



What to Expect During Your Ohio HomeCare Enrollment

New Referral Enrollment Timeline

- 1. Referred to PPL** | Passport Administrative Agency refers to the Participant (you) to Public Partnerships
- 2. PPL Enrollment Specialist Assigned** | PPL assigns an Enrollment Specialist to your case within 1-2 business days.
- 3. Messages from PPL** | Make sure the email address you provided is setup correctly and available to receive messages from PPL.
- 4. Welcome Call** | PPL Enrollment Specialist will complete Welcome Call to the Participant, Provider (PR), or Authorized Representative (AR). During the call, they will explain the Ohio Passport Program.
They will schedule a time to complete your paperwork. This step occurs within 3 business days.
- 5. Enrollment Call** | PPL Enrollment Specialist will call you and your Provider to inform and train you on responsibilities, program rules, and complete paperwork. This call may take up to 2 hours.
- 6. Weekly Updates** | PPL Enrollment Specialist will call you weekly with updates on your paperwork.
Note: Please allow 3-5 business days to process paperwork.
- 7. Start Date Notification and Timesheet Training Call** | PPL Enrollment Specialist will email the Case Manager to provide the Good to Go email, the Case Manager will then send start date and authorization to PPL. PPL Enrollment Specialist will then train you (EOR/AR and PR) on how to clock in and out for your shifts.
- 8. Enrollment Success Call** | PPL Enrollment Specialist will inform you (the Participant) that you have completed enrollment. PPL Enrollment Specialist will work with you until your worker has received their first payment. Following this step, Customer Service will assist your needs going forward.

Note: Calls will come from 1-833-475-3070, please save this number in your phone.

***We expect that calls will come from this number but keep in mind that service provided by individual cell providers may vary.*

Customer Service

1-844-351-9185

ohiohomecare-cs@pplfirst.com