



YOUR LIFE  
YOUR CARE  
YOUR PEOPLE

# Common Law Employer (CLE) Training

Bi-weekly  
Session 1 – Getting to know PPL

July 2024



# Agenda

01

PPL's Role

02

Communication with Participant/CLE, SSP,  
Vendor, SC

03

PPL Phone Protocol

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PPL Key Contacts

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How to navigate the PPL website

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01

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.



**02**

**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:
  - **rate sheets,**
  - **goods and services applications,**
  - **Septa or Uber requests.**



03

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





04

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](mailto: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](mailto: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](mailto:PAODP-CS@pplfirst.com)





**05**

**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

Menu Title	Definition
<b>Program Notices</b>	Important info or updates from PPL will be listed here.
Overview	Overview of the PA ODP program.
<b>Frequently Asked Questions</b>	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!**