

Common Law Employer (CLE) Training

Bi-weekly Session 1 – Getting to know PPL



## Agenda

O1 PPL's Role

O2 Communication with Participant/CLE, SSP, Vendor, SC

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**PPL Phone Protocol** 

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How to navigate the PPL website







PPL's Role



#### PPL's Role

As the FMS provider, PPL supports the Common Law Employer (CLE) or Participant with employer-related functions.

#### PPL is responsible for:

- customer service, and enrollment services.
- processing background checks.
- withholding taxes, garnishments as applicable, calculating payroll, executing payments to providers, paying invoices for goods and services, preparing and distributing W-2s annually.
- providing a process for complaints and grievances.
- report suspected neglect, abuse, or exploitation, and suspected fraud, neglect, or abuse of Medicaid funds.

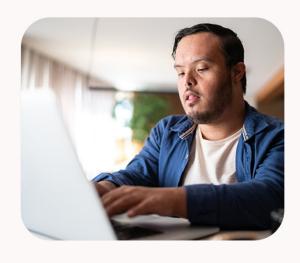


**PPL Communication** 

#### PPL's Role

Level of interaction with the SSP, Vendor, SC





#### Our Enrollment team will reach out:

- When a new participant and their first SSP is enrolling.
- If there is missing information on enrollment documentation.
- If there are issues with:
  - o rate sheets,
  - o goods and services applications,
  - Septa or Uber requests.





**PPL Phone Protocol** 

## Returning Phone Calls/Voicemails

#### **Customer Service**

Our Customer Service Department will return most phone calls and voicemails within 1 business day; some phone calls/voicemails require additional research and may take up to 2 business days to respond.



When requesting a call back or a return email from PPL please include the following information:

- Your Name, Title, Date of Birth, and the last 4 digits of your SSN
- Participant Name:
- Participant PPL ID: (if you have it)
- Provider Name:
   Provider PPL ID: (if you have it)
- Question or detailed description





**PPL Key Contacts** 

### **PPL Key Contacts**



If you have questions, issues, or need additional information on self-directing your services, please reach out to our PPL PA ODP Customer Service Email address.

**PPL PA CS Email** 

PAODP-CS@pplfirst.com

If you need to submit paperwork., please reach out to our PPL PA ODP Email address:

PPL PA ODP Email

PAODP@pplfirst.com



When sending an email to PPL please include the following information:

- Your Name, Title, Date of Birth, and the last four digits of your SSN:
- Participant Name:
- Participant PPL ID: (if you have it)
- Provider Name:
  Provider PPL ID: (if you have it)
- Question or detailed description



#### PA ODP Customer Service



**Phone Number** 

1-800-249-0861

TTY: 1-800-360-5899



**Hours of Operation** 

The PA ODP CS team is available from:

9 am – 7 pm EST Monday – Friday

9 am – 1 pm EST Saturday



**Email Address** 

PAODP-CS@pplfirst.com





How to navigate the PPL Website

## How to Navigate our website

PA ODP - PPL website



PA Office of Developmental Programs (ODP) | PPL First



## How to Navigate our website

PA ODP - PPL website



#### **Website Content**

Definition

Menu Title

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Program Notices	Important info or updates from PPL will be listed here.
Overview	Overview of the PA ODP program.
Frequently Asked Questions	Questions and answers.
Webinar Information	Recordings of previous presentations. An SC/AE training will be recorded and uploaded soon.
Time4Care™	Overview of Time4Care (EVV compliant App).
MyAccount	Overview of MyAccount.
Login Details	Links for: Time4Care & MyAccount.
Program Documents	Multiple documents for downloading, including MyAccount Guides.
Contact Information	PA ODP Customer Service phone & email.





# Thank you!