YOUR LIFE
YOUR CARE
YOUR PEOPLE

MyAccount Guide

Guide for the Participant or Common Law Employer

User Guide

At a Glance

Contents

Welcome

The MyAccount system from Public Partnerships, LLC (PPL) is where you will manage your self-direction information. You will also use it to find information about your employees.

This guide provides:

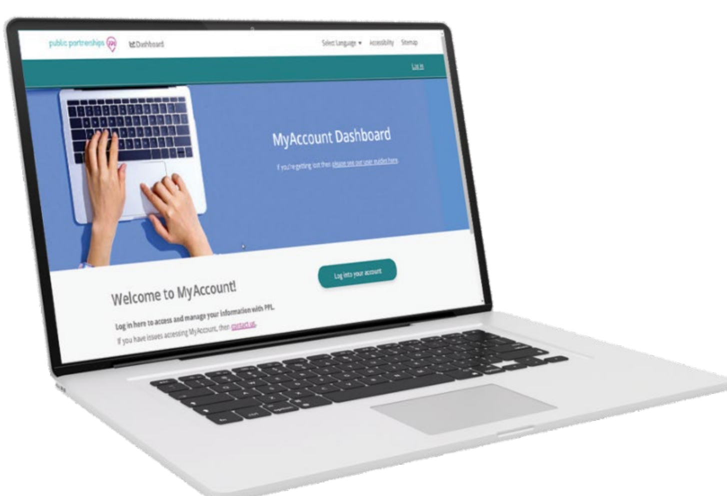
- How to register for MyAccount
- How to enroll as a Participant/Common Law Employer
- How to view and manage your budget

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

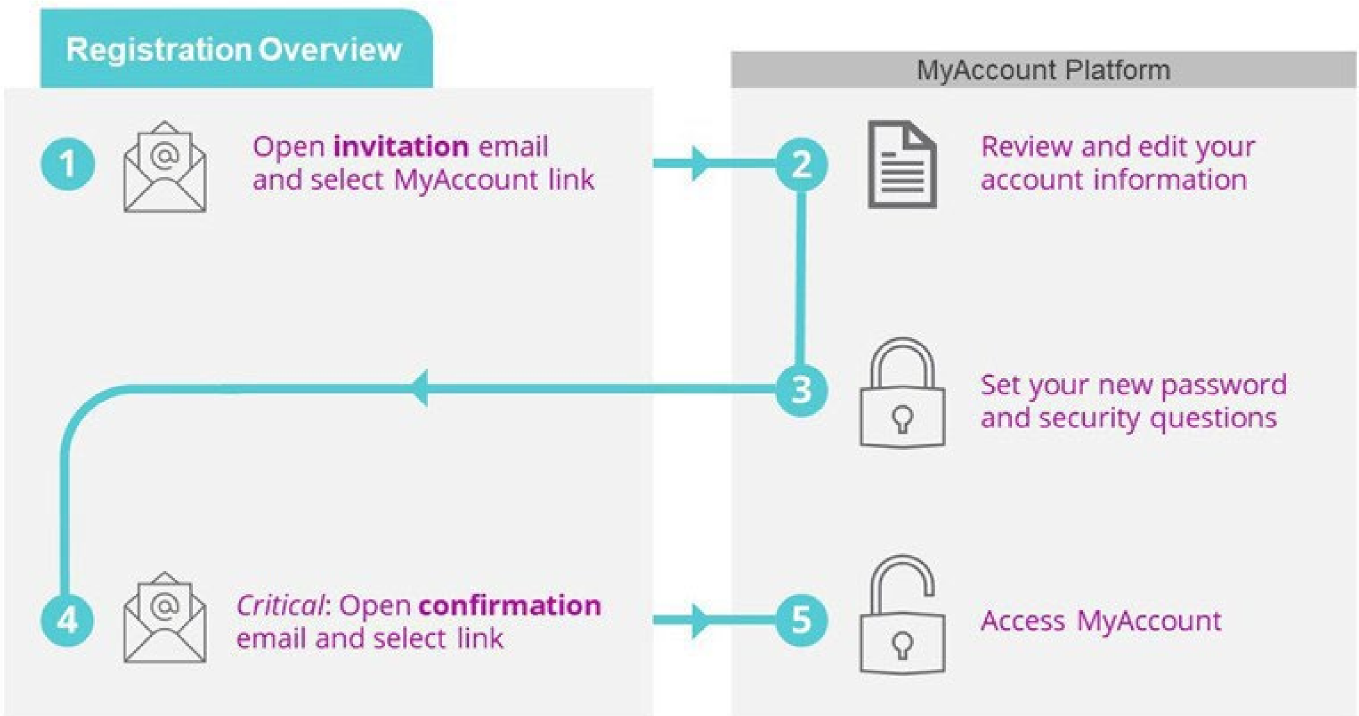
Getting Program Documents in an Alternative Format

I f 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 ~~the~~ Public Partnerships’ Customer Service for such requests (**1-800-249-0861**).



Set Up Your MyAccount Access

Here are the requirements for you, the Participant to register in MyAccount:

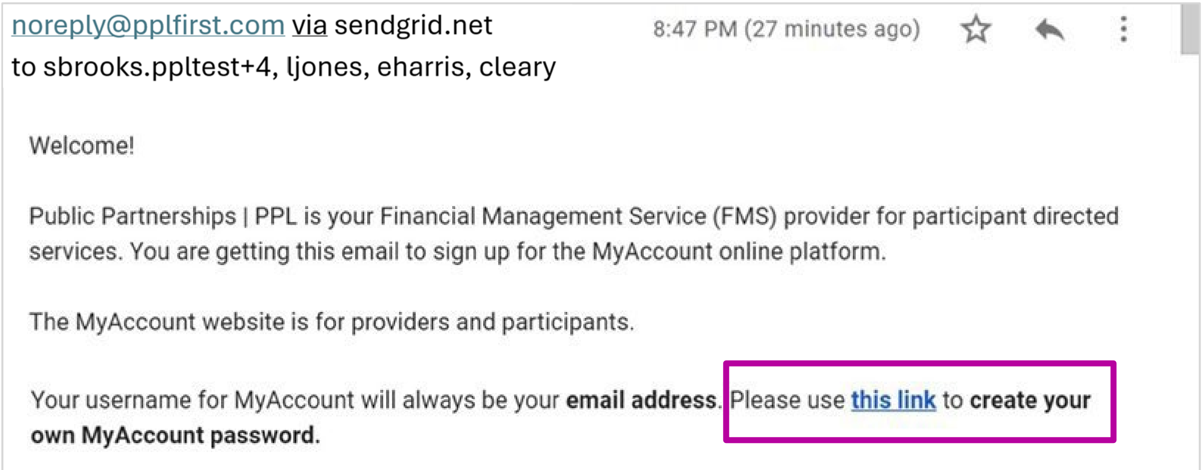


1. Look for an email asking you to register for MyAccount. (The email sender is noreply@pplfirst.com. Check your spam/junk folders if you cannot find it in your inbox).
2. In your email, open the MyAccount link.
3. In MyAccount, verify that the account name matches the person receiving care.

   NOTE: If you are the CLE, you will still use the name of the person who receives the services. Under MyAccount Login Details, type a new password and set your security questions.

   NOTE: Your new password will also apply to the Time4Care™ app. Under **Account Details**, type a new password, and set your security questions.

   NOTE: Your new password will also apply to the Time4CareΩ app.

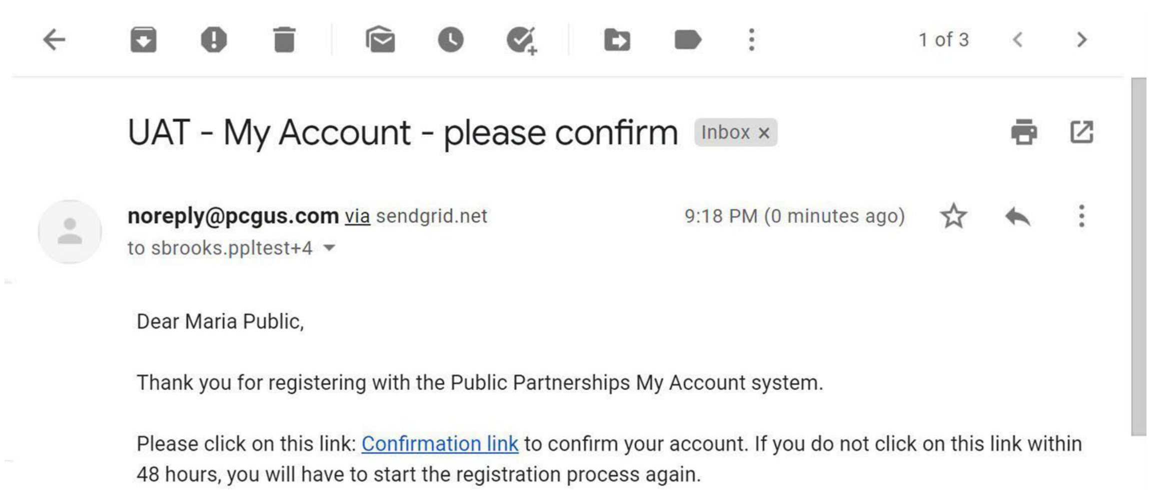


4. Look for a "confirmation" email and open the *Confirmation link.*

   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.

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

5. 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 the SSP is 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,

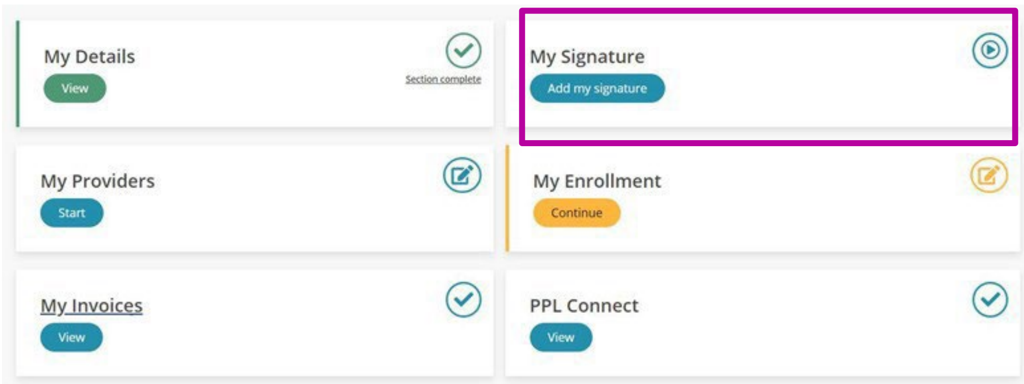
Thank you for registering with the Public Partnerships My Account system.

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.

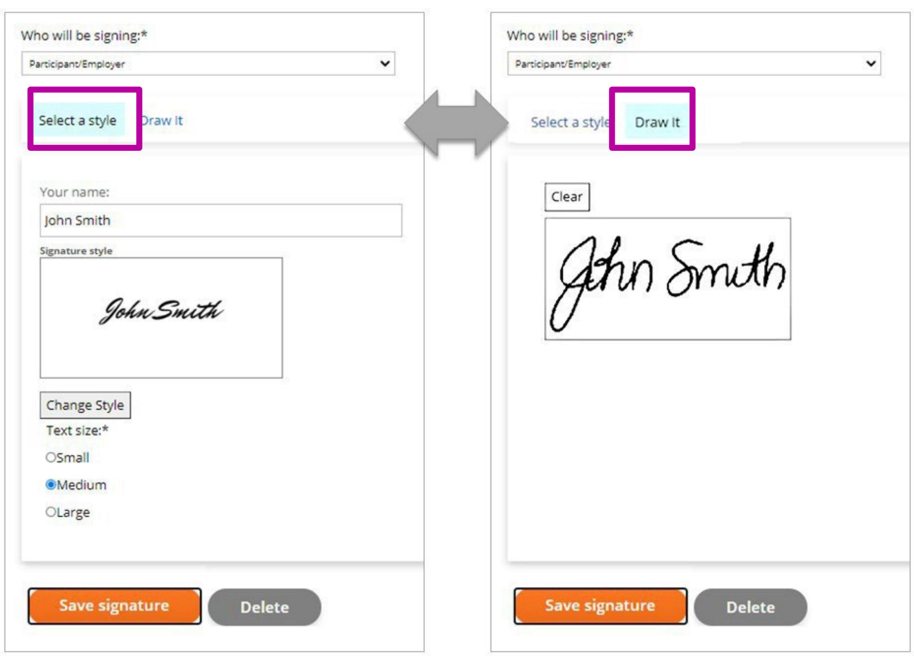
Set Up Your Signature

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 which role you are serving.
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.**

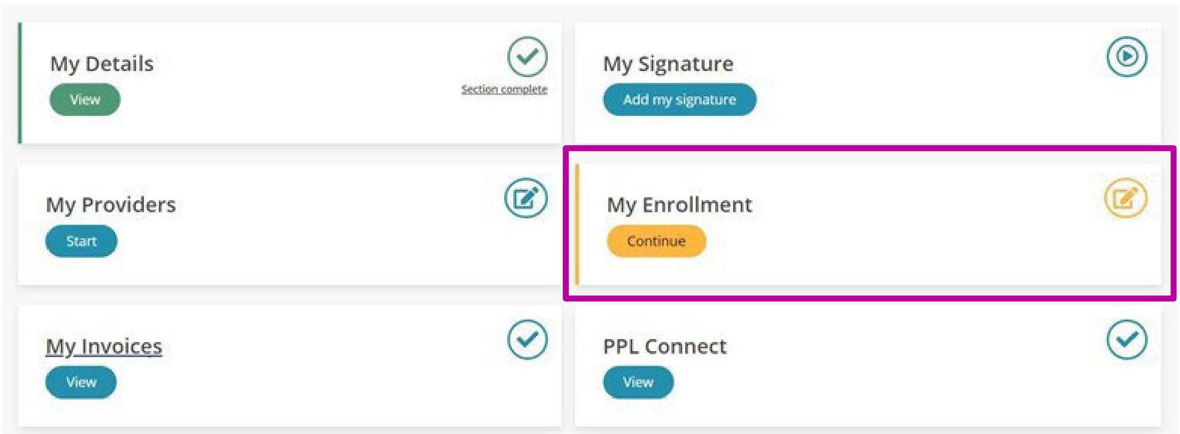


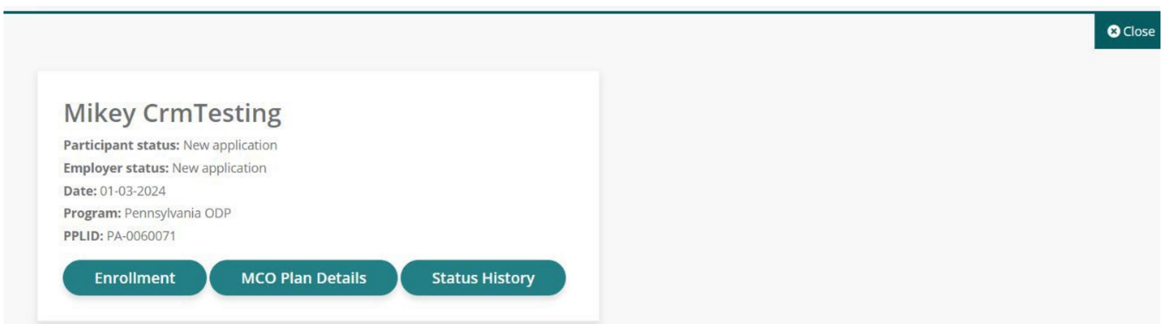
Your Enrollment Paperwork

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

1. Open the MyAccount dashboard, select **My Enrollment.**
2. Under your summary details, select **Enrollment.**

   The other options, like MCO Plan Details, are for reference only.





3. Under Common Law Employer (CLE) Information, read the description of your duties.

   You will take responsibility for your employees, so the first choice is always **Self (Participant)**.

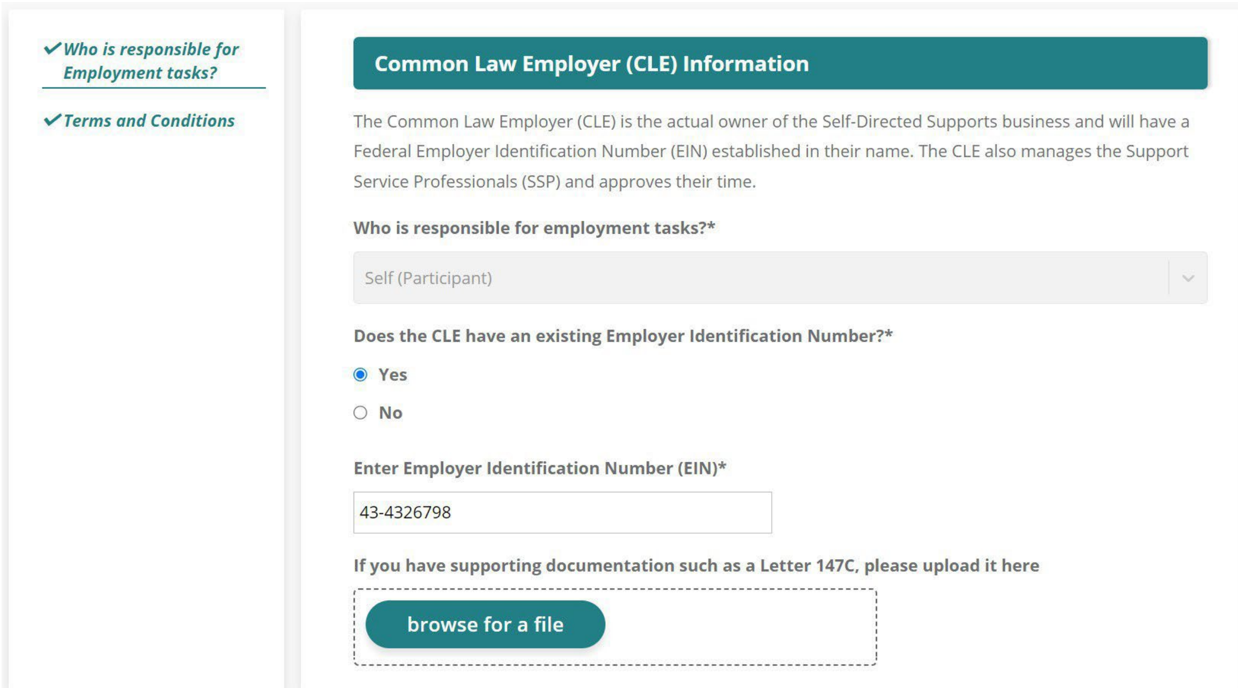
   Note: In MyAccount, "Participant" is the CLE, who may be the person receiving care or the employer.

4. If you already have your **Employer Identification Number (EIN)**, choose **Yes** and enter the number.

If you do not have an EIN, choose **No** and continue. PPL will support you in obtaining your EIN.

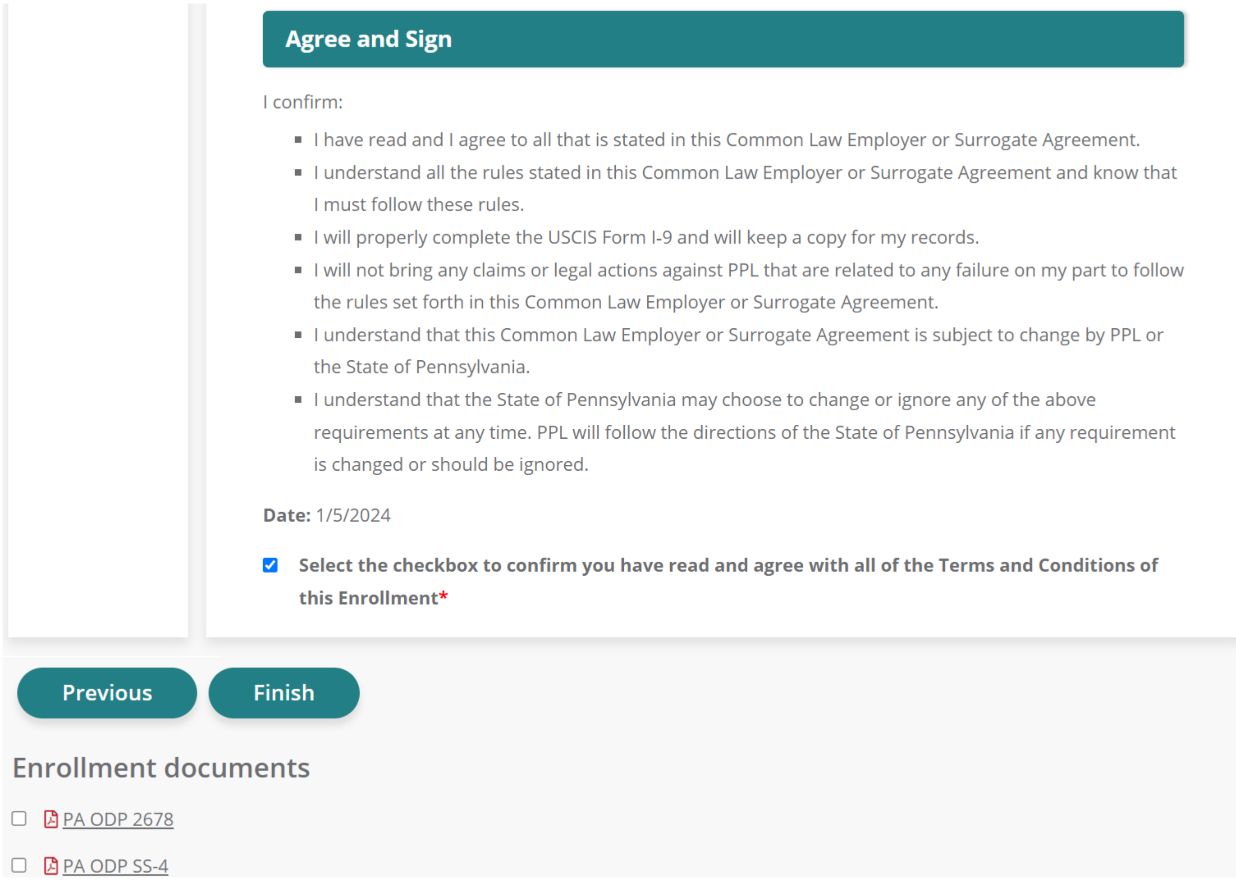
5. If available, upload an electronic copy of a document showing your EIN.

   NOTE | *If you have an existing EIN, please follow the instructions in the email received from PPL.*



6. Move to the next section, **Terms and Conditions** and review all statements.
7. If you agree, scroll to the bottom and select the agreement checkbox.
8. As an option, you can review PDF documents that MyAccount generates from your answers.

   NOTE: You do not need to print the forms. They will remain available at any time.
9. Select **Finish** at the bottom of the page.
10. Wait for PPL to review and verify your enrollment forms.
    NOTE: Enrollment is not completed until you receive an email from your Enrollment Specialist with a start date. Authorizations must also be ~~are~~ in place.

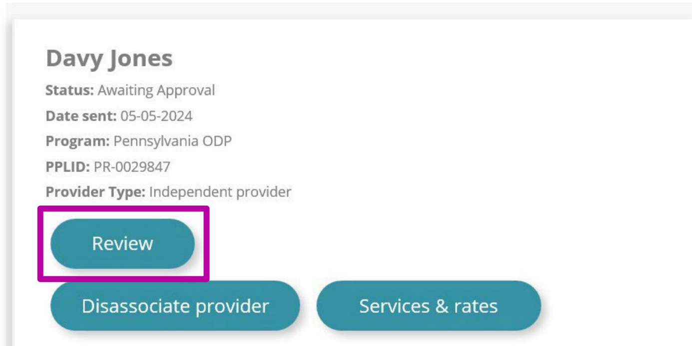


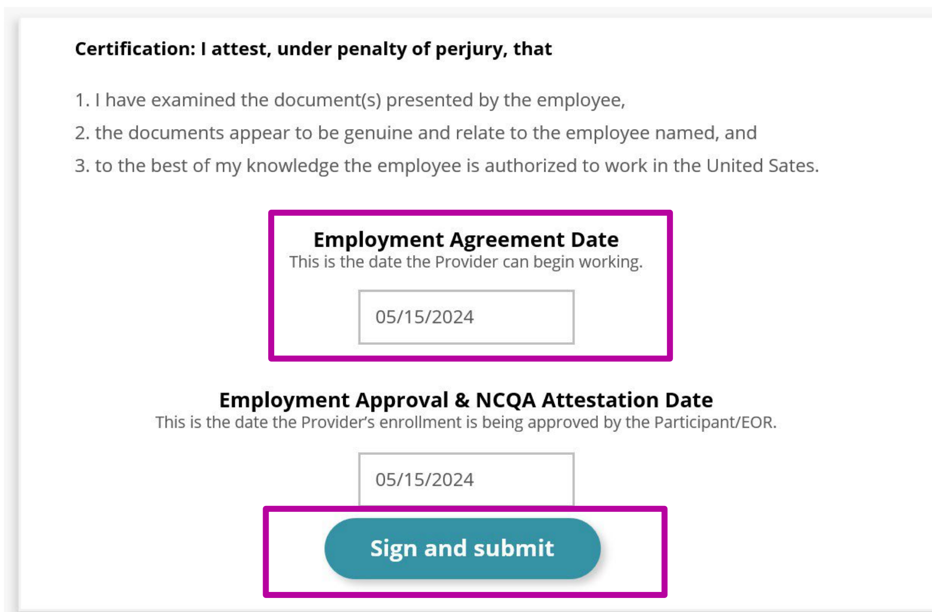
Finishing Enrollment

After the SSP signs the enrollment form, it returns to you for approval. The process cannot be cancelled. If you must stop, call PPL Support.

1. On the MyAccount Dashboard, select **My Providers**.
2. Find the Provider's tile (it shows Awaiting Approval status) and select **Review**.
3. Near the bottom, under **Employment Agreement Date**, enter today's date.
4. Select **Sign and Submit**.
5. Next, your Supports Coordinator and Administrative Entity will receive an email notice that this change needs to be approved.

After administrative approval, the new rate will become effective with the pay cycle that follows the effective date.





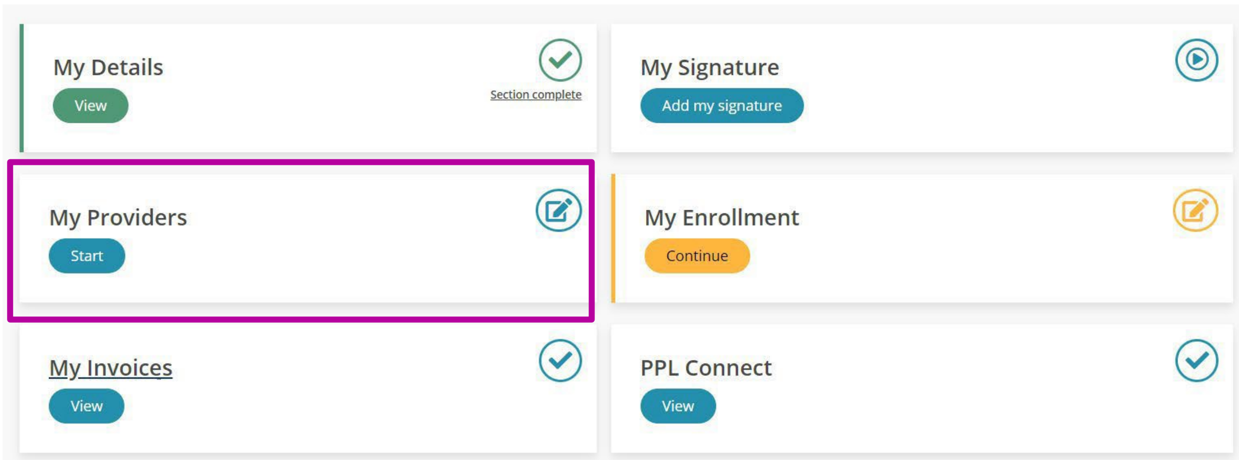
Hire an SSP (My Provider)

As a Participant/CLE, you can hire family members, friends, or anyone who meets the program requirements.

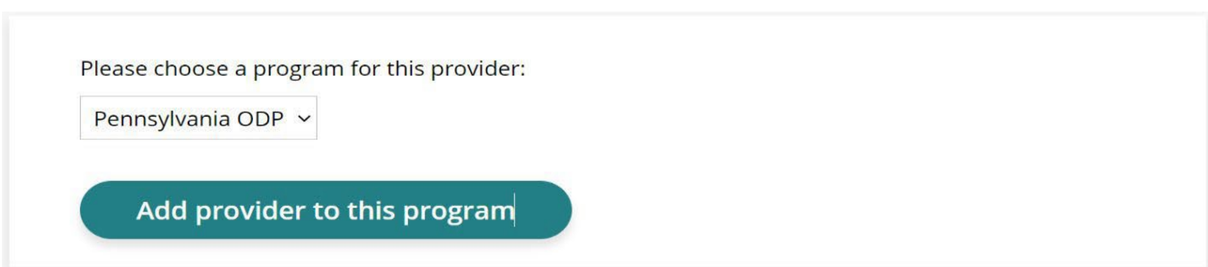
Note: In MyAccount, "Provider" and "Worker" are the terms used for a Support Service Professional (SSP) who provides care.

You are required to complete all information marked with an asterisk (*).

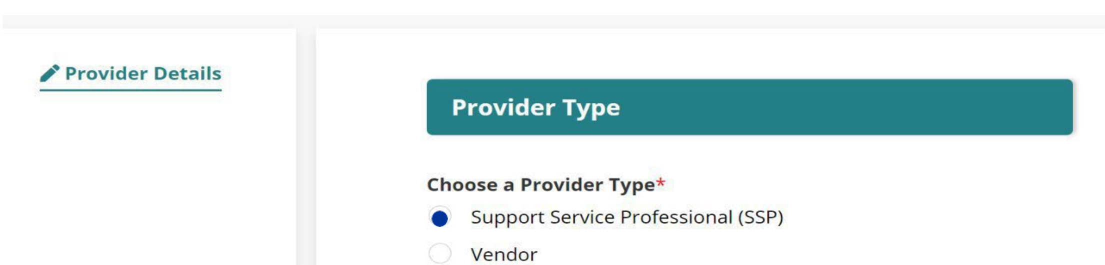
1. On the MyAccount Dashboard, select **My Providers**.



2. Select Hire a **New Provider**.
3. Select **Add provider to this program**.



4. Under Provider Type, select **Support Service Professional (SSP)**.
5. Complete the basic SSP information.
6. At the bottom, select **Next**.

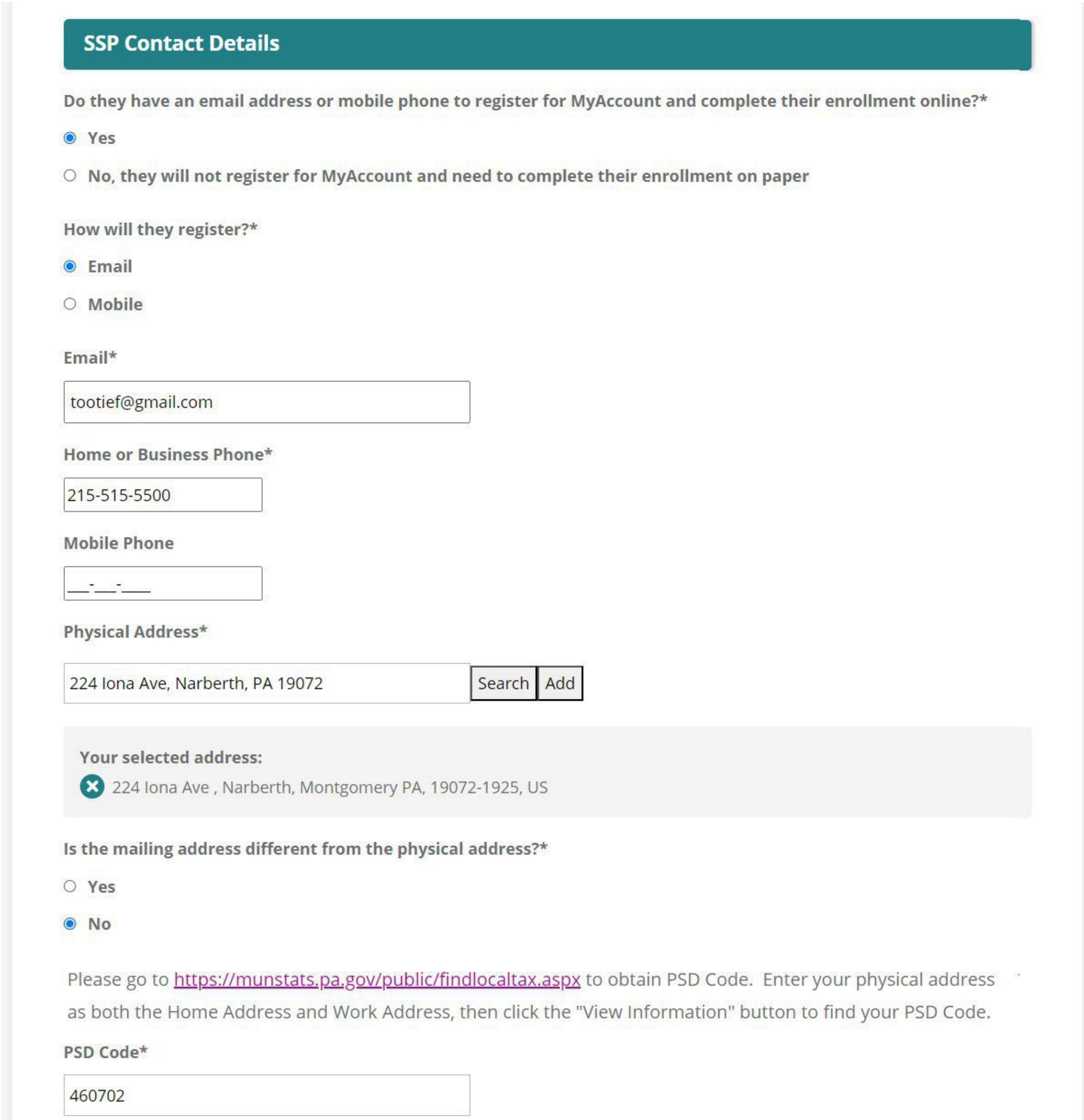


7. Choose whether the SSP can complete enrollment online. Choosing

   Yes and providing an Email is the fastest enrollment method.

   If you choose **No**, or do not provide an Email, then please inform your SSP to contact Public Partnerships for enrollment instructions at 1-800-249-0861.

8. Complete the contact information.



SSP Contact Details

Do they have an email address or mobile phone to register for MyAccount and complete their enrollment online?*

- (•) Yes
- ( ) No, they will not register for MyAccount and need to complete their enrollment on paper

How will they register?*

- (•) Email
- ( ) Mobile

Email*

tootief@gmail.com

Home or Business Phone*

215-515-5500

Mobile Phone

___-___-____

Physical Address*

224 Iona Ave, Narberth, PA 19072 | Search | Add

Your selected address:

224 Iona Ave , Narberth, Montgomery PA, 19072-1925, US

Is the mailing address different from the physical address?*

- ( ) Yes
- (•) No

Please go to https://munstats.pa.gov/public/findlocaltax.aspx to obtain PSD Code. Enter your physical address as both the Home Address and Work Address, then click the "View Information" button to find your PSD Code.

PSD Code*

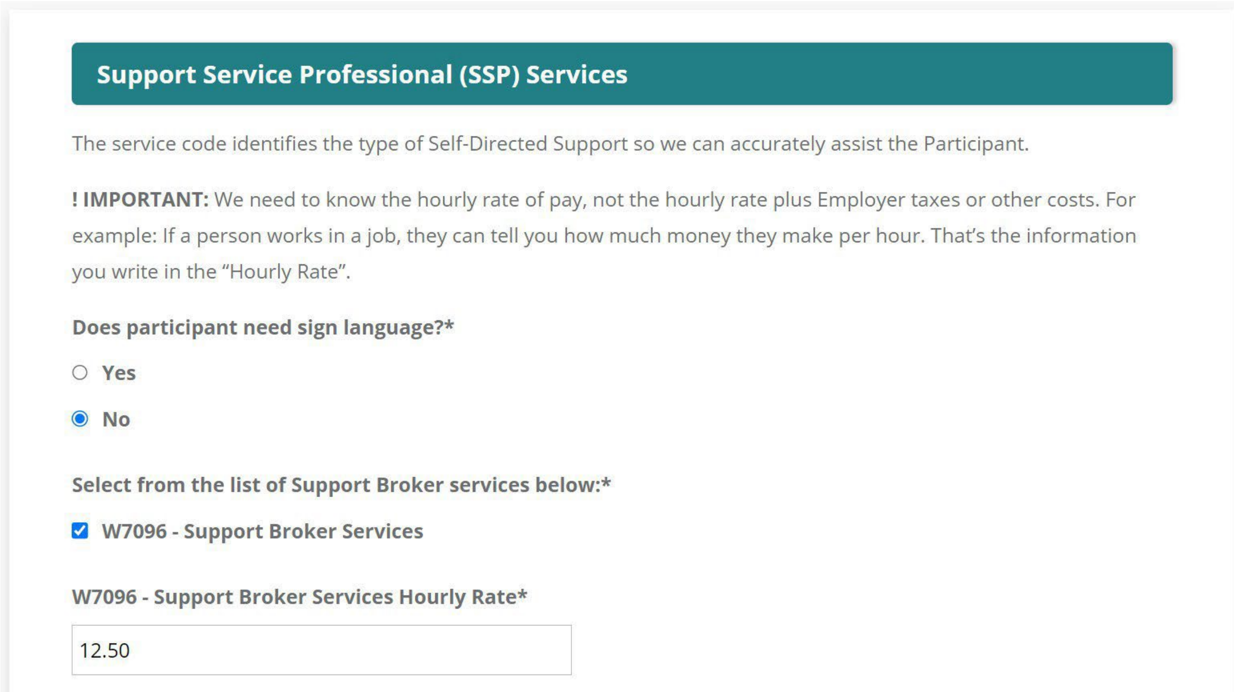
460702

9. Open the link provided to obtain your **PSD Code**.

   PSD is the political subdivision code that identifies the area where you will work so the correct taxes are collected.

10. At the bottom, select **Next**.

11. Under the Support Service Professional (SSP) Services, specify whether sign language is required.



Support Service Professional (SSP) Services

The service code identifies the type of Self-Directed Support so we can accurately assist the Participant.

! IMPORTANT: We need to know the hourly rate of pay, not the hourly rate plus Employer taxes or other costs. For example: If a person works in a job, they can tell you how much money they make per hour. That's the information you write in the "Hourly Rate".

Does participant need sign language?*

○ **Yes**

◉ **No**

Select from the list of Support Broker services below:*

☑ **W7096 - Support Broker Services**

W7096 - Support Broker Services Hourly Rate*

12.50

12. Select the services that have been authorized by your Individual Support Program (ISP) Team, as well as the pay rate for each service.

    NOTE: Be sure the services and rates meet your authorized service plan. If your pay rate needs to be changed after enrollment, please follow the instructions on how to update the rate through MyAccount.

13. At the bottom, select **Finish**.
14. Review the summary and select **Confirm**.
15. Wait for the SSP to complete enrollment.

Hire a Vendor

If you receive **goods** (an item) from a vendor, they will not need to be hired through MyAccount. For example: Best Buy, Wal-Mart, Amazon, especialneeds.com, etc. (just an example, not a full list)

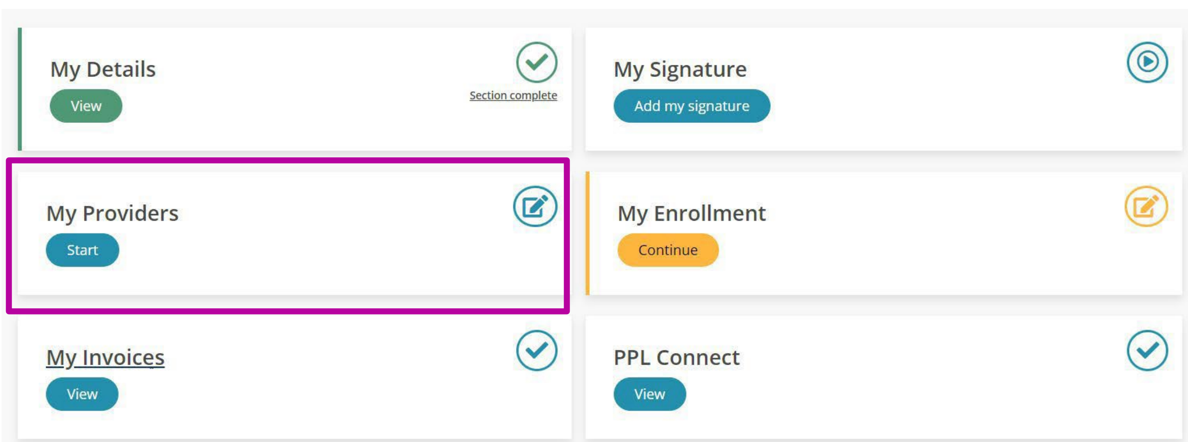
If you receive **services** (example: camp, tuition) from a vendor, you will need to hire them through MyAccount. You are required to complete all information marked with an asterisk (*).

NOTE | *In MyAccount, a vendor is also known as a "Provider."*

1. On the MyAccount Dashboard, select **My Providers.**

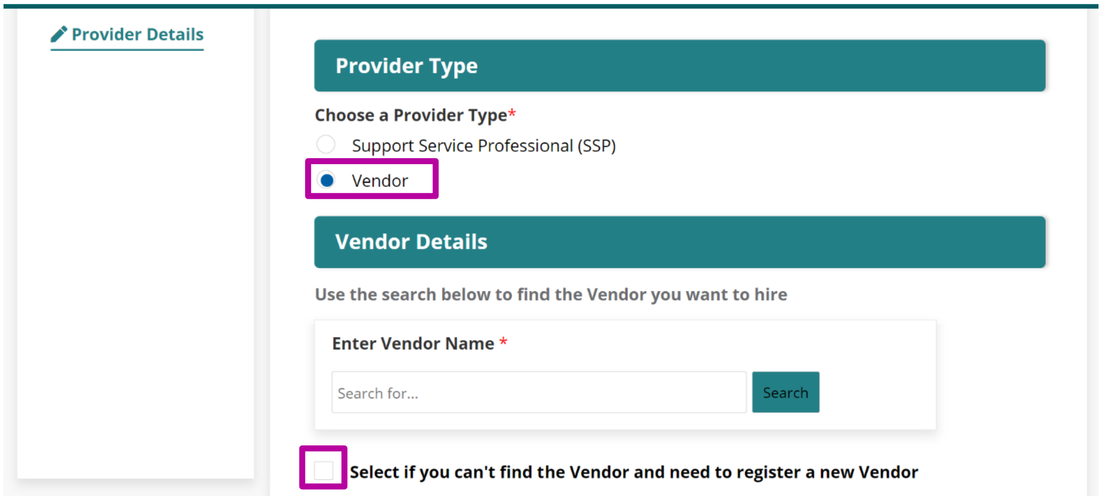
   NOTE: Some Vendors will not need to be added to **MyAccount: (for example,** Amazon and Best Buy,etc.)

   For a service request, please send the invoice on the Vendor Business letterhead and the Vendor Payment form to the email address on the form (PAODP@pplfirst.com). For a good(s) request, please send the URL, invoice, or items to purchase (product number) on he Vendor Payment Form. HYPERLINK "https://pplfirst.wpenginepowered.com/wp-content/uploads/2024/03/goods-and-services-request-form.pdf"Vendor Payment Form



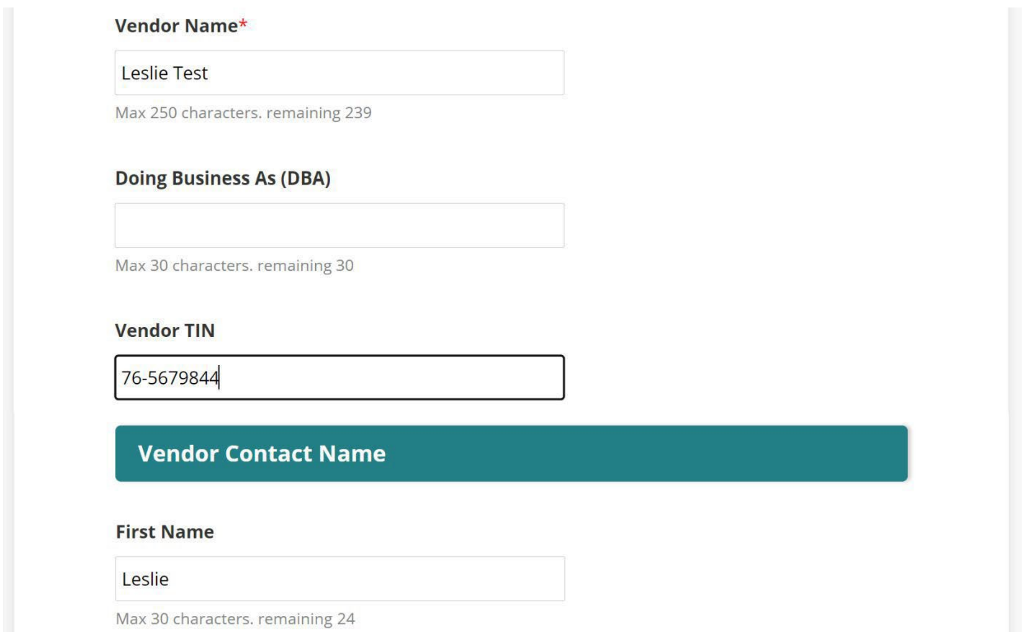
2. Select **Hire a New Provider**.
3. Select **Add provider to this program**.
4. Under Provider Type, select **Vendor**.
5. In the search box, enter the vendor's name because they may already exist in the system.

   If found, select **Next** and **Confirm**. Wait for the vendor to complete enrollment. If not found, select the option to register a new vendor.



6. If you add a vendor, complete the basic information.

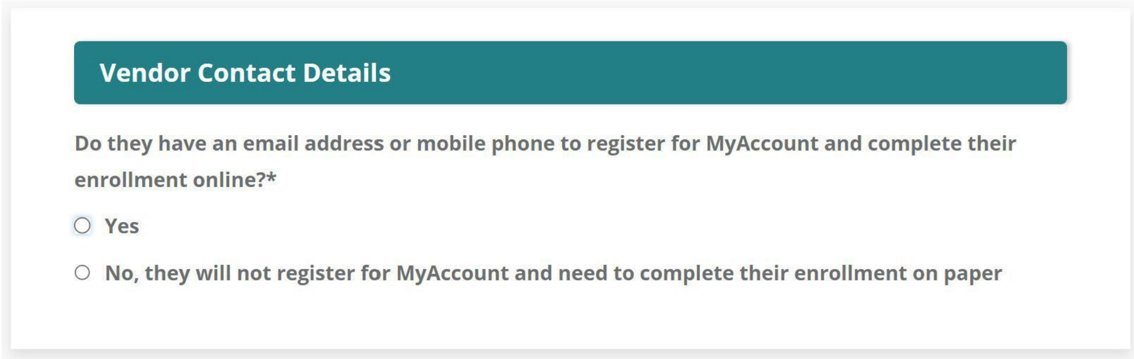
   Note: The **Vendor TIN** (Tax Identification Number) is required. Your vendor will need to provide it for you.



7. At the bottom, select **Next**.
8. Choose whether the vendor can complete enrollment online.

   Choosing **Yes** and providing an **Email** is the fastest enrollment method.

   If you choose No, or do not provide an Email, then tell your vendor to contact Customer Service at 1-800-249-0861.



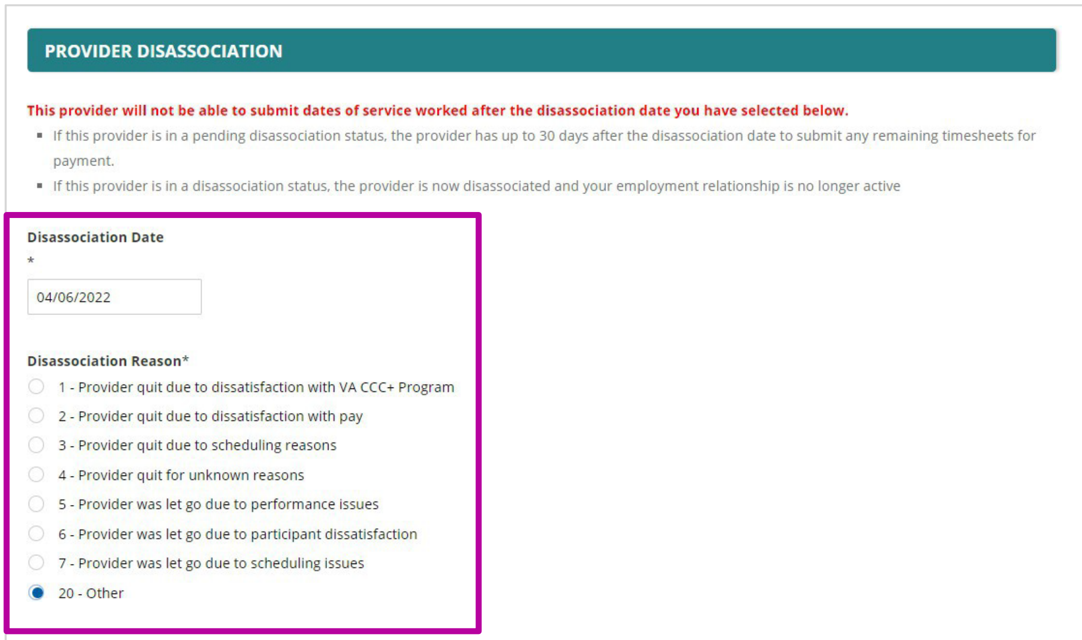
9. Complete the contact information.
10. At the bottom, select **Next**.
11. At the bottom, select **Finish**.
12. Review the summary and select **Confirm**.
13. Wait for the vendor to complete enrollment.

Disassociate an SSP

If you need to end employment for an SSP, use the disassociate feature in MyAccount.

Please ensure that the you have explained to the SSP that they are no longer going to be working with the Participant.

After disassociation, the SSP remains in MyAccount in case you need to restore or rehire that person.



1. On the MyAccount dashboard, select **My Providers**.
2. Under the Provider's name, select **Disassociate provider**.
3. Enter **a Disassociation Date** when the Provider will no longer provide care.

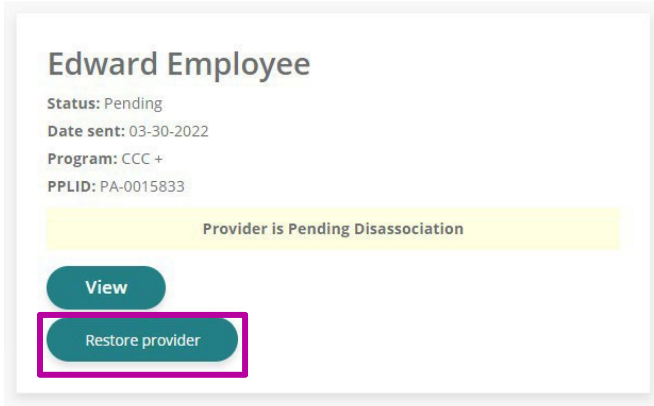
   After this date, the SSP can no longer submit time entries.
4. Choose a **Disassociation Reason** and select **Finish**.
5. Select **Confirm**.

   NOTE: The dismissed SSP will continue to appear under your information, as required by the program.

Restore a Provider

If the SSP was disassociated recently (less than 6 months), you can Restore their employment.

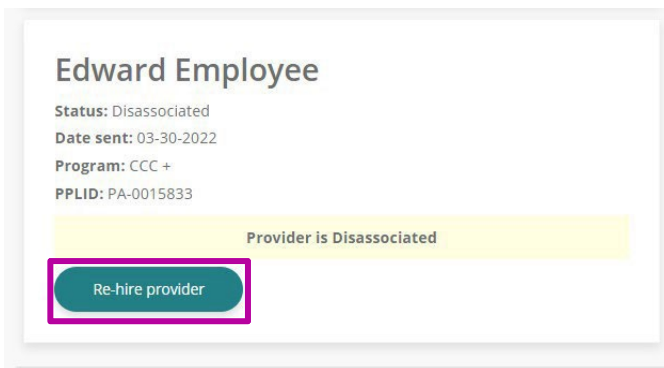
The SSP will not need to do anything.



1. On the MyAccount dashboard, select **My Providers**.
2. Under the Provider's name, select **Restore provider**.
3. Select **Review** to check that the SSP information is still valid.
4. Select **Sign and Submit**.

Re-hire an SSP

For an SSP disassociated longer than 6 months ago, you can use the re-hire feature. The SSP will need to complete the enrolment information again.

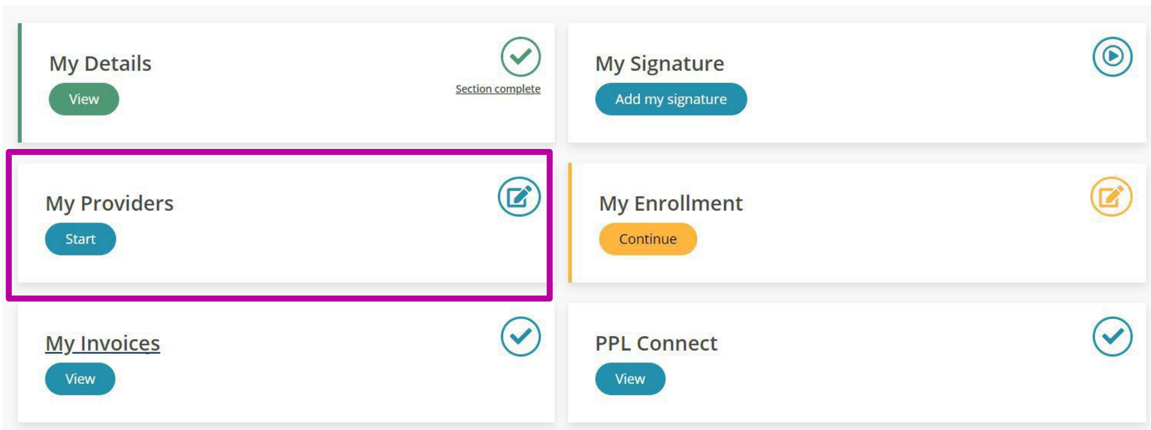


1. On the MyAccount dashboard, select **My Providers**.
2. Under the Provider's name, select **Re-hire provider**.
3. The SSP can now open MyAccount and complete the enrollment questions.

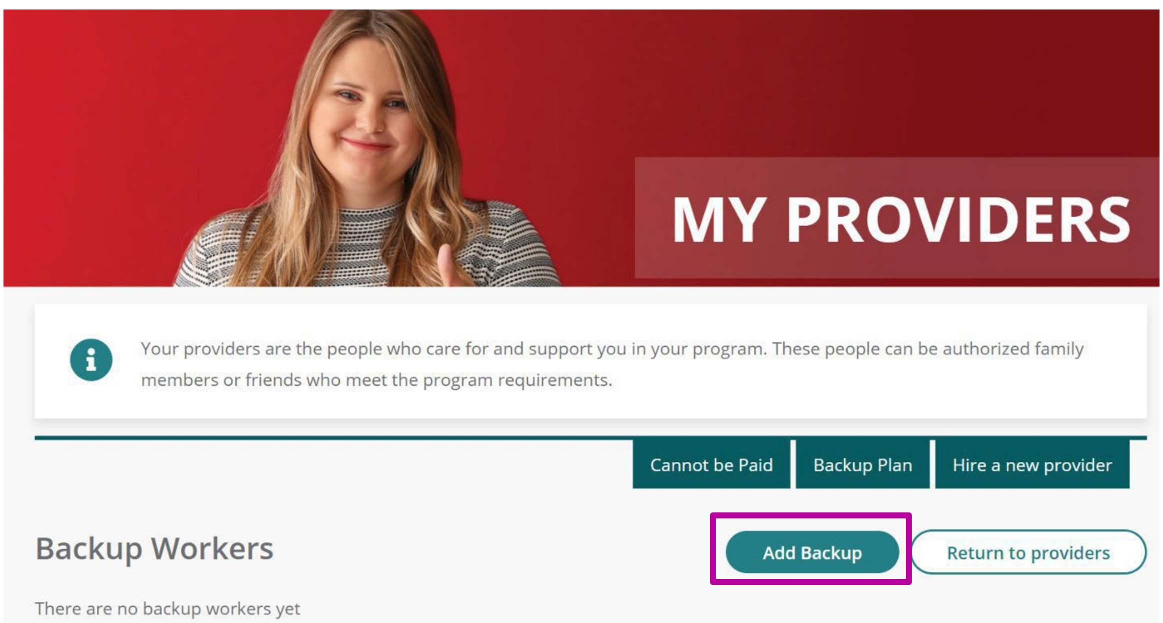
Make a Backup Plan for Your Care

For your continued support, we have included a tool so you can plan for an unexpected absence by your primary SSP. You will specify either paid or unpaid SSPs who can provide your needed services.

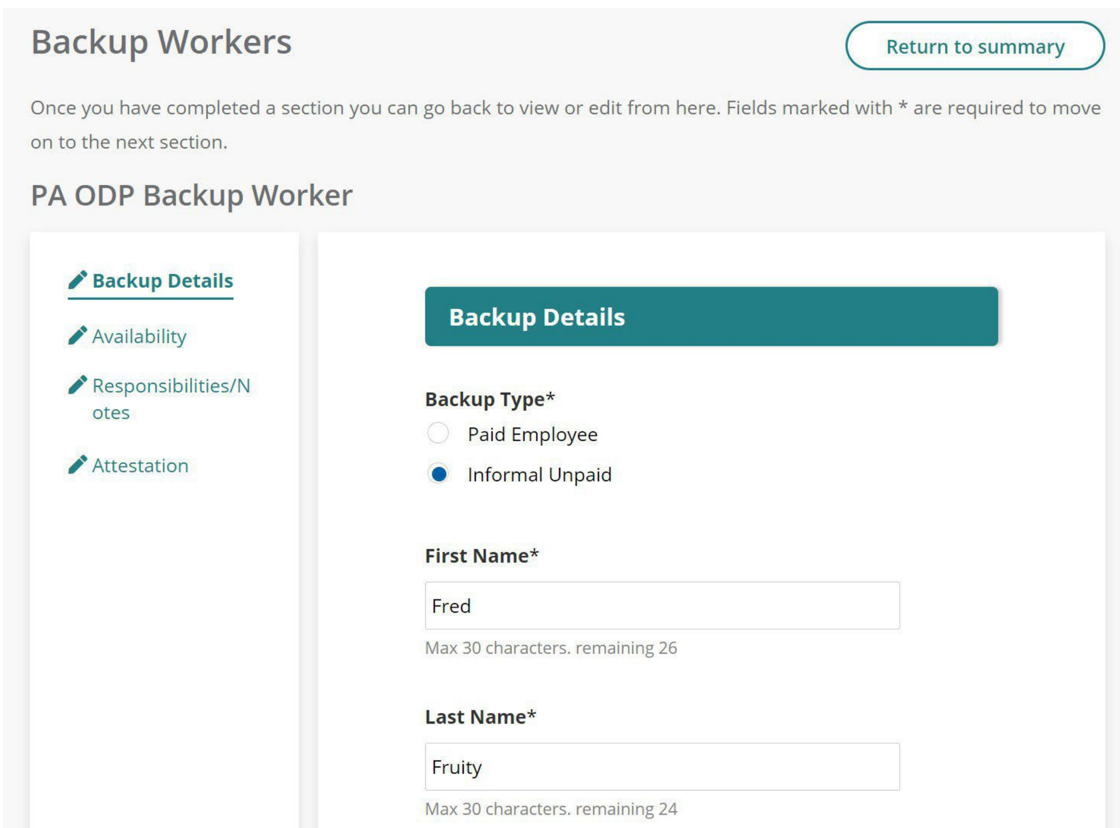
1. On the MyAccount dashboard, select **My Providers**.



2. On the My Providers page, select **Add Backup**.



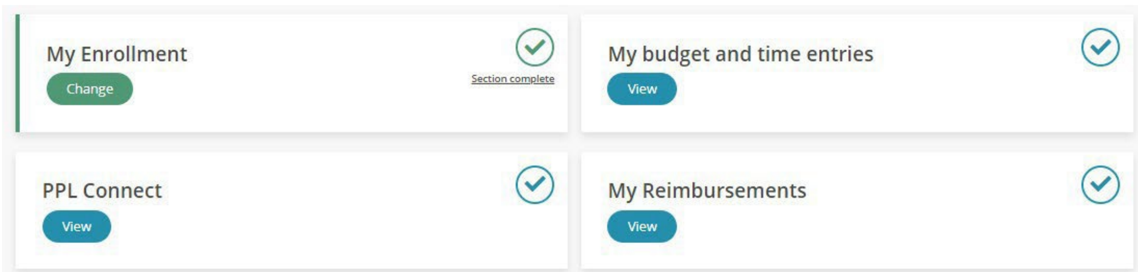
3. Under the **Backup Details** section, choose the type of SSP.
    a. **Paid Employee**—One of the employees already enrolled with you. You will select the SSP from a menu.
    b. **Informal Unpaid**—Friend or family member who cannot claim payments for the care provided. You will enter their name and contact details.
4. Finish the other sections:
    c. **Availability**—This section specifies what services this person will cover.
    d. **Responsibilities/Notes**—This is an optional section.
    e. **Attestation**—This section makes clear your responsibility.
5. Review your plan and select **Confirm**.



Manage Budget and Authorizations

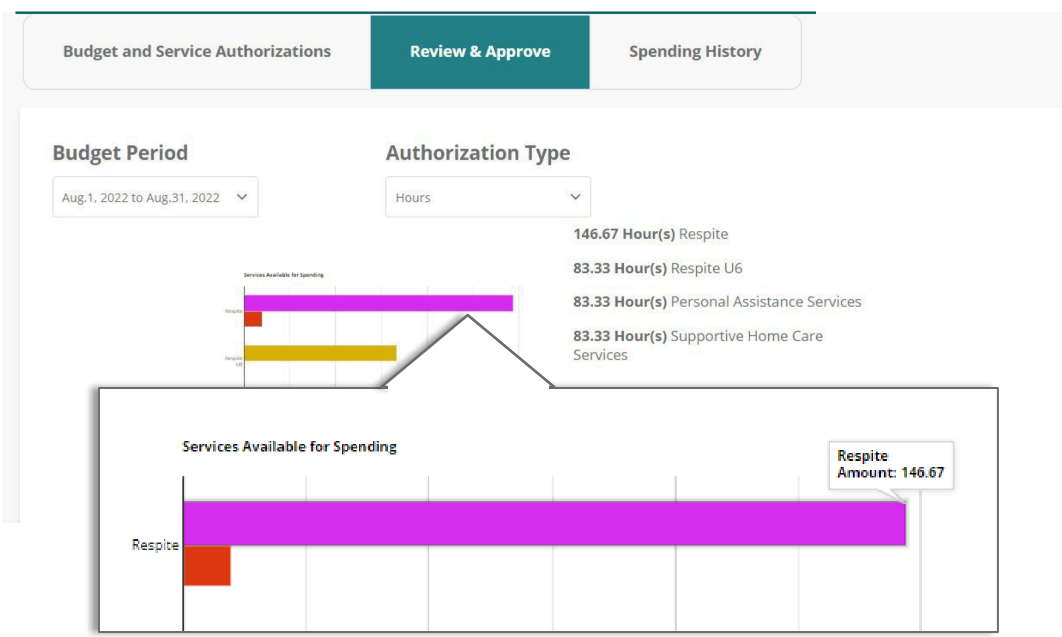
Use MyAccount to view interactive charts that help you manage your authorizations, or "budget."

1. Under the MyAccount dashboard, select **My budget and time entries**.

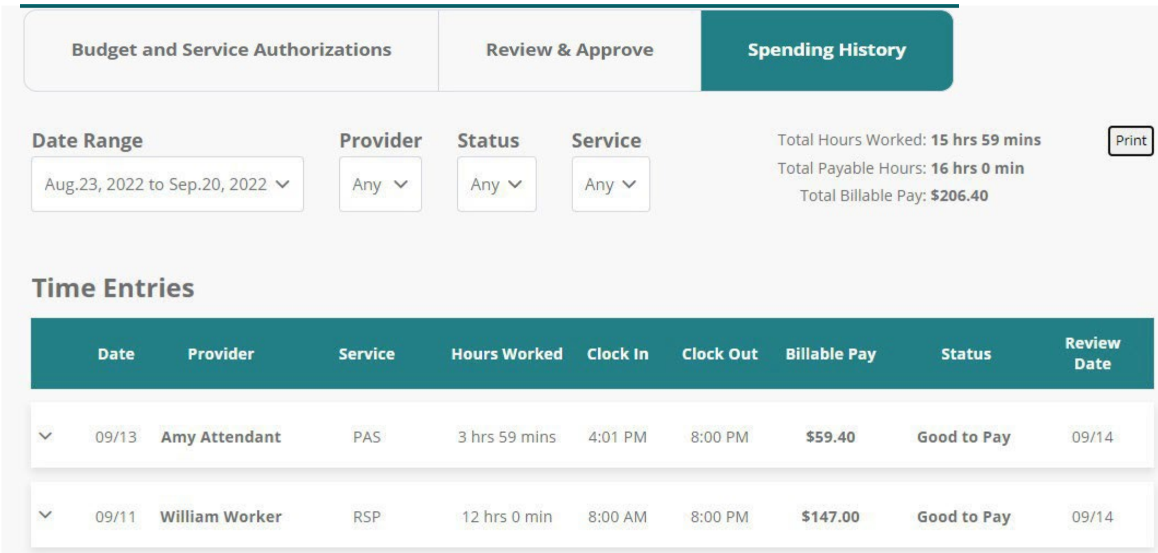


2. Under the **Budget and Service Authorizations** tab, view a summary of spending compared to your budget.
   a. To see spending for a specific service or budget period, use the **Filter Options**.
   b. To see amounts and percentages, hover your mouse over the graphic.
3. Under the Review & Approve tab, you can see how many hours you have remaining for each service type.

   NOTE: If you see an orange bar below the service bar, it shows you how much time has been submitted for approval.



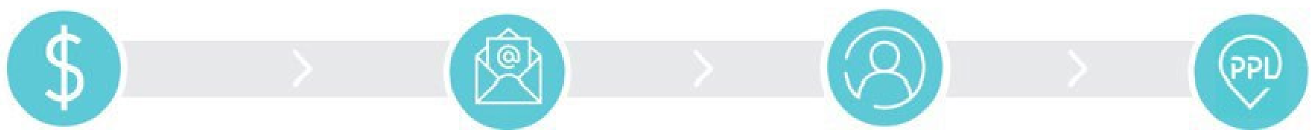
4. Under the **Spending History** tab, you can view all the time entries from your employee.
    a. Use the filters to limit what appears.
    b. Use the Print button to export the information to a spreadsheet.



Date	Provider	Service	Hours Worked	Clock In	Clock Out	Billable Pay	Status	Review Date
09/13	Amy Attendant	PAS	3 hrs 59 mins	4:01 PM	8:00 PM	$59.40	Good to Pay	09/14
09/11	William Worker	RSP	12 hrs 0 min	8:00 AM	8:00 PM	$147.00	Good to Pay	09/14

Approving Vendor Payments

Follow these steps to approve vendor payments. (There is a separate process for payment for non-public transportation, like Uber.) For this process, here are the overall steps:



Participant/CLE:

Will need to complete the Vendor Payment Form and submit the URL, Invoice, or Product numbers for goods requested.

Participant/CLE will receive an automated email to approve the invoice.

PPL sends payment to the Vendor.

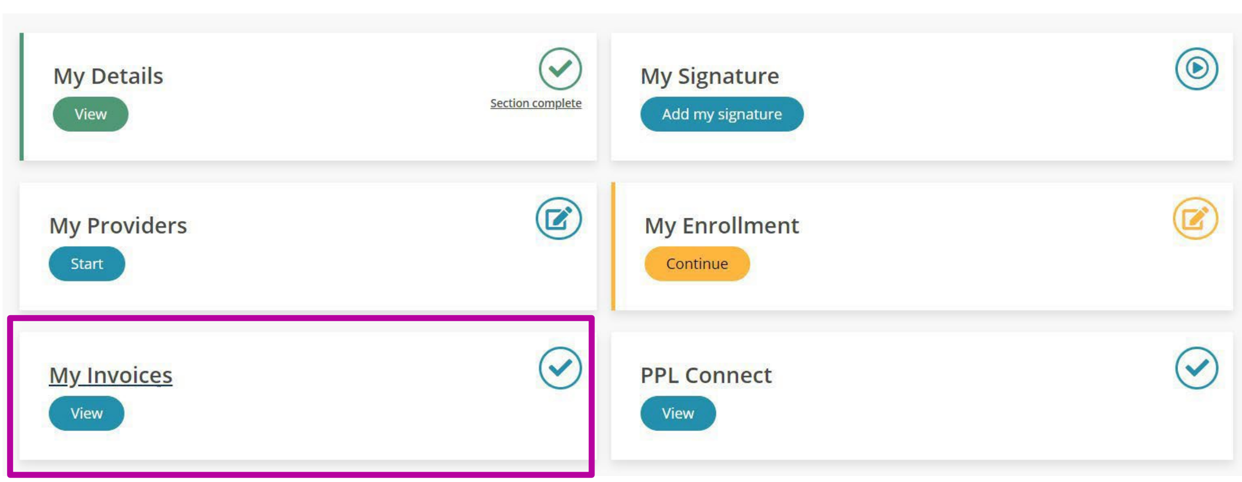
Goods payments will be paid through a card.

Service payments will be paid through a paper check/direct deposit (depending on what the Vendor chooses when registering for MyAccount.)

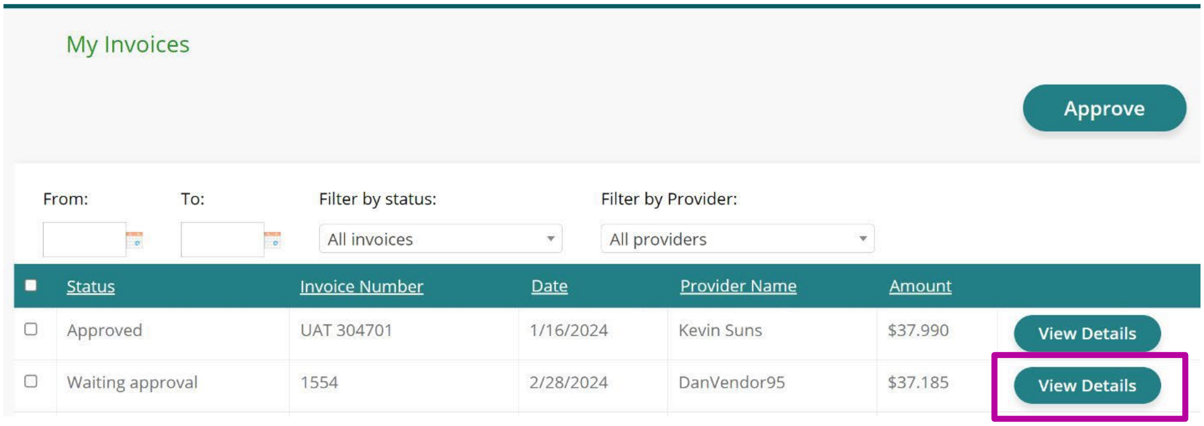
Vendor:

Will need to submit the invoice for the *service* that will be completed.

1. On the MyAccount dashboard, select **My Invoices**.



2. Under the list of invoices, find the one needing approval and select **View Details**.



3. Check the details for correct dates, amounts, and service code. Here is a list of possible services:

Code	Description
90846 SE	Fmly/Crgvr Spprt-Cnslng-no Participant Present
90846 SE U1	Fmly/Crgvr Spprt-Cnslng-no Participant Present-ECS
90847 SE	Fmly/Crgvr Spprt-Cnslng-w/Participant Present
90847 SE U1	Fmly/Crgvr Spprt-Cnslng-w/Participant Present-ECS
T1013	ASL 1 interpreter – 15min – (In-Person)
T1013 GT	ASL 1 interpreter – 15min – (Virtual)
T1013 U3	ASL 2 interpreter – 15min – (In-Person)
T1013 U3 GT	ASL 2 interpreter – 15min – (Virtual)
T2028 SE	Assistive Tech-Non Medical SE
T2028 SE UD	Assistive Tech-Non Medical UD
T2029 SE	Assistive Technology - Medical
T2029 SE UD	Assistive Technology - Medical
T5999	Participant Directed Goods and Services
W1748	Communication Specialist
W1748 U1	Communication Specialist -ECS
W6089	Specialized Supplies
W7062	Family/Caregiver Training
W7062 U1	Enhanced Family/Caregiver Training (Sign Language)

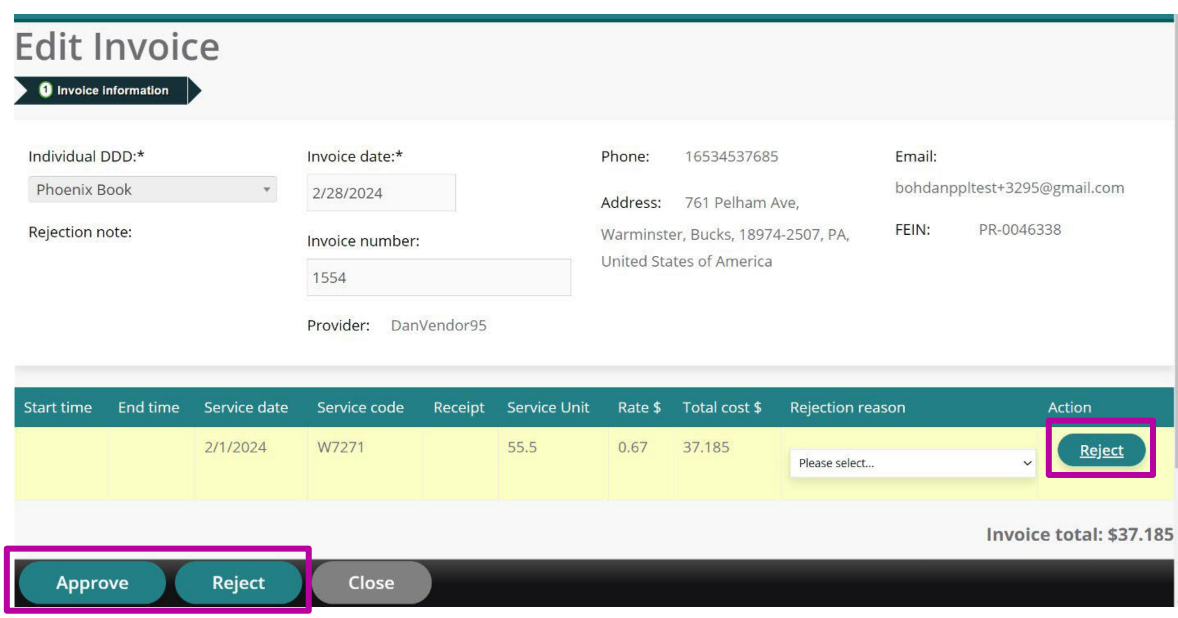
W7219	Base Service Not Otherwise Specified
W7278	Vehicle Accessibility Adaptations
W7279	Home Accessibility Adaptations
W7284	Education support services
W7284 U1	Education support services
W7285	Respite - Camp24hrs
W7285 U1	Respite - Camp24hrs
W7286	Respite Day Camp, 15 Min, Eligible-15 Mins-
W7286 U1	Respite - Camp 15-min
W7315	Special Diet Preparation
W7316	Recreation/Leisure Time Activities
W7317	Home Rehabilitation
W7320	FSS/Individual Payment-Dollar
W6089	Specialized Supplies

4. Select Approve, if the information is correct. If needed, select Reject next to a line item (you must also select a Rejection reason).

   This individual item will be returned to the vendor or SSP, along with the reason for rejection.

5. For the entire invoice, select either **Approve** or **Reject** at the bottom.

   Caution: Choosing Reject at the bottom of this page sends the entire invoice back.



Steps to a Rate Change

Effective August 18, 2025, PPL has updated the steps to Add or Change a Service Rate in MyAccount.

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**.
   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.