YOUR LIFE
YOUR CARE
YOUR PEOPLE

MyAccount Guide

Guide for Support Service Professionals (SSPs)

User Guide

At a Glance

Contents

Welcome

As an SSP, the MyAccount system from Public Partnerships (PPL) is where you will keep and manage your employment information.

This guide provides:

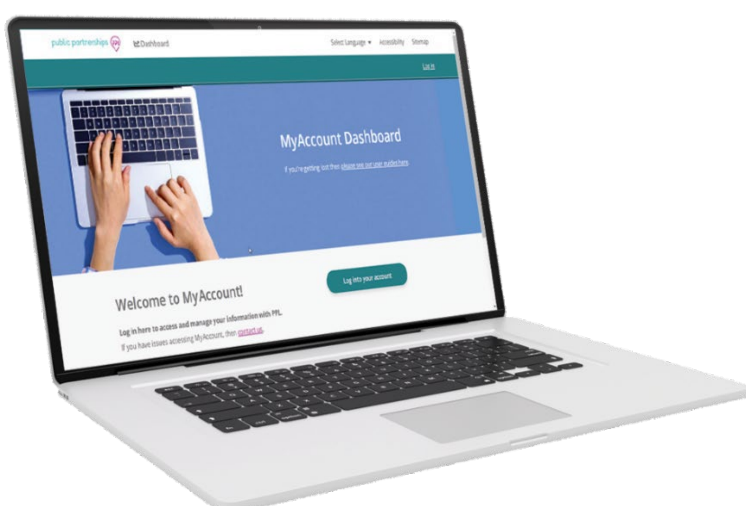
- How to register for MyAccount
- How to enroll as an SSP, if you have not yet enrolled.
- How to view and manage your earnings

Terminology used in MyAccount:

- Provider = Support Service Professional (SSP), employee
- Participant = Common Law Employer (CLE), who may be the person receiving care or a surrogate

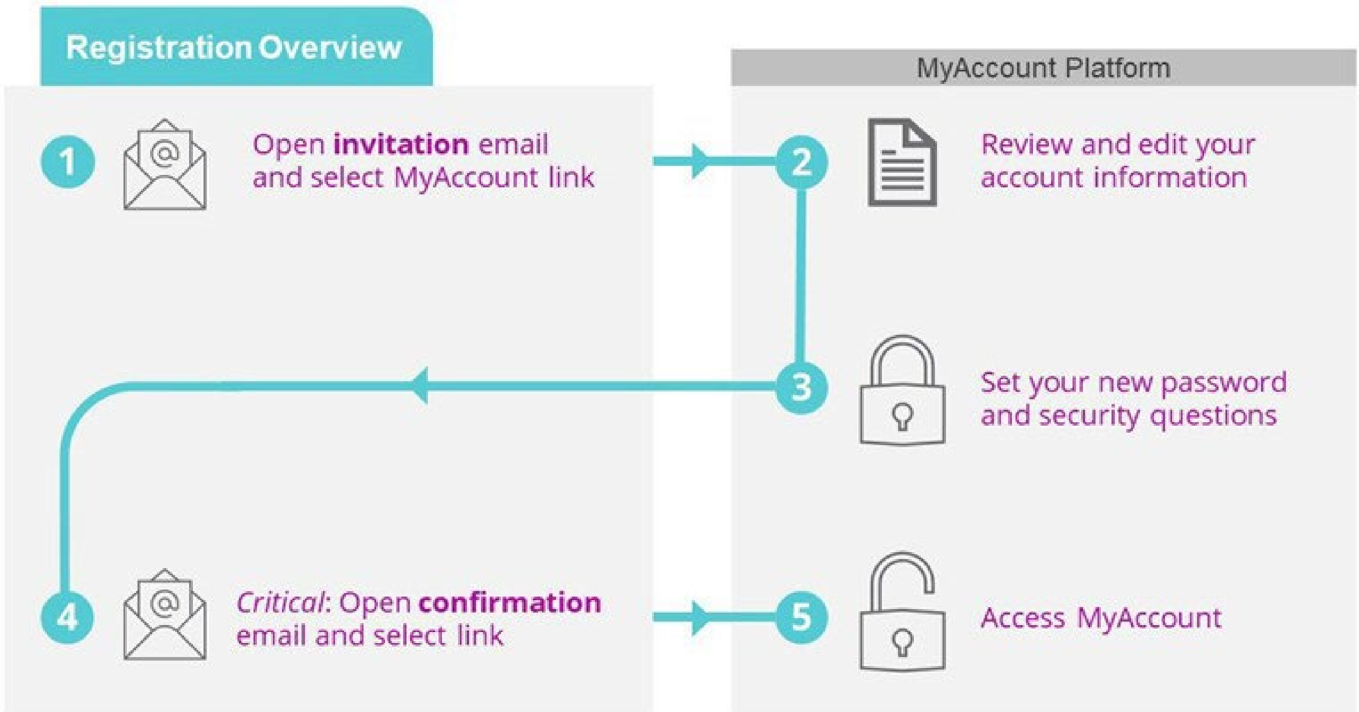
Getting Program Documents in an Alternative Format

If needed, you can request program documents in an alternative format at no expense to you. For example, you could request large print, audio, Braille, or a translation. Please contact Public Partnerships' Customer Service for such requests (**1-800-249-0861**).



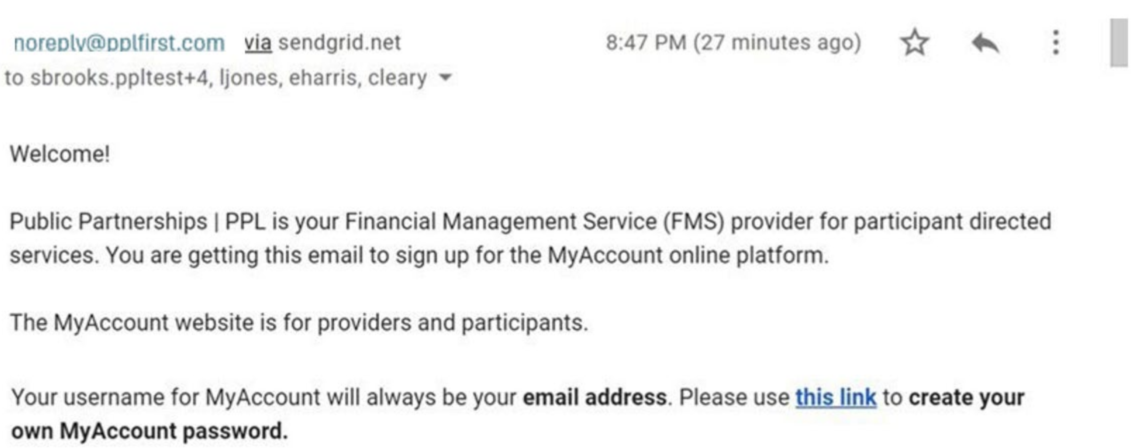
Set Up Your MyAccount Access

Here are the requirements for the SSP to register in MyAccount:



1. Look for an email asking you to register for MyAccount (the email sender is noreply@pplfirst.com. Check your spam/junk folders if you cannot find it in your inbox).
2. In your email, open the MyAccount link.
3. In MyAccount, review and edit your details.
4. Under **Account Details**, type a new password and set your security questions.

   NOTE: Your new password will also apply to the Time4Care™ app.



noreply@pplfirst.com via sendgrid.net   8:47 PM (27 minutes ago)
to sbrooks.ppltest+4, ljones, eharris, cleary

Welcome!

Public Partnerships | PPL is your Financial Management Service (FMS) provider for participant directed services. You are getting this email to sign up for the MyAccount online platform.

The MyAccount website is for providers and participants.

Your username for MyAccount will always be your **email address**. Please use this link to **create your own MyAccount password.**

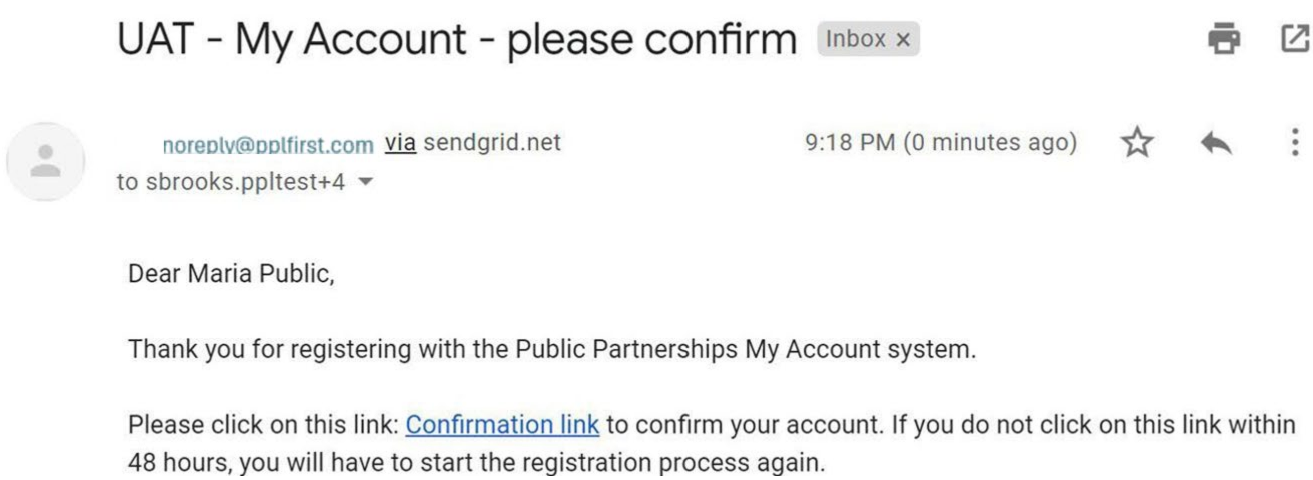
5. Look for a “confirmation” email and open the *Confirmation link.*

   NOTE: Must confirm within 48 hours. If you do not confirm within 48 hours you will need to reach out to PPL Customer Service so they can send another confirmation email.

   PPL Customer Service can be reached at 1-800-249-0861.

   If you do not receive the confirmation email within a few minutes, please check your junk or spam folder.

6. Once confirmed, you will have access to MyAccount. Your enrollment will not be completed until you receive an email from the Enrollment Specialist stating that you are Good to Go and authorizations are in place.



UAT - My Account - please confirm Inbox ×

noreply@pplfirst.com via sendgrid.net 9:18 PM (0 minutes ago)
to sbrooks.ppltest+4

Dear Maria Public,

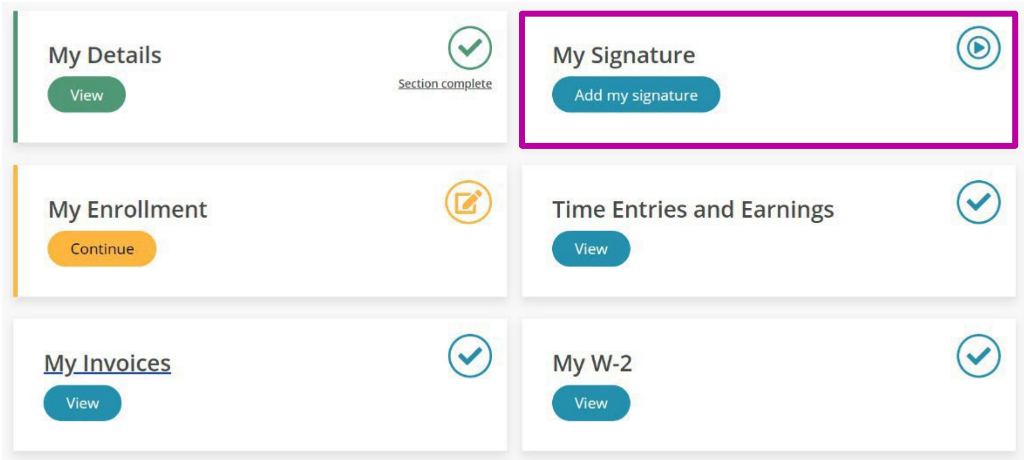
Thank you for registering with the Public Partnerships My Account system.

Please click on this link: Confirmation link to confirm your account. If you do not click on this link within 48 hours, you will have to start the registration process again.

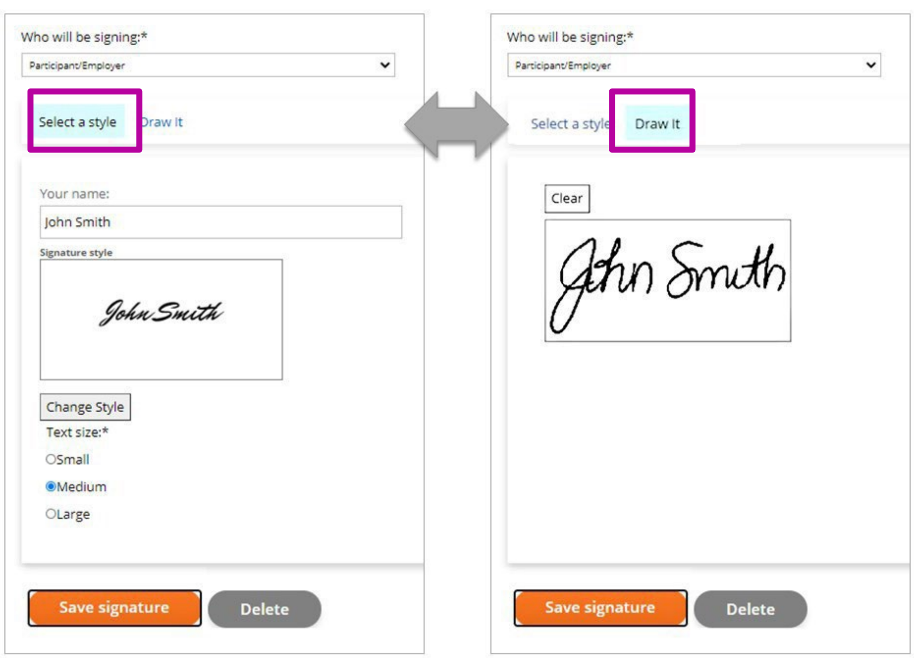
Set Up Your Signature

To continue with enrollment, you will need to set up an electronic signature. You can receive support, but no other person can create it for you.

1. On your MyAccount dashboard, select **My signature.**



2. Under Who will be signing, select **Employee.**
3. Choose between these options:
   - **Select a Style** – You can select assorted styles and sizes.
     - **Please use the "Small" text size option if you have a long name.**
   - **Draw It** – Useful if you have a touch screen device.
4. Select **Save signature.**

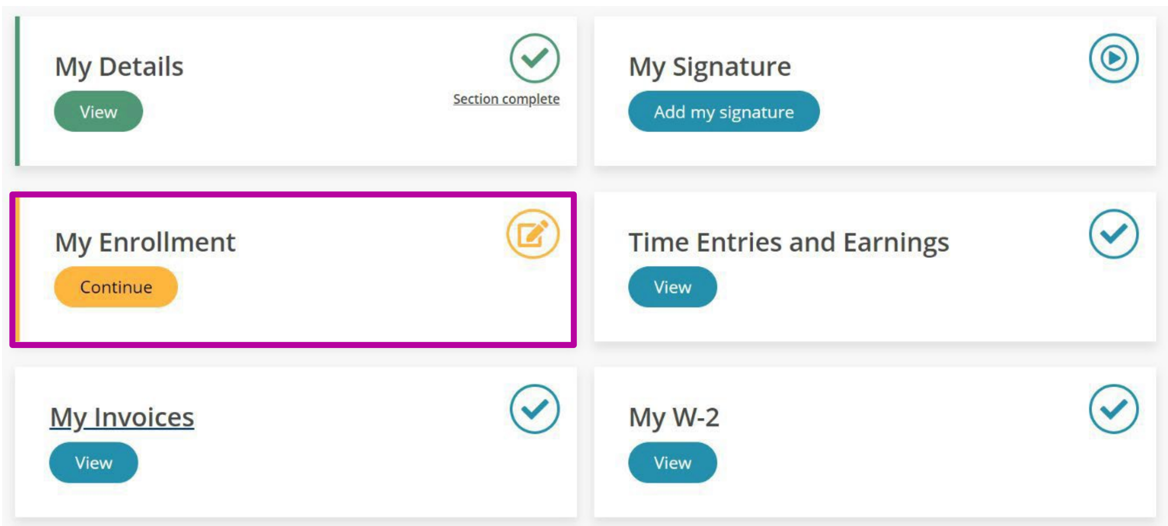


Complete Your Enrollment

When you start with PPL, you need to complete your enrollment.

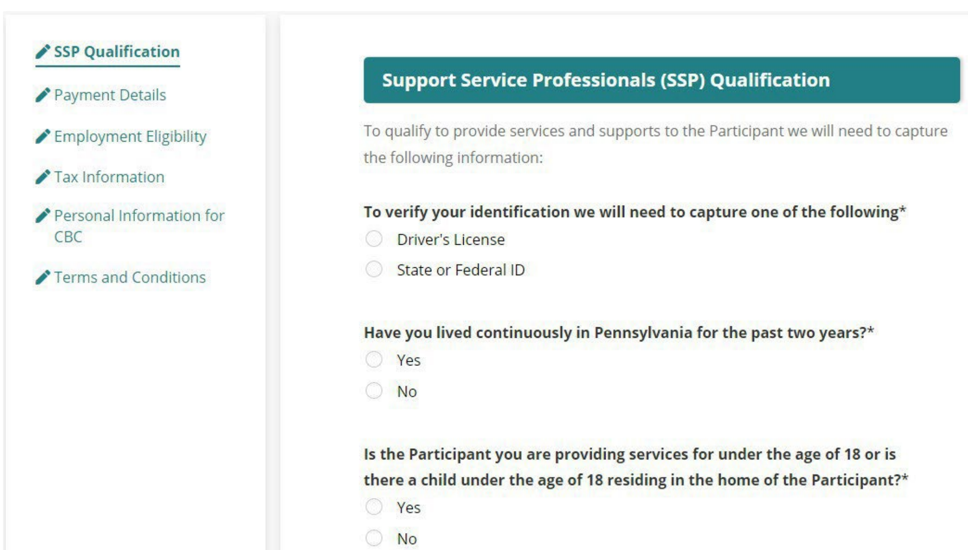
1. On the MyAccount dashboard, select **My Enrollment**.
2. Under the Participant name, select **Enrollment**.

   NOTE: If you serve multiple Participants, you must complete a separate enrollment for each person.



3. Complete questions in all the sections that appear.

   Questions with an asterisk * are required. For details, see the section Enrollment Questions.



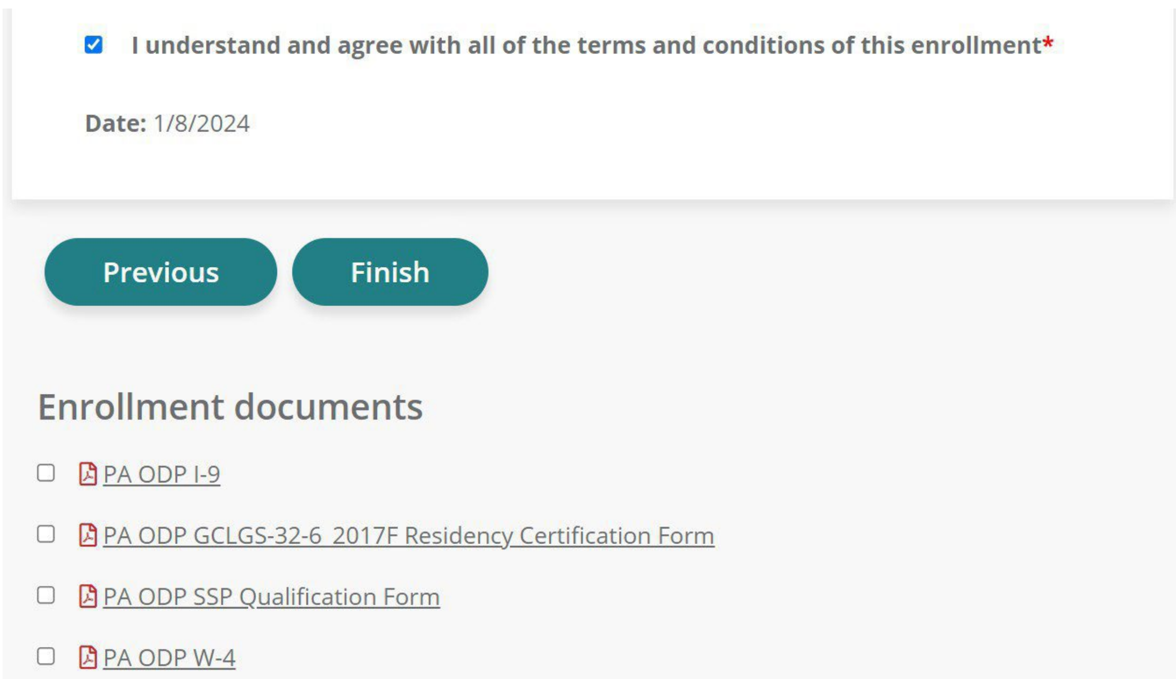
4. On the **Terms and Conditions** page, review all statements.
5. Scroll to the bottom and select the agreement checkbox.
6. Select **Finish** at the bottom of the page.
7. On the summary page, select **Confirm**.

   MyAccount will automatically apply your information and digital signature to the enrollment forms and display them for your review.

   NOTE: You do not need to print the forms; they will remain available at any time.

8. Wait for your Participant to review and sign your enrollment forms.

   NOTE: Enrollment is not completed until you receive a Good to Go email from your Enrollment Specialist with a start date. Participantauthorizations must also be in place.



Enrollment Questions

Here are the sections you will complete for enrollment:

Section	Explanation
SSP Qualification	This section collects information about the qualifications and eligibility to provide services to the participant.
Payment Details	You can choose between: • **Direct Deposit** – Payments going directly into our bank account. You need to provide your bank information. • **Debit Card** – Payments going onto an ADP pay card. **NOTE:** You may receive two paper checks for your first two payrolls before it switches to a Direct Deposit or Debit card. • **Paper Check** – Payment issued to a paper check and mailed to you on payday (checks typically arrive within 5-7 business days of the payday).
Employment Eligibility	The i-9 form is a Federal requirement for employment eligibility. The SSP can choose from a list of acceptable documents. For the documents you choose to use, you need to provide the name, document number, and issuing authority. For more information on documentation requirements, see: List of Acceptable Documents. **NOTE:** You will not upload the proof of documentation to MyAccount. You must provide copies of these documents to your Employer for their review.
Tax Information	Answer questions related to these federal tax forms: • Tax Exemptions • W-4: Employee's Withholding • Difficulty of Care (Federal Income Exclusion) • Fair Labor Standards Act (FLSA) Live-In Exemption
Personal Information for CBC	The information in this section will be used for PPL to apply for a criminal background check (CBC), Federal Bureau of Investigations (FBI Check, if required), and/or the Child Abuse Check (CAC), if required on your behalf. • FBI Check is required if there is someone in the Participant's home who is under the age of 18 **and/or** if you have lived outside of PA for 2 years or more. • CAC is required if there is someone in the Participant's

	home who is under the age of 18.
Terms and Conditions	This is an important section. Please read it carefully. Once you have completely read and agreed, check the agreement box at the end of the terms and conditions. You may update your enrollment after it is completed; see the next section.

Change Your Enrollment Details

You can change your enrollment information at any time. Start by selecting **My Enrollment** on the MyAccount dashboard and choosing the Participant. The steps you take depend on your situation:

If your enrollment is not yet complete:

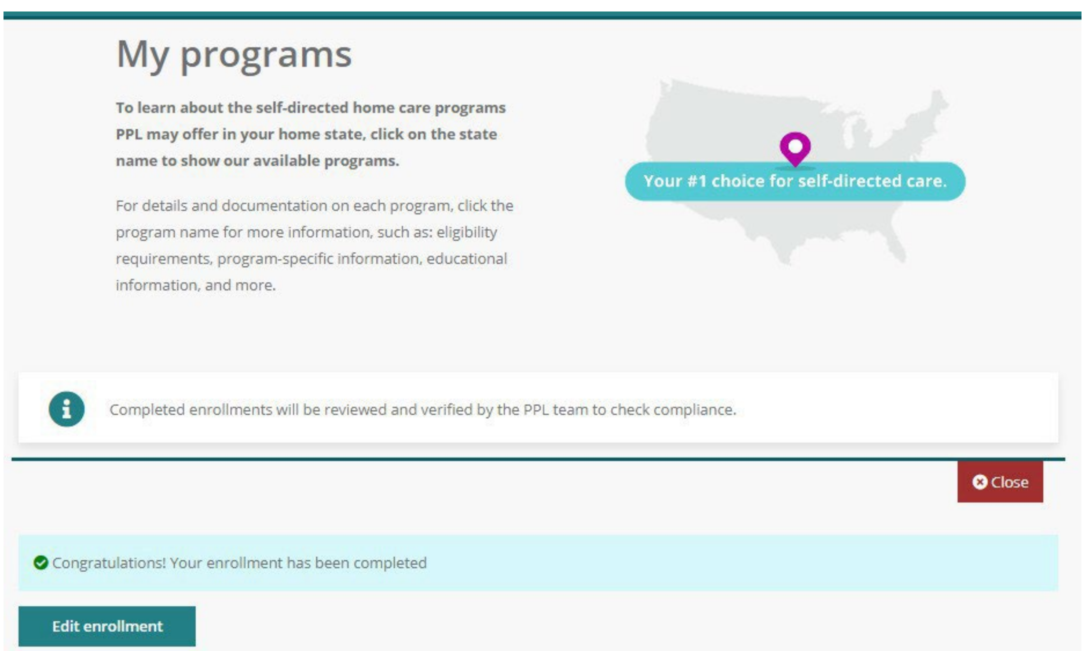
1. Make your edits and choose **Confirm**.
2. When the PDF forms appear, verify your changes.
3. Select **Sign and submit**.

If you are only editing bank or payment information:

1. Select **Edit Enrollment**:
2. Update the Payment Details section.
3. Select **Save**.

   You do not need to resubmit the PDF forms.

   NOTE: Please note that direct deposits can take up to two payments to processafter a change has been submitted.



If you are changing other information:

1. Select **Edit Enrollment**.
2. Update your information.
3. Select **Save**.
4. Select **Finish**.
5. Select **Sign and submit**.

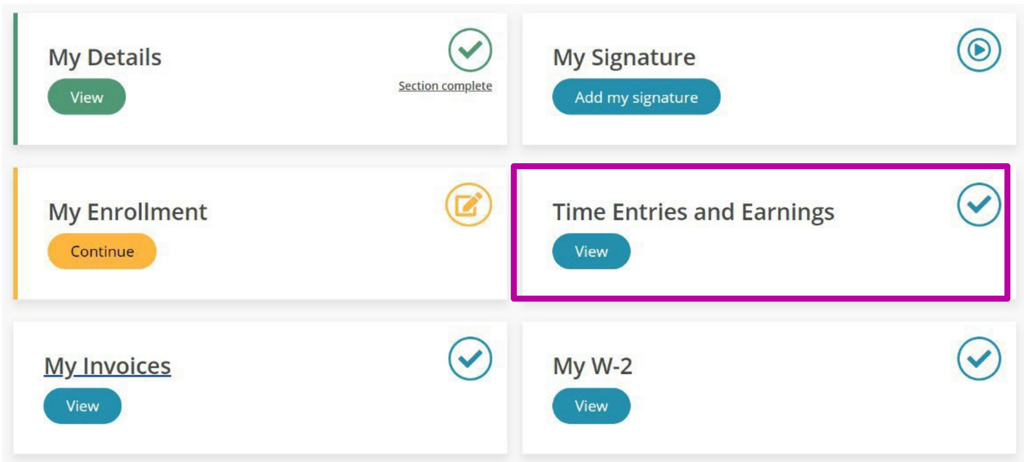
Manage Your Earnings

For submitting timesheets, you must use the Time4CareΩ app, not MyAccount.

Using Time4Care ensures you are following Federal Electronic Visit Verification (EVV) requirements. SSP's must have 85% EVV compliance.

Use MyAccount to view interactive charts and to make certain corrections.

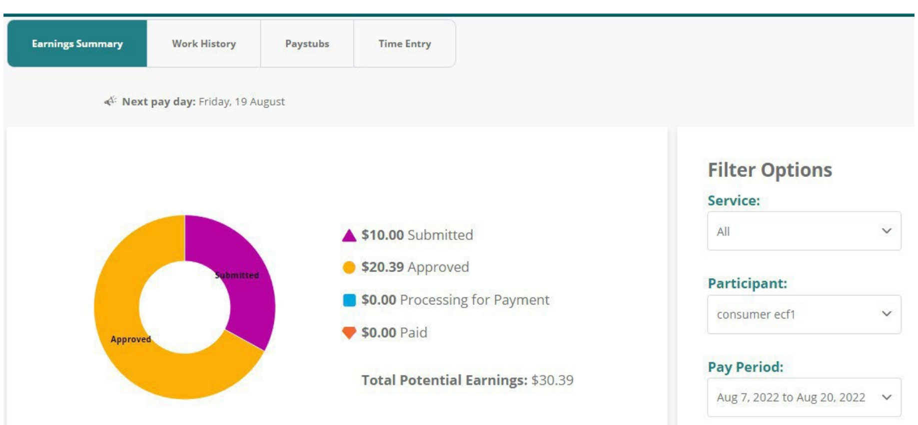
Open **Time Entries and Earnings** from your dashboard.



In the tabs that appear, use filters to see the information you need:

- **Earnings Summary** — Interactive chart. For example, change the pay period to see earnings from a certain month.
- **Work History** — Includes filters for dates, services provided, and status.
- **Paystubs** — Lists all your payments. To see the detailed time entries, select View next to the payment.

NOTE | *In the Time Entry tab you could create or correct time entries. However, if you do, the entry will not be compliant with EVV program requirements.*



Time Entry Status

Here are the status labels you will see, shown in order:

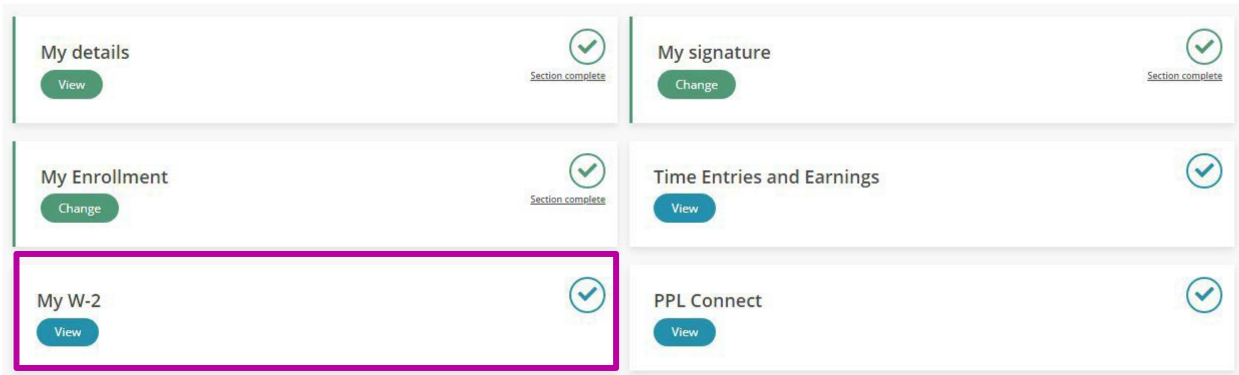
Order	Status	Description
1	Saved	Time entries that are started but not yet submitted to the Participant/CLE for review. Time entries in this status are not yet available for processing.
2	Submitted	Time entries that are submitted to the Participant/CLE which need to be reviewed and either approved or rejected.
3	Approved	Time entries have been reviewed and approved by the Participant/CLE.
4	In Process	Time entries that are currently being processed by PPL's payroll team.
5	Good To Pay	Time entries will pay on the next payroll cycle, as long as they were approved by the deadlines on the payroll schedule.
6	Paid	If the check number starts with “RA,” then it has been paid via direct deposit. If it has only a number, it has been paid via paper check and mailed to the mailing address on file.
	Rejected	This time entry has been rejected by the Participant/CLE. You must correct the time entry and resubmit it for approval.
	Pending	This time entry currently breaks a time sheet rule that must be corrected before payment can occur. These time entries must be denied by PPL before the SSP can resubmit their time.
	Denied	This time entry cannot be paid or processed.

View Your W- 2 Earnings Summary

To prepare your annual taxes, you need to generate a W-2 form.

To access it, select My W-2 on your dashboard.

NOTE: *This option does not appear until next January, following the year you begin work.*



Approve a Rate Change

1. The Common Law Employer (CLE) logs into MyAccount and clicks on the Enrollment Dashboard.
    a. Search for the Support Service Professional (SSP) and click on Services & Rates.
    b. Update or add the rate and click Save.
2. An email will be sent to the SSP and the SSP will need to log into MyAccount and click on My Enrollment.
    a. Click on Services & Rates next to the appropriate service.
    b. Review the rate and click Approve, if appropriate.
3. An email will be sent to the Supports Coordinator (SC) and Administrative Entity (AE) and either the SC or AE will need to log into MyAccount and click on the Enrollment Dashboard.
    a. Search for the SSP and click on Services and Rates.
    b. Review the rate and click Approve, if appropriate.
4. The old rate will end date on the last date of payroll, and the new rate will begin on the first date of the following payroll.