How to Use PPL's Telephony System: Consumers

Consumers can easily approve the time their personal assistants enter into PPL's telephony system by following a few simple steps.

1. **Dial 1-833-278-3959.**

2. **Select your language.**

    1. Press 1 for English.

    2. Press 2 for Spanish.

    3. Press 3 for Mandarin.

3. **Select your role.** You will hear a message that says, "Thank you for calling PPL's EVV IVR service. Please listen carefully:

    1. Press 1 if you are the individual delivering care and need to submit time.

    2. Press 2 if you are the individual receiving care and need to review submitted time.

    3. Press 3 if you are the designated representative of an individual receiving care and need to review submitted time."

    Note: Selecting one of the valid options above will take you to the next set of prompts. After three invalid attempts, the call will end and you will need to call back to try again.

4. **Enter your eight-digit date of birth.** You will hear a message that says, "Using your keypad, please enter your eight-digit date of birth. For example, if you were born on July 1st, 1998, you would press 07,01,1,9,9,8."

    Note: Entering a valid date of birth above will take you to the next set of prompts. After three invalid attempts, the call will end and you will need to call back to try again.

5. **Enter the numbers from your PPL ID.** You will hear a message that says, "Please enter just the numbers from your PPL ID (do not include the letters)."

Note: Entering a valid PPL ID above will take you to the next set of prompts. After three invalid attempts, the call will end and you will need to call back to try again.

6. **Select your personal assistant from the list.**

   1. **If no personal assistants are found, you** will hear a message that says, "We are unable to process your transaction. Please verify your information and try your call again later. Thank you. Goodbye."

   2. **If personal assistants are found,** you will be prompted to select the one you are approving time for. You will hear a message that says, "Press 1 for {personal assistant 1 name}. Press 2 for {personal assistant 2 name}."

   3. **If there are no shifts for approval,** you will hear a message that says, "There are currently no submitted shifts that need your review. Thank you. Goodbye."

   4. **If there are shifts for approval,** you will hear a message that says, "You have {number} time entries to approve."

      Listen to the details of the shift. The message will say, "The following shift was submitted for your review. {Service name} provided on {date} from {start time} to {end time}. Press 1 for approve. Press 2 for reject. Press 3 for repeat."

      i. **If you press 1 to approve the shift,** you will hear a message that says, "The entry has been approved."

      ii. **If the approval attempt fails,** you will hear a message that says, "We are unable to process your transaction. Please verify your information and try your call again later. Thank you. Goodbye."

      iii. **If there are more entries to review,** you will hear a message that says, "Do you want to review additional time entries for this individual? Press 1 if Yes. Press 2 if No." If you select yes, you will go through the approval process again.

      iv. **If you press 2 to reject the shift,** you will have to select a reason for the rejection. You will hear a message that says, "Please select a

reason for rejecting this entry: Press 1 for {reason 1}. Press 2 for {reason 2}."

1. **Once you select a reason,** you will hear a message that says, "You selected {reason name}. Press 1 if this is correct. Press 2 to re-select the reason."

   a. **If the rejection is successful,** you will hear a message that says, "Thank you. The time entry has been rejected."

   b. **If the rejection fails,** you will hear a message that says, "We are unable to process your transaction. Please verify your information and try your call again later. Thank you. Goodbye."

5. **If there are more entries for approval,** you will hear a message that says, "Do you want to review additional time entries for this individual? Press 1 if Yes. Press 2 if No."

6. **Once finished,** you will hear, "Goodbye."