



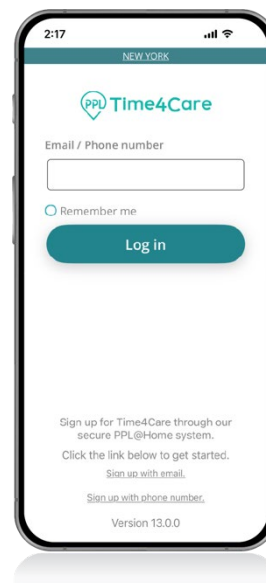
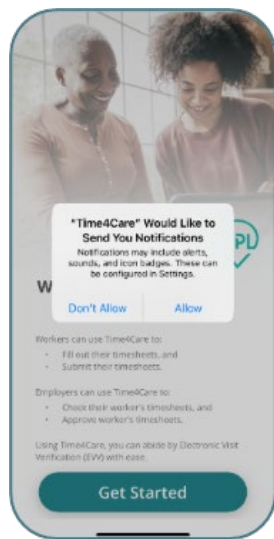
How to Manage Time with PPL

Beginning on April 1, 2025, CDPAP consumers and personal assistants should only track their time entries with PPL. PPL offers multiple timekeeping options to accommodate the different needs of CDPAP consumers and personal assistants while maintaining electronic visit verification (EVV) compliance.

1. Time4Care™ App

Time4Care™ is a highly rated mobile app, available in 11 languages*, designed for both consumers and personal assistants. Available for free on the Google Play Store and Apple App Store, the app allows users to clock in and out, approve and submit time entries, view paystubs, and even access training. It works with either Wi-Fi or cell service with a data connection. To access Time4Care:

1. Go to **Google Play** or the **App Store** on your Android or iOS device.
 2. Tap on **Search**.
 3. In the search bar, type in: **Time4Care**.
 4. Download the **Time4Care app**.
5. Once the application has downloaded, tap to **open**.
6. Time4Care will ask you if you want to enable notifications. Tap “Allow” to ensure you don’t miss important alerts. Tap Get Started, then log in with the same username and password you use for PPL@Home.





No internet connection? Time4Care has an "offline mode" for clocking in and out. The app saves the time and location of when you clocked in or out for when the internet is available again.

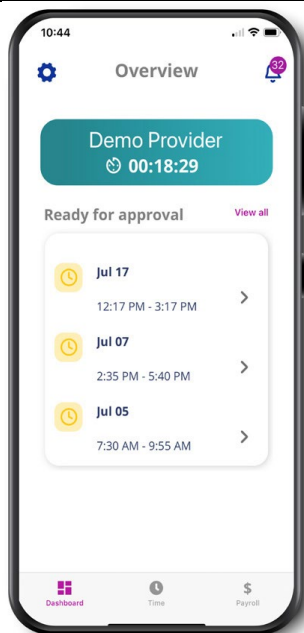
Before you can enter your time in Time4Care, PPL has to have an authorization for CDPAP from the consumer's health plan or local department of social service (LDSS).

For more information on using Time4Care, see this guide: <https://pplfirst.com/wp-content/uploads/2025/03/T4C-Guide.pdf>.

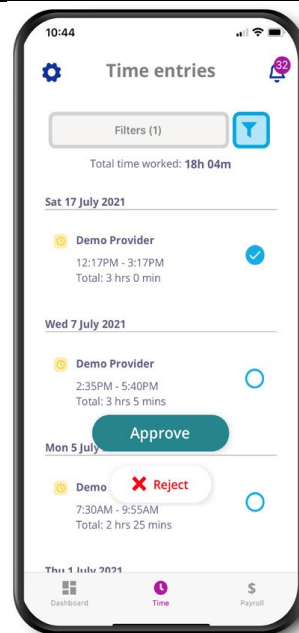
If you can't access Time4Care for timekeeping, you can call PPL to clock in and out (see section 2 of this guide). If you and your consumer meet certain criteria, you may also request a paper timesheet (see section 3). Personal assistants can also track their time in PPL@Home, which can be accessed on a computer or mobile device.

Consumers can approve shifts in either Time4Care or PPL@Home.

Approving Shifts in Time4Care



- Tap on an entry to view details and approve/reject time
- Tap View all to see all time entries ready for approval



- Selecting all allows you to select all time entries that are ready for approval — you can approve or reject all
- Tap a single time entry to view details, and approve or reject just that time entry
- Use the check boxes to select multiple time entries to approve or reject



Approving Shifts in PPL@Home	
Consumers	Designated Representatives
<ul style="list-style-type: none"> • In your PPL@Home dashboard, go to the Timesheet tab • Click or tap View to see the shifts that were entered and submitted by the PA • If everything is correct, hit the approve button; if anything is incorrect, hit the reject button <ul style="list-style-type: none"> ○ Rejecting the timesheet will prompt the PA to correct and resubmit the timesheet for approval 	<ul style="list-style-type: none"> • In your PPL@Home dashboard, go to the Associated Consumers tab • Click or tap Manage Consumer — this will take you to the consumer’s dashboard • Go to the Timesheet tab • Click or tap View to see the shifts that were entered and submitted by the PA • If everything is correct, hit the approve button; if anything is incorrect, hit the reject button • Rejecting the timesheet will prompt the PA to correct and resubmit the timesheet for approval

*Time4Care is currently available in English, Spanish, Chinese, Russian, Bangla, Korean, Arabic, Italian, French, Polish, and Urdu

2. Telephony System

Personal assistants can call PPL to clock in and out via our telephony EVV system by following these steps:

1. Dial 1-833-278-3959.
2. Select option one to indicate you are the caregiver.
3. Enter your eight-digit date of birth.
4. Enter the last four digits of your Social Security Number (SSN).
5. Select your consumer from the list.
6. Follow the prompts to start, modify, or end your shift.



7. Correct and resubmit entries if needed.

If the phone number the PA is calling from does not match the one registered in the consumer's PPL@Home profile, the system will not allow clocking in or out.

Consumers can use PPL's telephony system to approve time by following these steps:

1. Dial 1-833-278-3959.
2. Select option 2 to indicate you are the consumer calling to review submitted time.
3. Enter your 8-digit date of birth. For example, if you were born on July 1, 1998, you would enter 07011998.
4. Enter just the numbers from your PPL ID (do not include the letters "PRC-NY").
5. Listen to the details of the PAs you are associated to.
6. Select the number that corresponds to the PA you are calling to approve time for. For example, "Press 1 for Jane Doe." "Press 2 for John Smith."
7. Listen to the details of each shift submitted for your review.
8. Select the shift for approval.
9. To approve a shift, select 1. To reject, select 2. To hear the details again, select 3.
10. If shifts are approved, the call will end. If rejected, you will be prompted to select one of the following reasons for the rejection:
 - o 1 if hours worked are inaccurate.
 - o 2 if days worked are inaccurate.
 - o 3 for other.
11. Select 1 to confirm the reason you selected is correct, or 2 to reselect the reason.

Please note, our telephony system is only available in English at this time. Spanish and other languages will be added soon.

3. Paper Timesheets (Exception Required)



In certain cases, consumers and personal assistants may request an exception to use paper timesheets. This option is available for those who meet the following criteria:

- Consumers and/or personal assistants are unable to use electronic timekeeping due to sincerely held religious beliefs.
- The consumer lives in a rural area where the use of Time4Care or telephony is not reliable.
- There is an unanticipated need that accompanies a justification (verbal or written) on the need for an exception.
- Other consumer or personal assistant observances that impact the use of technology that accompanies a justification (verbal or written) on the need for an exception.

Paper timesheets can be requested by calling 1-833-247-5346 or submitting an exception form via fax, mail, or email.

- Mail: PO Box 310, Binghamton, NY 13902
- Fax: 1-844-244-4384
- Email: nycdpap@pplfirst.com

Best Practices for Timekeeping

- **Save Your Time Entries**

When clocking out of a shift, be sure to save your time before exiting the timekeeping system. If you are clocking in and out through the Time4Care app, tap “End Time,” then “Submit,” then “Ok” to save and submit your time. If using telephony, listen to the system when it asks if the current end date and time is accurate. If the date and time are correct, you must press 1 to save the entry.

- **Closely Track Your Time — Especially for Manual Entries**

When using a manual timekeeping option such as telephony or paper timesheet, it is important that you carefully track each shift. Information that should be tracked each day includes:

- The date
- Clock in and clock out times



- Total hours worked
- Name of the consumer/personal assistant
- Type of service provided

Recording this information will help make sure you are using your authorized hours correctly and that you are paid the right amount. It will also reduce the need for corrections.

- **Stick with the Same Device**

Device-Specific Clocking: PAs should consistently use the same device to clock in and out. The clock operates on the device itself, not the system, which explains any display or shift issues experienced when using multiple devices.

Timesheet Approval Limitations: Consumers can only approve or deny timesheets submitted through the same medium. For example, timesheets entered via IVR Telephony are not accessible in Time4Care (T4C), meaning IVR-entered timesheets cannot be approved through T4C.

- Time shifts entered via PPL@Home or IVR telephony will not be displayed in the Time4Care mobile app. However, PAs should not submit duplicate shifts in the mobile app, as consumers can approve telephony-submitted timesheets directly through PPL@Home and telephony platforms.

- **Working Overnight? You'll Need to Enter Two Manual Shifts**

If you are working an overnight shift, you will need to enter two manual shifts. For example, if your shift is 7 p.m. to 7 a.m., you will enter one shift from 7 p.m. to 11:59 p.m. and one from 12 a.m. to 7 a.m. the following day.

- **Avoid Overlapping Shifts**

If multiple PAs are working for a consumer, only one can be on the clock at a time. When one PA finishes their shift and another PA takes over, the first PA must clock out before the next PA clocks in. This prevents overlapping time, which can lead to pended (delayed) timesheets.

Frequently Asked Questions



YOUR LIFE
YOUR CARE
YOUR PEOPLE

Q: I am getting a message that says I cannot log in until I complete my registration. What does this mean?

A: PAs need to register with PPL, which includes signing your offer letter and PA Agreement, completing certain forms, and providing documentation that you are legally able to work in the United States (I-9 documentation).

If you are a PA and your registration is incomplete, please complete it now by logging into your PPL@Home account, which you can access via PPL's website: pplfirst.com/CDPAP. If you don't have a PPL@Home account, please call PPL at 1-833-247-5346.

Q: I am getting a message that says I cannot enter time until my consumer has a valid service authorization. What does this mean?

A: PPL will only allow time entries for PAs whose consumer has a service authorization with PPL. Service authorizations are sent to PPL from the consumer's health plan (Medicaid plan, MCO, MLTC, or PACE plan) or from the Local Department of Social Services. PPL receives and processes service authorizations daily. Consumers can check if they have a service authorization with PPL and the details of the authorization by logging into PPL@Home and navigating to the "Authorizations" tab. If after checking PPL@Home you do not see a service authorization, you may want to contact your health plan or Local Department of Social Services to check on the status.

Consumers can access PPL@Home via PPL's website: pplfirst.com/CDPAP. If you don't have a PPL@Home account, please call PPL at 1-833-247-5346.