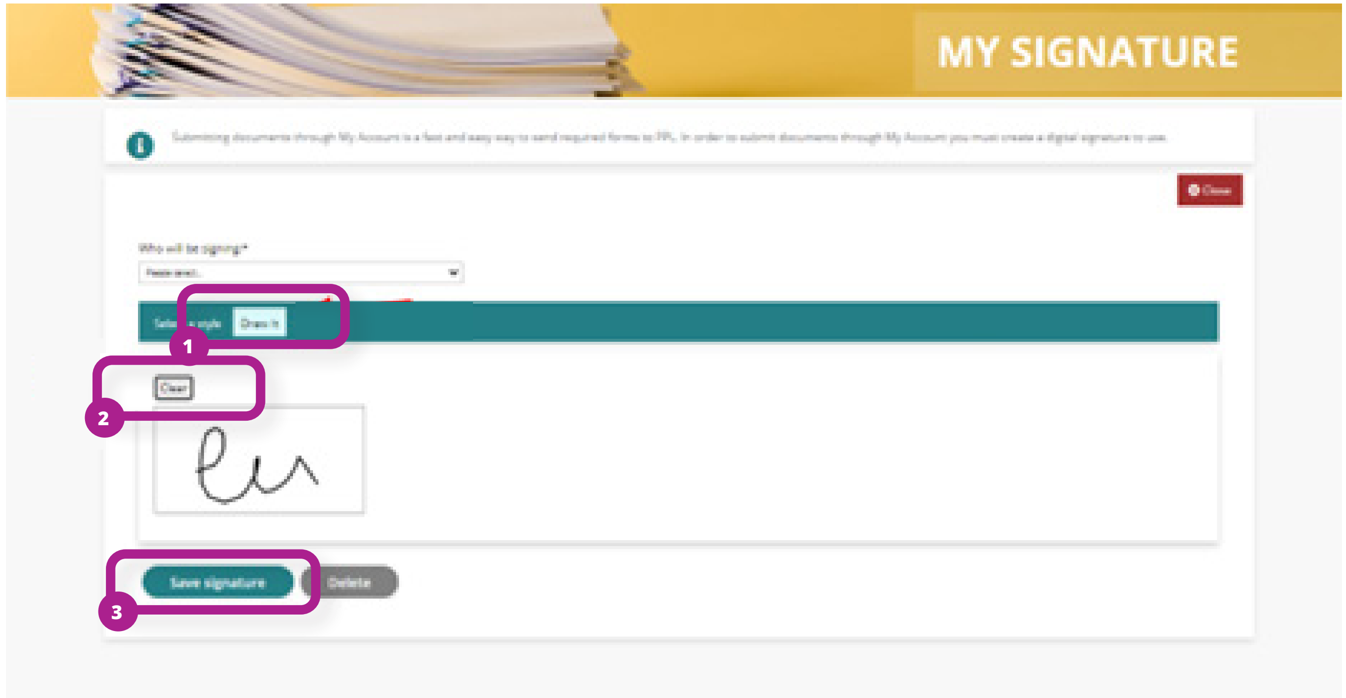
MY SIGNATURE

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.

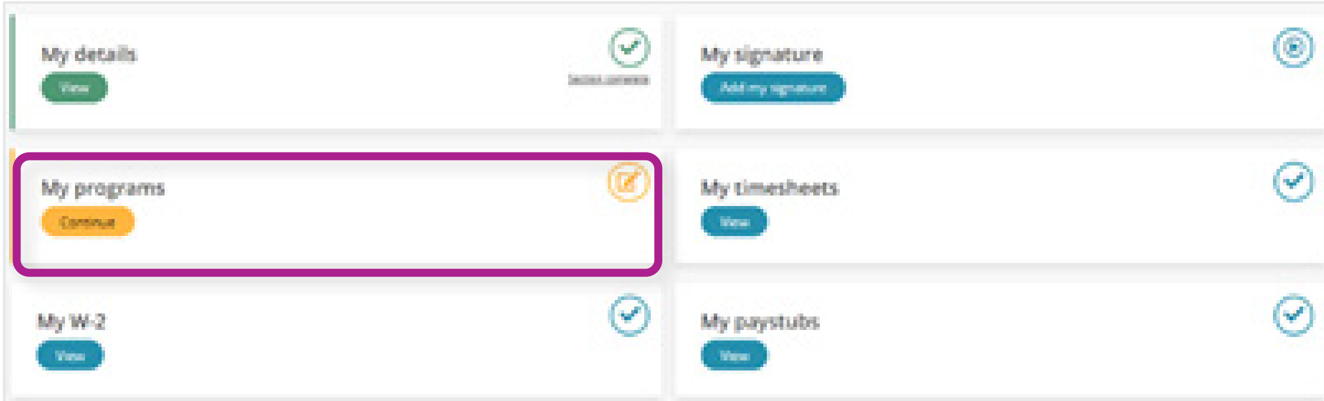
Click 'clear' (2) if you need to start over.

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

You will have to provide information to enroll as someone who legally provides personal care services to your Participant.

ACCESSING MY PROGRAMS

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

On the next page you should select the participant you want to complete your enrollment with.

You may have more than one participant listed, if you provide services to more than one Participant. If so, then you will need to complete enrollment for each of them separately.

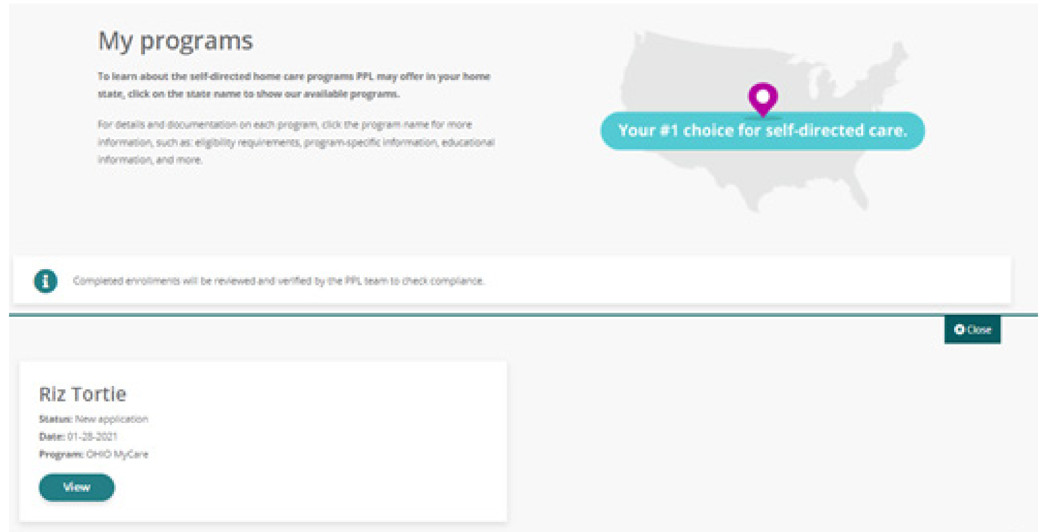
MY PROGRAMS

Your Participants tile will show their name, their enrollment status, the date they were enrolled, and the program in which they are enrolled in.

Click 'View', to start your enrollment for that person:

- General Information
- Service Details
- Payment Information
- Employment Eligibility
- Tax Information
- Authorization and Signature

To navigate through the sections, select 'next' at the bottom of the screen.



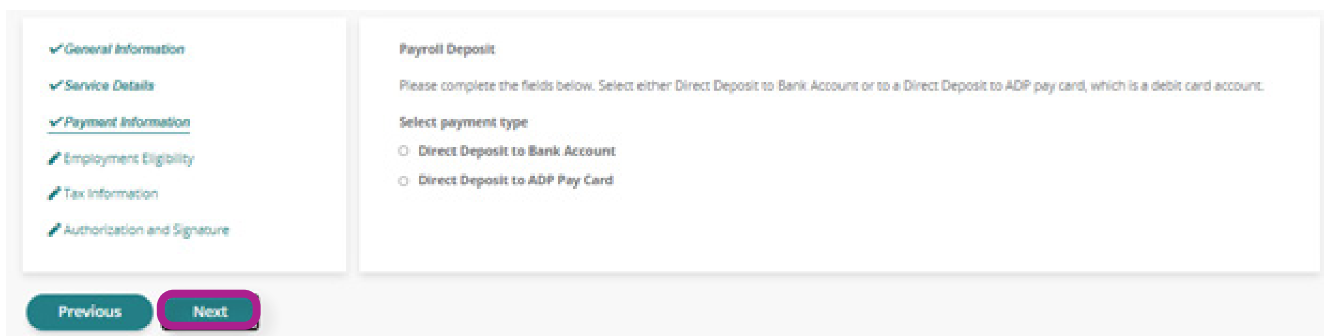
GENERAL INFORMATION

The questions in this section are optional and do not need to be answered. You may answer them if you wish.

PAYMENT INFORMATION

This is where you will choose how to receive your payment/paycheck. You can choose either:

- Direct deposit into your bank account
- Direct deposit to an ADP Pay Card. You will receive a physical card in the mail.

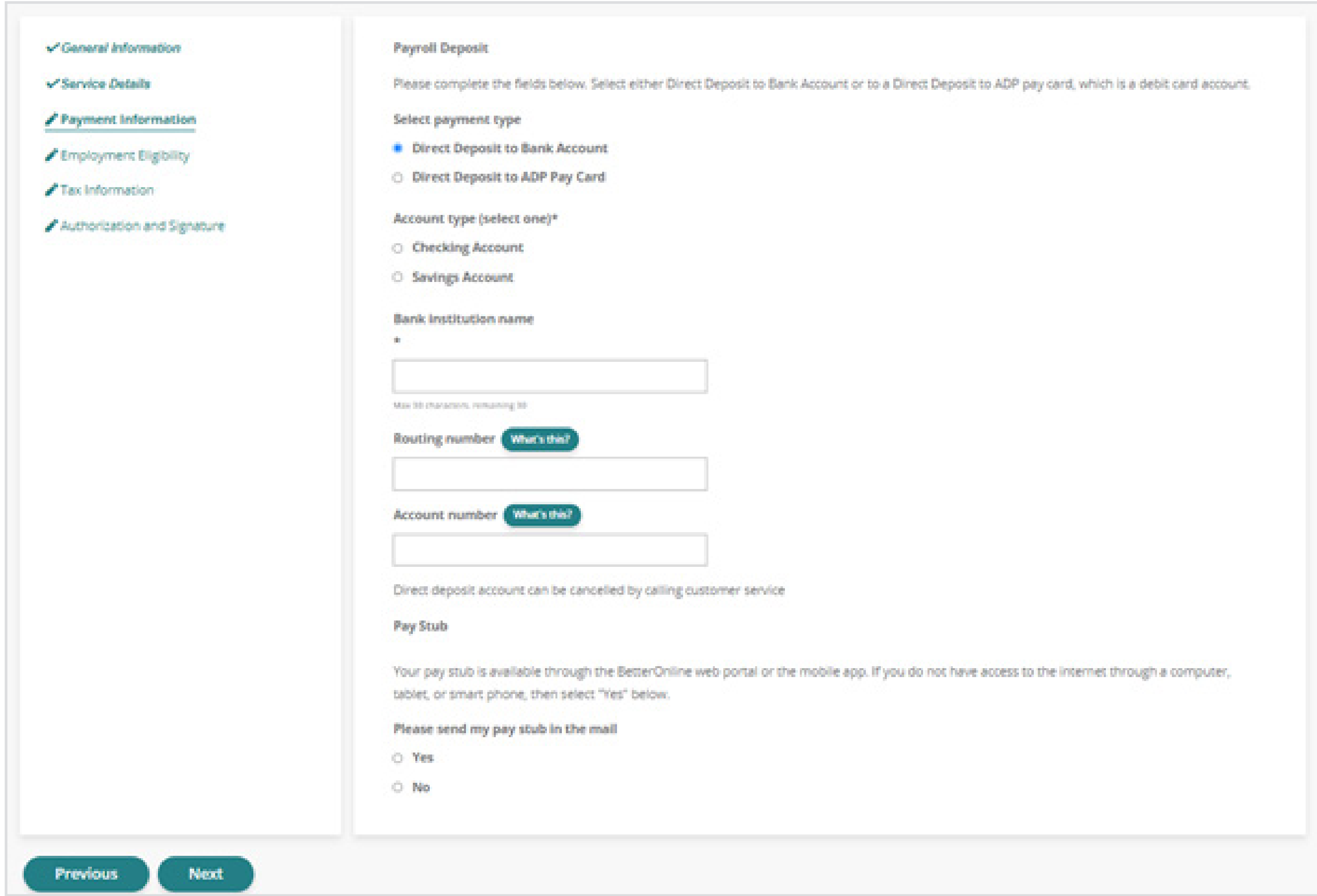


DIRECT DEPOSIT: BANK ACCOUNT

If you choose Direct Deposit into your Bank Account, you'll need the following:

- Bank Institution Name
- Routing Number
- Account Number

You should also choose whether you want to receive your pay stub in the mail. You will be able to view and print your pay stubs from any pay period from MyAccount anytime.



DIRECT DEPOSIT: ADP PAY CARD

If you choose Direct Deposit onto an ADP Pay Card, you will not need to enter any information. A physical card (much like a debit card) will be mailed to you. You can spend your money off the card as though it was debit card. There are certain rules and conditions that will be included when you receive your card.

You should also choose whether you want to receive your pay stub in the mail. You will be able to view and print your pay stubs from any pay period from MyAccount anytime.

EMPLOYMENT ELIGIBILITY

This section is for your USCIS I-9 form. You will need to provide the name, document number, and issuing authority details:

- from one document from List A. (Most popular document is a US Passport)
- Or
- from two documents: one from List B and one from List C. (Most popular combination is your driver's license and Social Security card)

You may not have the most popular documents and that's okay. Please see this list for all types of documents you can use. View List of Acceptable Documents

You will need to provide the name, document number, and issuing authority for the documents you choose to use.

TAX INFORMATION

This section is about taxes. Please answer the questions for:

- Difficulty of Care Federal Income Exclusion
- FLSA Live-In Exemption
- Tax Exemptions
- W-4: Employee's Withholding
- VA-4: Virginia State Tax Form

AUTHORIZATION AND SIGNATURE

In this section you should review and agree to the terms and conditions of enrollment.

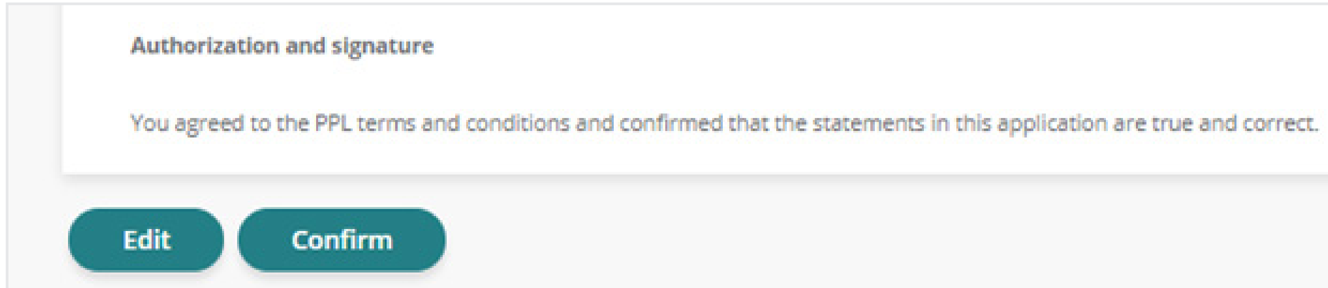
Once you have agreed to the terms and conditions, select 'finish' at the bottom of the page. A new page will open with a summary of your enrollment where you can either confirm or edit.

By selecting 'Confirm' at the bottom of the page, your enrollment documents will be ready for you to sign. You should review them in a PDF format and electronically 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.

You may have more than one participant listed, if you provide services to more than one Participant. If so, then you will need to complete enrollment for each of them separately.

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

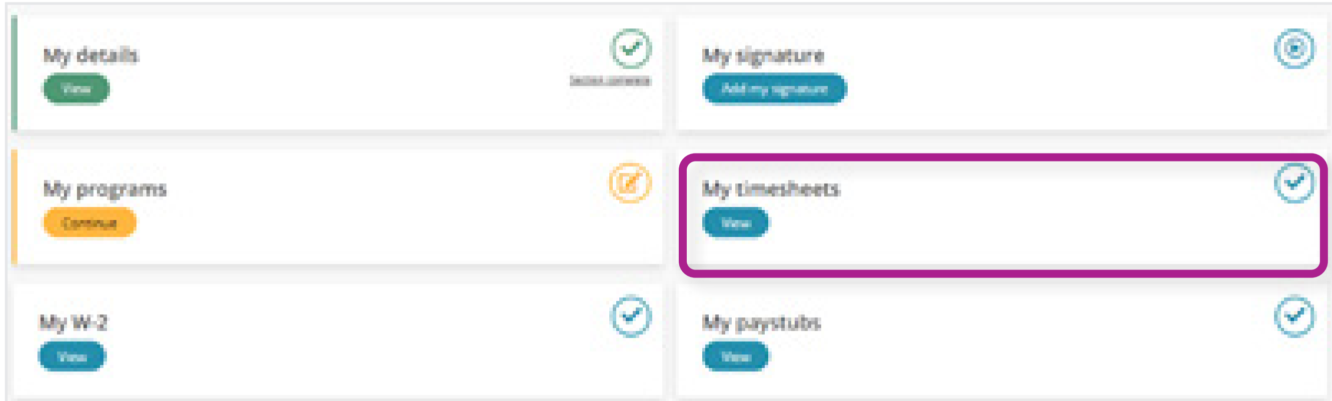


MY TIMESHEETS

ABOUT MY TIMESHEETS

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

- Search for new time entries
- Look at submitted time entries.
- Check the payment progress of submitted time entries.
- Track a time entry through to payment.



IMPORTANT

If you currently utilize the Time4Care mobile app to submit your time entries please continue to do so. MyAccount does not replace the Time4Care mobile app

ACCESSING MY TIMESHEETS

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

If a time entry is in SUBMITTED status, it needs the employer's approval before PPL can process it.

If a time entry is in a 'pending' status, you can view the Pend History to see why payment may have been delayed.

Select the 'view details' hyperlink beneath the action column to track the progress of a time entry through to payment.

MY TIMESHEETS

Please see the chart below for Time Entry Status terminology:

Time Entries Status	What does it mean?
SAVED	The provider started the time entry but has not submitted it yet. Time entries in Saved status can't be approved or processed.
SUBMITTED	The provider submitted the time entry and it successfully passed all of the timesheet rules. The participant can now approve it. Once approved, 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 number 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 the time entry be corrected and resubmitted for approval.
PENDING	This is a paper timesheet that currently breaks a timesheet rule. It must be corrected before it can be paid.
DENIED	This time entry cannot be paid or processed and has been denied.

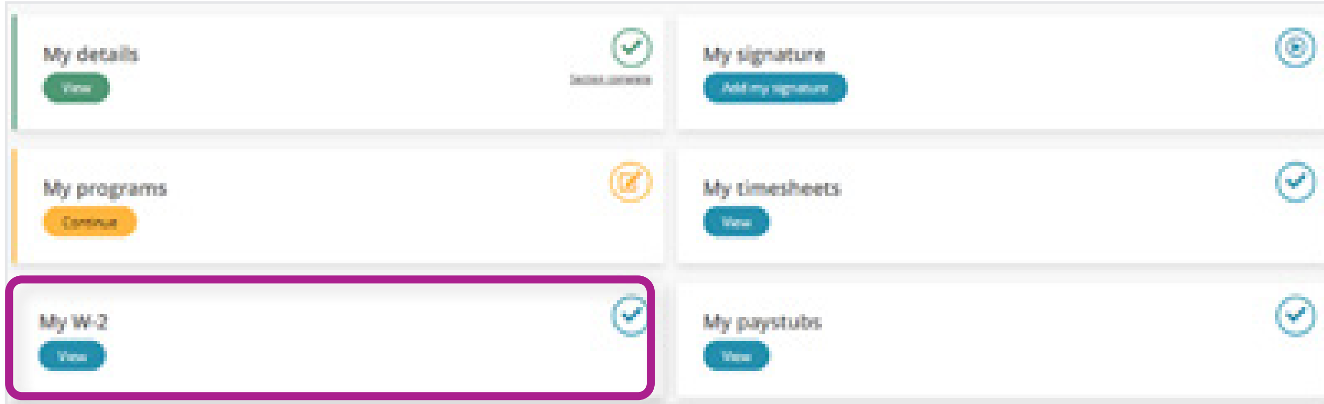
MY W-2

ABOUT MY W-2

With MyAccount you can view and print your Form W-2 online for the past 3 years!

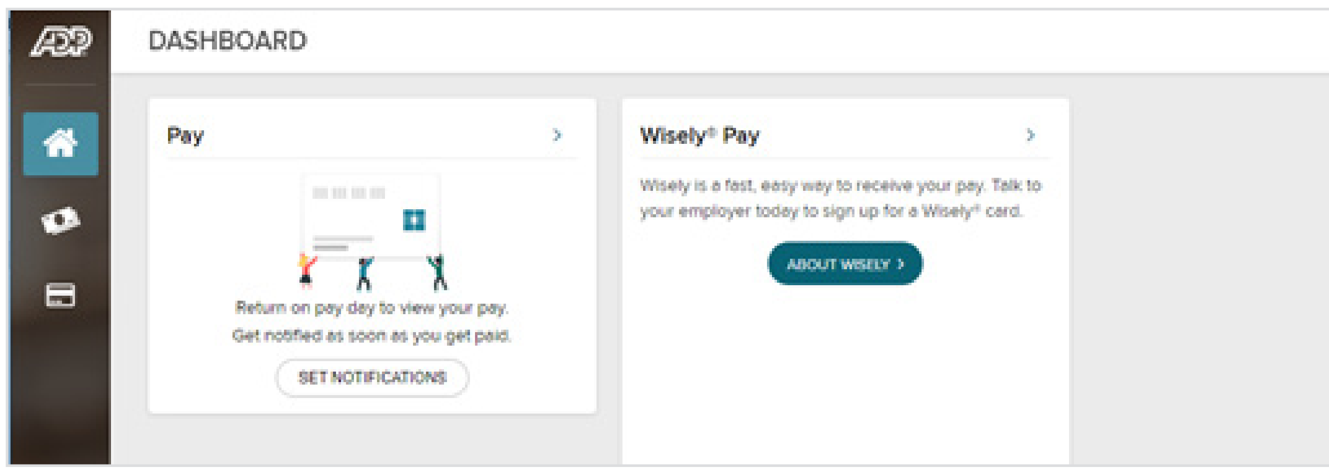
ACCESSING MY W-2

To view these, click the button under 'My W-2' on your Dashboard.



If you were hired by a Participant in the VA Cardinal Care program after January 1 of this year, you will not see a W-2 on your ADP Dashboard until next year.

If you were hired by a Participant in the VA CCC+ program after January 1 of this year, you will not see a W-2 on your ADP Dashboard until next year.



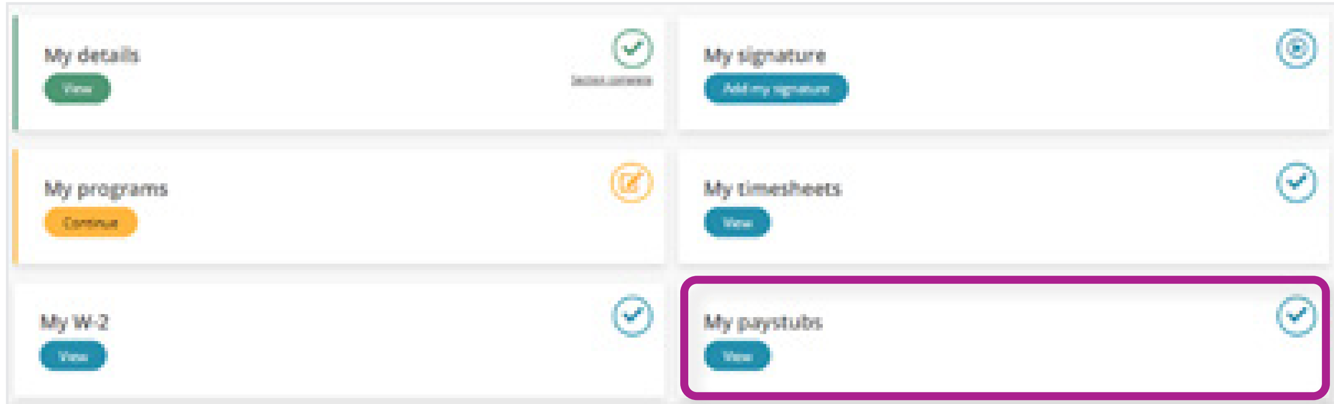
MY PAYSTUBS

ABOUT MY PAYSTUBS

With MyAccount you can view and print your paystubs online for any pay period!

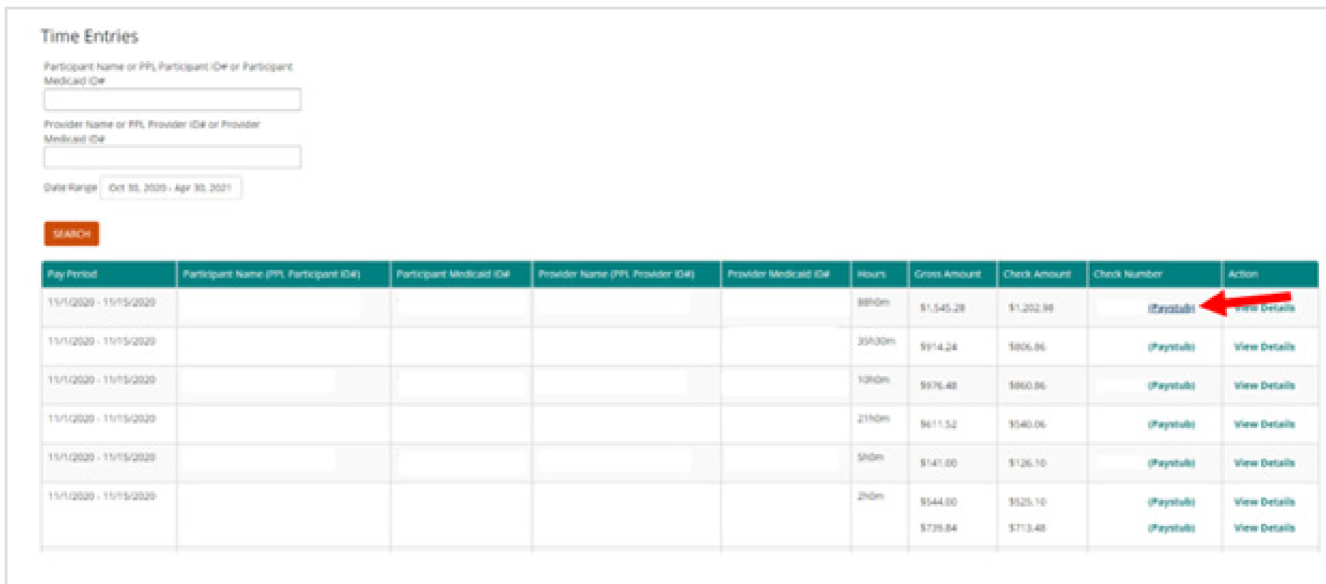
ACCESSING MY PAYSTUBS

To view these, click the button under 'My Paystubs' on your Dashboard.



You will now see the following page:

Decide which pay periods you would like to view. Click the 'Paystubs' hyperlink on the line of the dates you want. Then, a PDF document of that time periods' paystub will automatically download to your computer.



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:	PR-0011672
State:	VA
Program Name:	Virginia Consumer Directed Services
User Role:	Provider
Your Name*	Test Provider
Your Contact Phone*	555-555-5555
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

www.publicpartnerships.com/state-programs/virginia/

public partnerships PPL

Your #1 choice for self-directed care™