YOUR LIFE
YOUR CARE
YOUR PEOPLE

Support Broker Training

PDS Program

2026

The Agenda

01 Public Partnerships, LLC (PPL)

02 Onboarding a Support Broker (SB)

03 MyAccount

04 Electronic Visit Verification (EVV)

05 Assisting the Common Law Employer (CLE)

PPL's Role

PPL's Role

As the FMS provider, PPL supports the CLE or Participant with employer-related functions.

PPL is responsible for:

- Customer Service and Enrollment Services.
- Processing background checks.
- Real-time access to service authorization usage
- Withholding taxes, garnishments, calculating payroll, executing payments to SSPs, paying invoices for goods and services, reimbursing the CLE or SSP for mileage, 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 Key Contacts

Let’s Connect!

Key Contacts | PPL Customer Service

Phone Numbers

1-800-249-0861

TTY: 1-800-360-5899

Hours of Operation

The PA ODP CS team hours are:

9 am – 7 pm EST Monday – Friday

9 am – 1 pm EST Saturday

Email Address

CS: PAODP-CS@pplfirst.com

Paperwork: PAODP@pplfirst.com

Communicating with PPL

PPL Points of Contact

During Enrollment

During the enrollment process, the Participant and CLE work with one main point of contact – the PPL Enrollment Specialist (ES).

The ES assists the Participant, CLE, and first SSP to enroll within the PA ODP self-directed program.

The ES is the main point of contact for the CLE and Participant through issuing the first successful SSP paycheck.

After Enrollment

After the first successful payment to their SSP, the Participant/CLE or SSPs reach out to PPL Customer Service (CS) for assistance.

If assistance is needed to hire additional SSPs, the participant/CLE can self-service through MyAccount or reach out to PPL CS for guidance.

If an issue cannot be resolved with CS, the caller will receive a case number for follow-up. Use this case number when requesting updates.

Contacting PPL

For all inquiries to PPL, have the following information available:

- Caller's name, title, & best phone number to reach you (for voicemails)
- Participant name:
- Participant’s DOB:
- Last 4 of Participant's SSN:
- Participant PPL ID: (if you have it)
- SSP name:
- SSP PPL ID: (if you have it)
- Question or issue description

Please include as much information as possible so that the request can be researched. Missing information may cause delays in a response.

Approved Contacts

PPL can speak with the following support team members:

- PA ODP Staff
- Common Law Employer (CLE)
- Brokerage Agency (the SB must be listed within MyAccount system)
    - Support Broker Choice Form
- Supports Coordinator (SC) & SC Lead(s)
- Administrative Entity (AE) & AE Lead(s)

Support Broker Choice Form

A Support Broker Choice Form must be on file for PPL to speak with the SB on behalf of the CLE

SUPPORT BROKER (SB) CHOICE FORM

The Common Law Employer (CLE) uses this form to provide Public Partnerships LLC (PPL) with:

- The name and needed details about your Support Broker (SB), and
- A release of information for the named Support Broker (SB).

The CLE may revoke this Support Broker (SB) Choice Form at any time. Revoking this form:

- Ends the named Support Broker's role in the PPL system, and
- Revokes the release of information for the named Support Broker.

When you have completed and signed this form, please send it to **PAODP@pplfirst.com** for processing.

Participant Name

First: **Last:** **PPL ID:**

Common Law Employer (CLE) Name

First: **Last:**

Support Broker (SB) Name

First: **Middle:** **Last:**

Agency SB Status

Is this SB provided by a Support Brokerage Agency? ☐ Yes ☐ No

If "Yes," enter the Agency name here:

SB Address (where the SB lives OR if an Agency SB: the Agency Address)

Street (no PO Box): **Street 2 (APT., STE., etc.):**

City: **State:** **Zip Code:**

County:

☐ **Select if the address above is the same as the SB's mailing address**

If not, complete the SB Mailing Address section below.

SB Mailing Address: **Mailing Address 2 (APT., STE., etc.):**

City: **State:** **Zip Code:**

SB Contact Details

PPL needs to have a way of reaching the Support Broker. Please provide:

SB Email:

SB Cell Phone: **SB Home or Other Phone:**

Release of Information to the SB

Timeframe for Release of Information to the SB:

Release Start Date: **Release End Date:**

If no end date is entered, the Authorization End Date is the date of the end of the contract between:

- PPL, and
- The PA Office of Developmental Programs (PA ODP).

Revocation of This Support Broker (SB) Choice Form

I have chosen to revoke this Support Broker Choice Form. I understand that:

- The Revocation Date I enter below is the effective date that I revoke this form.
- I, as CLE, must plan ahead:
  - To make sure the Revocation Date does not interrupt needed services for the Participant.
  - Knowing that PPL will need a few days to process this form and act to remove:
    - The status of the named Support Broker (SB) from PPL's system, and
    - Access to Participant information listed in the Agree and Sign section of this Support Broker Choice Form.

I must provide this fully completed and signed form to PPL.

Revocation Date:

Agree and Sign

I confirm:

- I have read and I agree to all that is stated on this Support Broker (SB) Choice Form.
- The details I have provided are accurate and complete.
- I authorize Public Partnerships LLC to release the listed information below to the Support Broker. This includes information that assists the CLE with:
  - Deciding pay rates for SSPs,
  - Creating or changing SSP work schedules,
  - Completing employer paperwork,
  - Creating and using methods to monitor the use of the:

- Services, and
- The budget.
- I understand that I, as CLE, can revoke this Support Broker (SB) Choice Form at any time.

Common Law Employer (CLE) Signature: **Date:**

[Support Broker Choice Form]

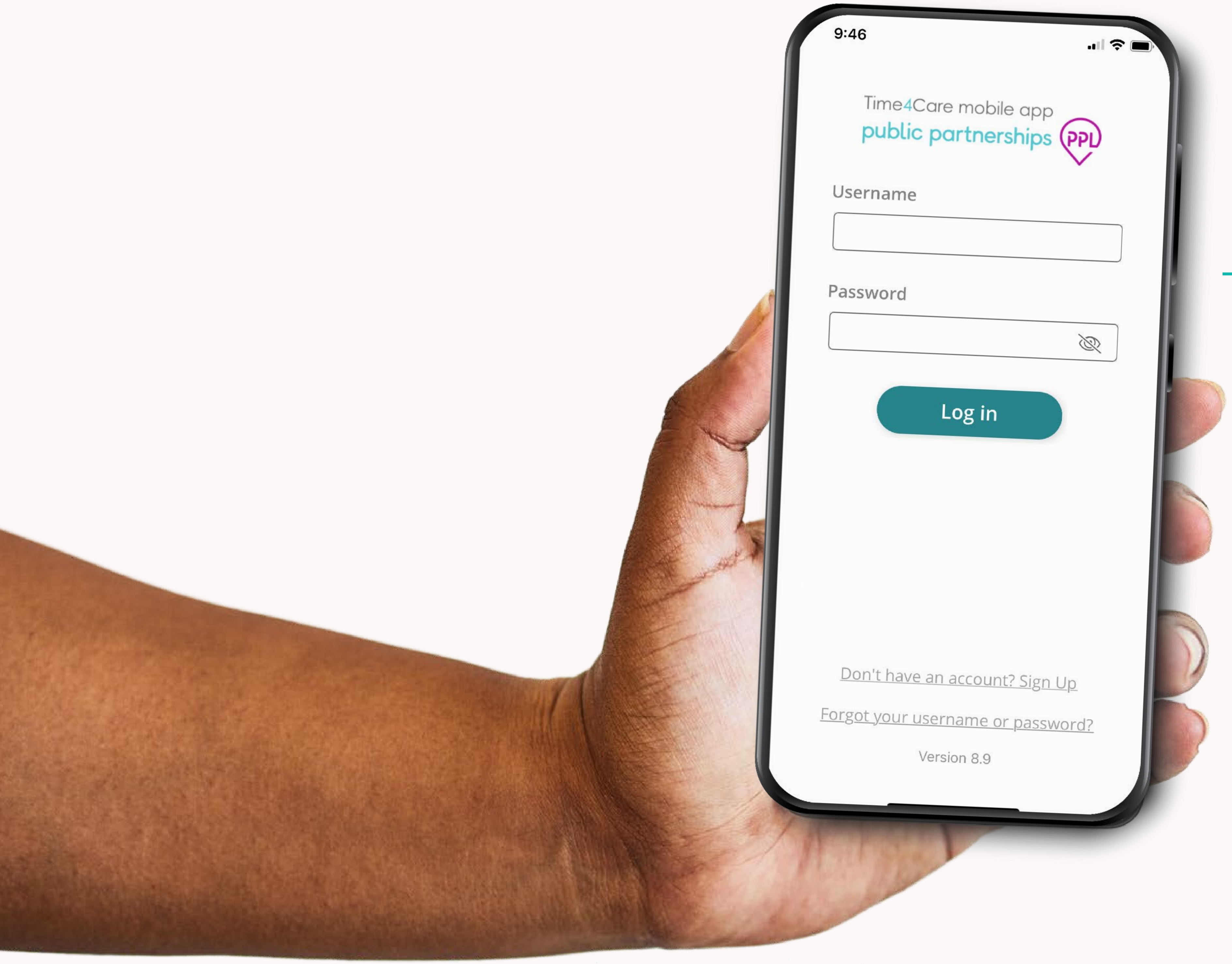
PPL Systems

MyAccount

- MyAccount is the system Participants, CLEs, and SSPs use to complete their Enrollment with PPL.
- MyAccount is synced with PPL's Electronic Visit Verification (EVV) compliant application, Time4Care.

MyAccount supplies Participants and CLEs with real-time authorization spending data.

- Support Brokers do not have direct access to Participant/CLE data in MyAccount. SBs that are hired as an SSP can only see their own information in the system.



Time4Care™

Time entries must be submitted through Time4Care™, a free smart device application available in the Google or iTunes stores.

The CLE can review and approve timesheets in Time4Care™ or MyAccount.

SSPs can use MyAccount to view pay stubs, direct deposit information, update tax forms, etc.

PPL Program Page

Website

PA Office of Developmental Programs (ODP) | PPL First

Menu Title	Definition
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
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.

Onboarding as a Support Broker (SB)

Hiring a Support Broker

An SB can be hired one of two ways:

As a Support Service Professional (SSP):

- The Participant or CLE would hire their SB as an SSP through the MyAccount System:
- Once the Participant or CLE has completed their hiring steps, the SB receives a registration email for MyAccount. SB must complete steps to enroll as an SSP (background checks, tax forms, etc.)
    - The CLE will receive a *Good to Go* email once the SB enrollment is complete and authorizations are received. This will determine the SB start date.
        - Do not begin services until the CLE has received an email with the SB start date.
        - SB cannot provide any other service to the Participant if they are hired to provide Support Broker services.
        - Complete EVV-compliant timesheet entries through the Time4Care application

By a Support Broker Agency:

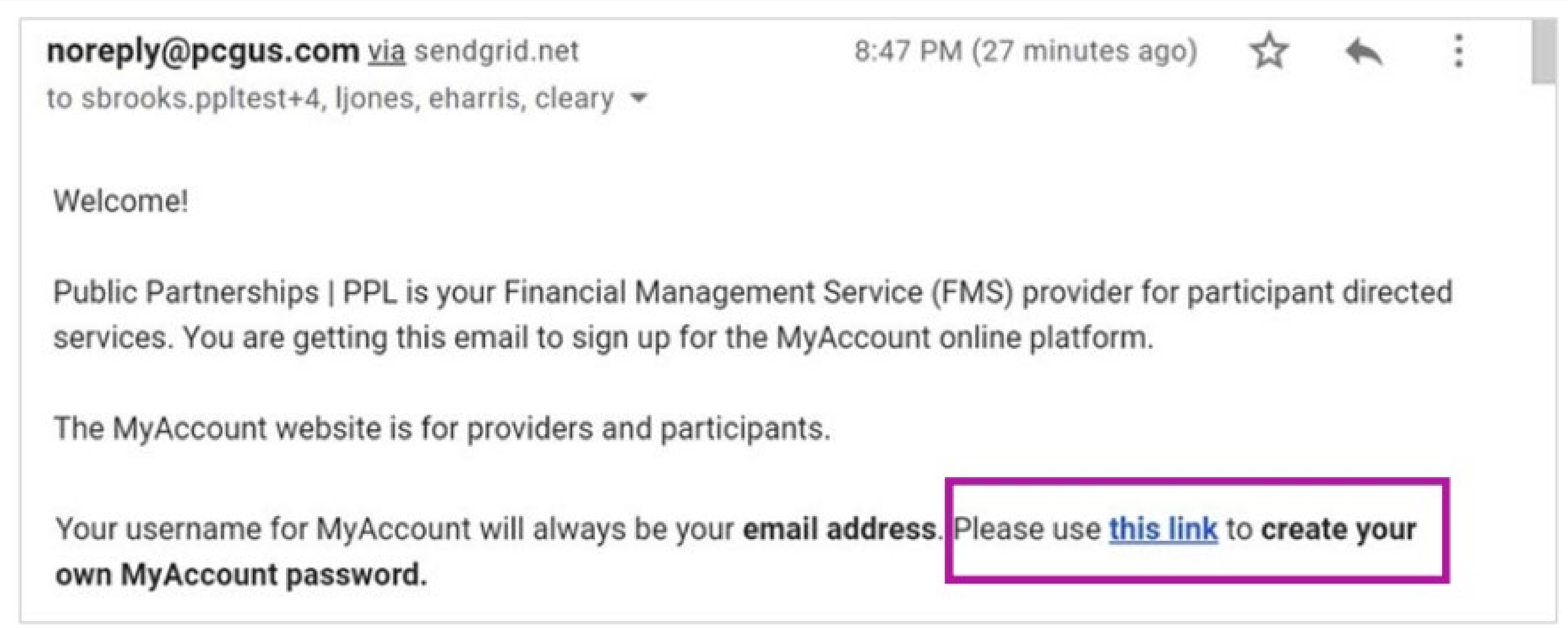
- SBs that are hired via SB agency will not use MyAccount or Time4Care for time entry.
- The authorization for SB services will be managed within MyAccount and update in real-time.

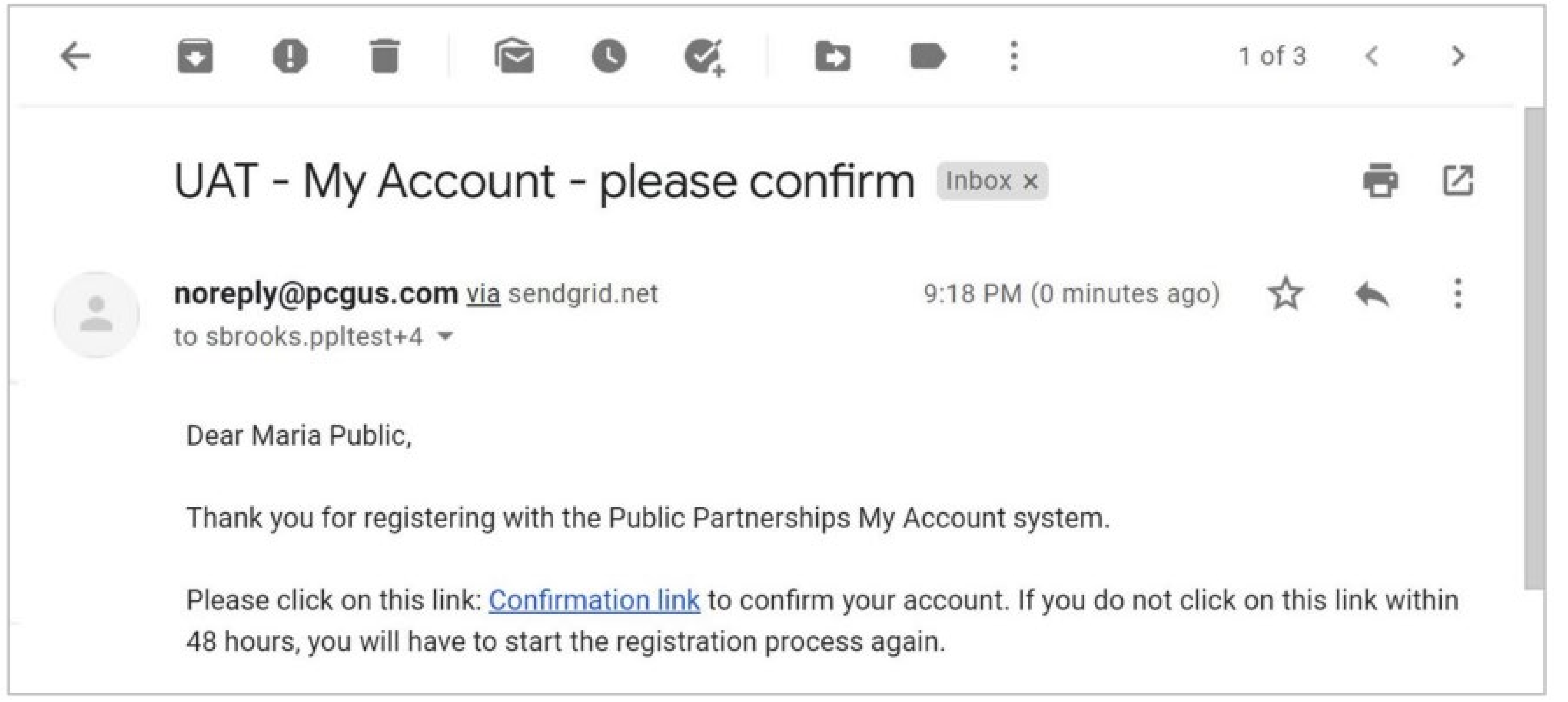
Registration & Enrollment in MyAccount

Register

All Participants/CLEs and SSPs must register for MyAccount

1. When the Participant/CLE has hired a provider, the SSP will receive an invitation email from noreply@pplfirst.com
2. In the email, click the MyAccount link.
3. From there, review and edit your details.
4. Under Account Details, type a new password and setup security questions.
5. NOTE: the username and password work in both MyAccount and Time4Care™.
6. Check your inbox for a “confirm” email and open the confirmation link.
   - You must click on the confirmation link within 48 hours.
   - If not, you will need to contact PPL Customer Service to send a new link.

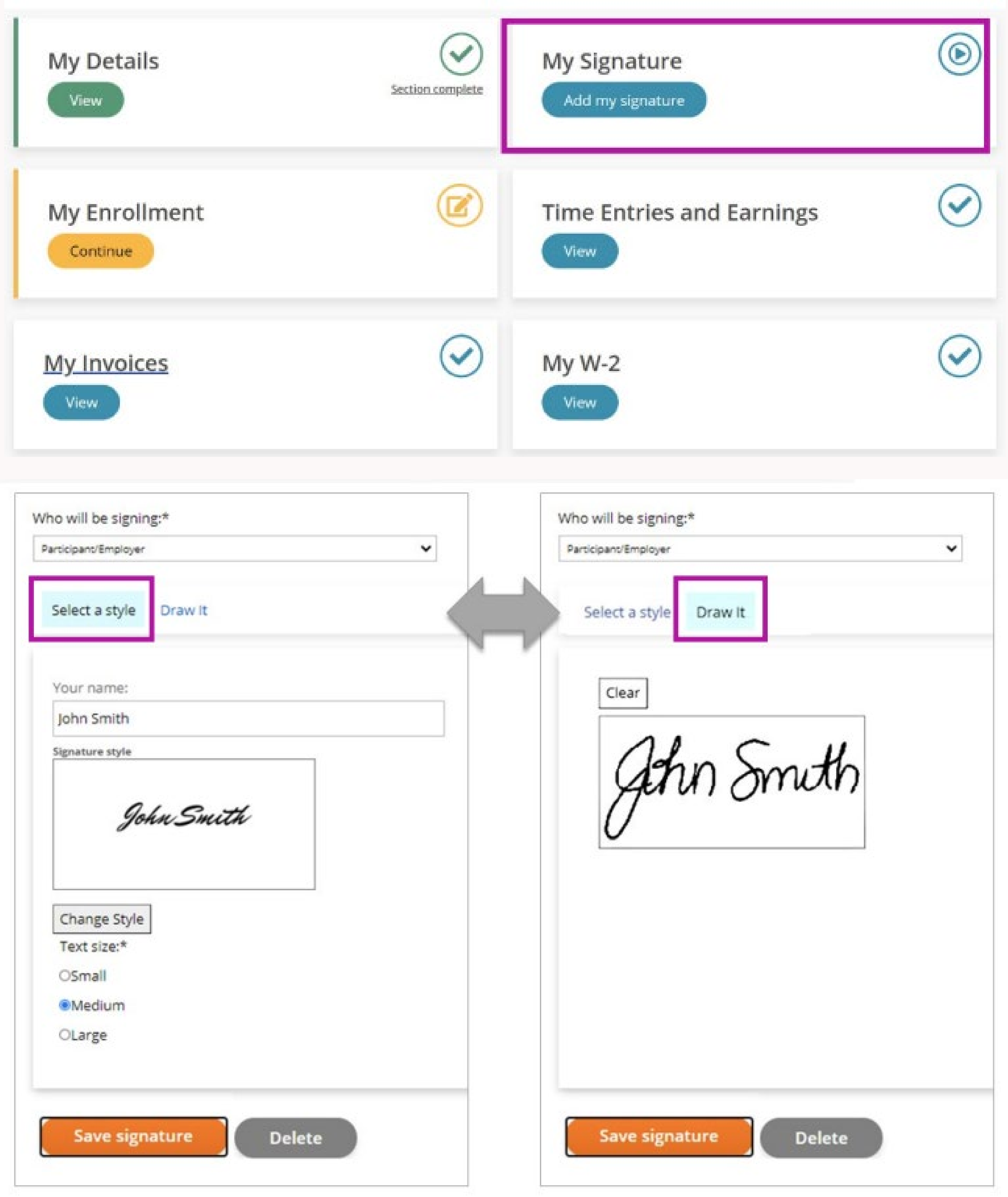




Signature

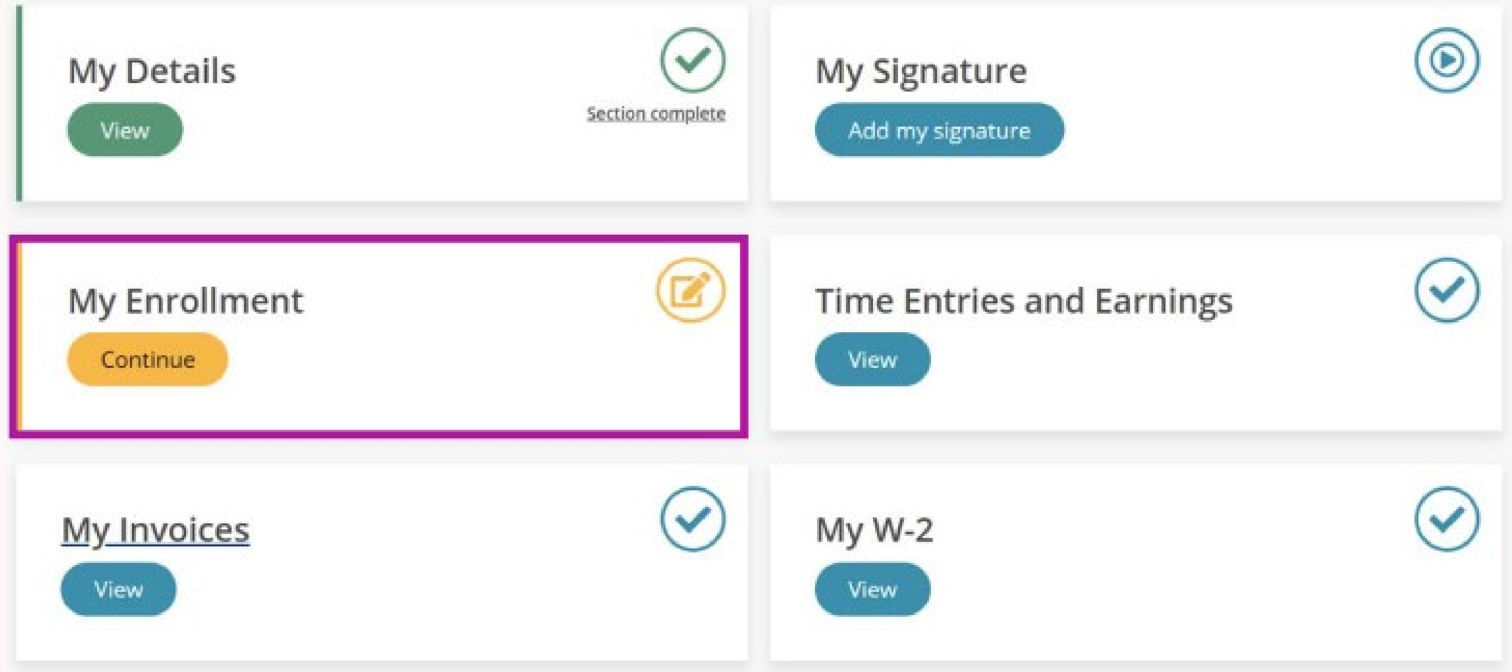
Set-up an electronic signature to complete enrollment documents.

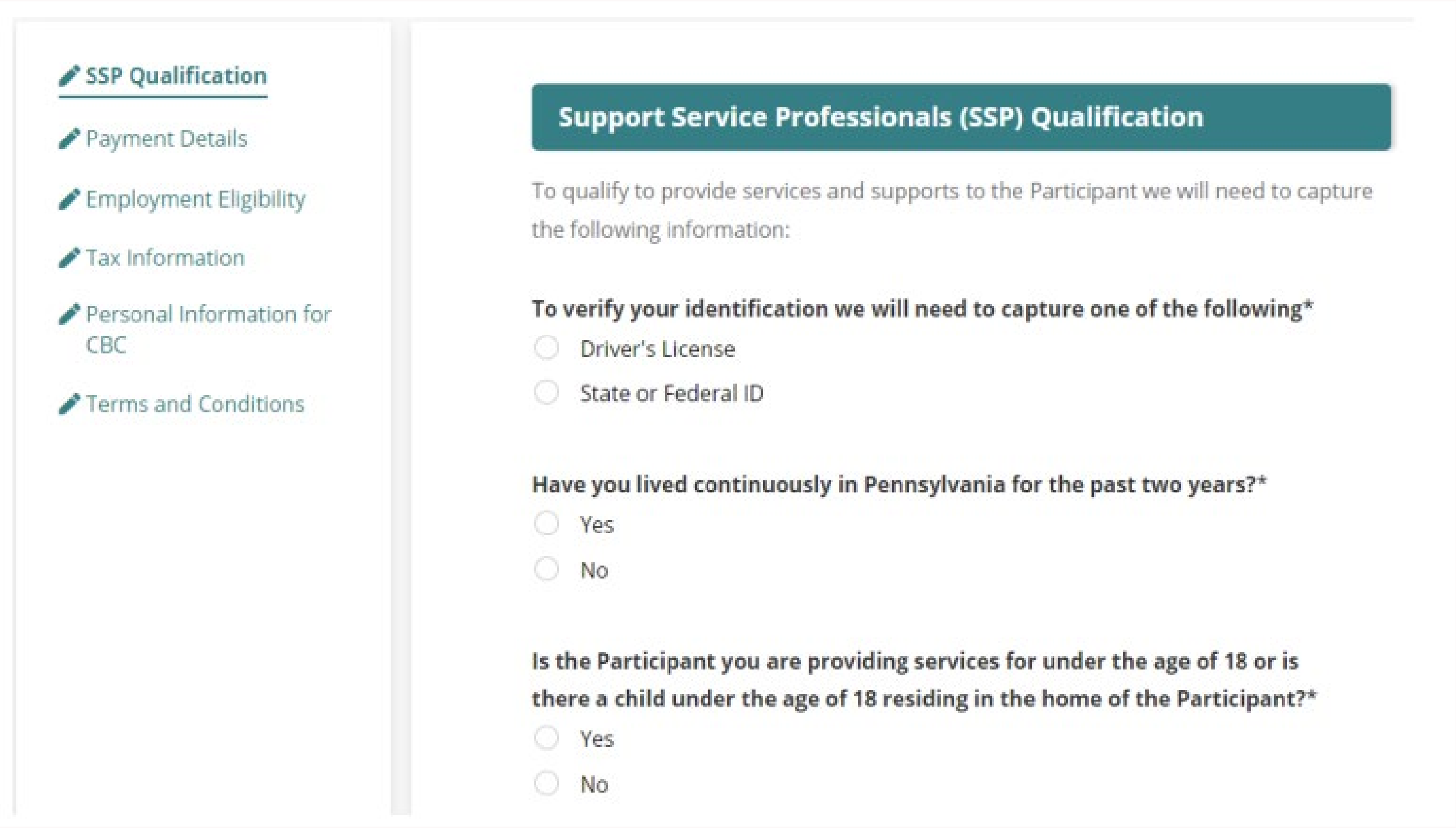
1. On the MyAccount dashboard, select My Signature.
2. Under who will be signing, select Employee.
3. Choose between these options:
   - Select a Style – Useful if you can only type your name. You can select different styles and sizes to your liking.
   - Draw It – Useful if you have a touch screen device.
   - If you have a long name, choose the smallest font size so it fits within the box.
4. Select Save signature.



Enrollment

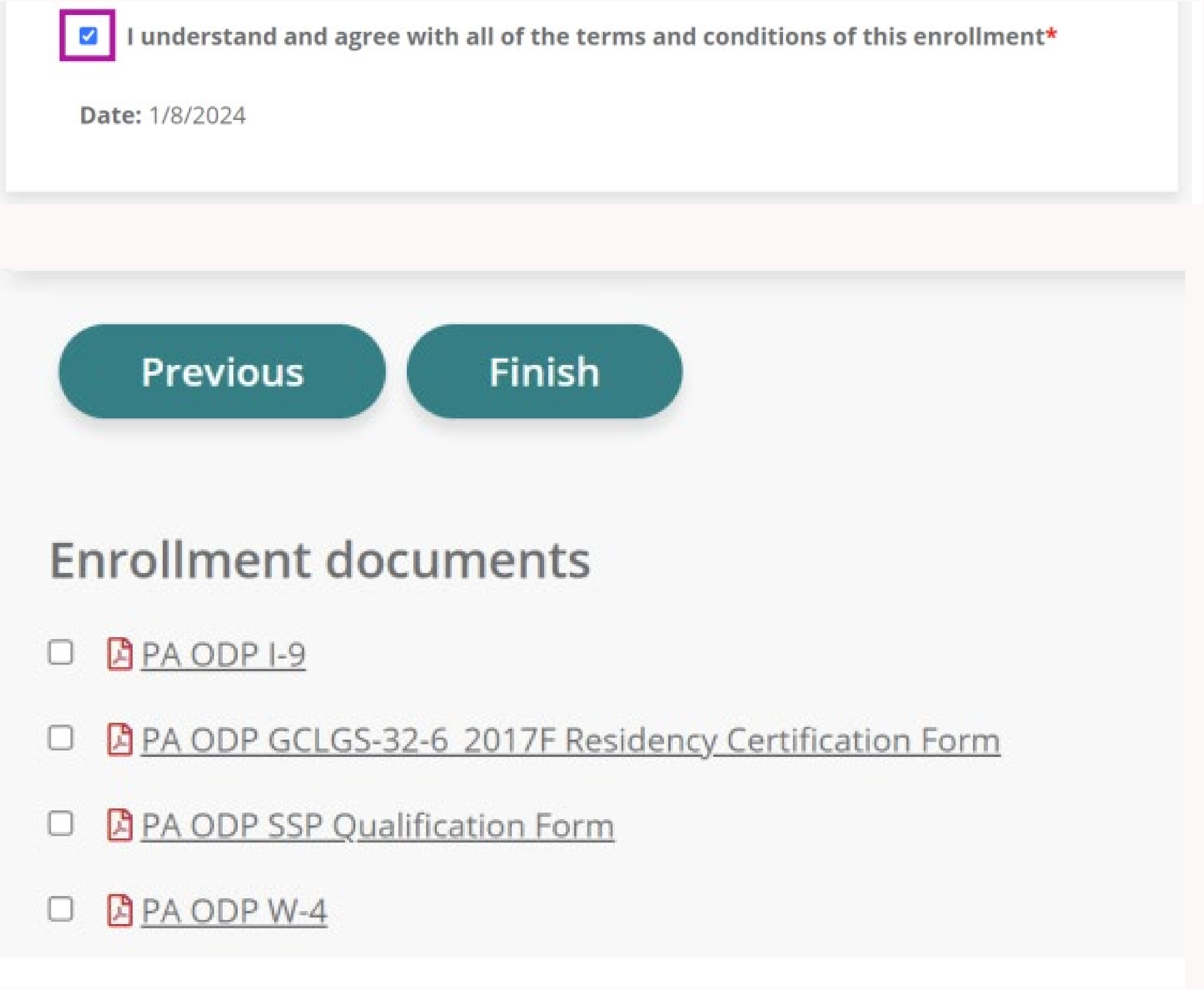
1. On the MyAccount dashboard, select My Enrollment.
2. Under the Participant name, select Enrollment.
   - NOTE: If you serve multiple Participants, you must complete a separate enrollment for each person.
3. Complete questions in all the sections that appear. Questions with an asterisk* are required.





Completing Enrollment

1. Review the Terms & Conditions.
2. Scroll to the bottom and select the agreement checkbox.
3. Select Finish at the bottom of the page.
4. On the summary page, select Confirm. MyAccount will automatically apply your information and electronic signature to the enrollment forms and display them for your review.
    - NOTE: You do not need to print the forms, they are available to review in the system at any time.
5. The Participant/CLE must review and sign your enrollment forms, then PPL will complete a final review and submit background checks.



EVV Compliance

- Electronic Visit Verification (EVV) is a federal requirement for participation in Participant Directed Services and manual entries are not EVV compliant.
    - Manual entries should only be used on exception and not as the primary method of visit capture.
    - A manual visit is any verified visit which has been manually entered or edited after the service was already provided (visit not captured in real-time).
    - Manual Visits include both manually entered visits and manually edited visits.
        - Examples of situations that might require using a manual entry:
            - A visit is missing a data element, or a correction needs made to a data element within the time entry
            - The caregiver forgets to clock-in or clock-out.
            - Mobile app or telephony are not available (EVV system is down.)
            - The device cannot be used at the point of care.
- SSPs must have15% or fewer of their visits entered manually to be EVV compliant.

Good to Go

Prior to working for the Participant, an SSP must receive the Good to Go email notification from PPL *and* verify a current authorization is in place.

Thank you for choosing Public Partnerships LLC through PA ODP program.

I would like to happily inform you that your SSP enrollment paperwork for {SSP} has been processed & completed as of [DATE].

Please contact the Supports Coordinator to ensure that the appropriate waiver-funded services have active authorizations in the participant's ISP prior to rendering services.

If you have any questions for PPL going forward, please contact Customer Service at:

Contact your PPL Customer Service Team

PPL Customer Service Phone: 1-800-249-0861

PPL Program Customer Service Email: PAODP-CS@pplfirst.com ”

MyAccount

Account Changes

In MyAccount if the information for demographic, payment, or tax information needs updated, please fill out the Information Change form which can be found on our PPL ODP website or call Customer Service.

[Information Change Form]

Pennsylvania | ODP PDS VF/EA Program

Information Change Form

Instructions: Write in the fields of the form that apply to the information you need to change in PPL's system. Not all fields need to be filled in. Send the finished form to PPL by fax at 833.596.3817, by email at paodp@pplfirst.com, or by mail to our address:
Public Partnerships LLC, 8000 Avalon Blvd, Suite 300, Alpharetta, GA 30009.

I am a Support Service Professional. My PPL ID is: ________________

Name Change Section

My prior name was (first, middle, and last): ____________________________________

My name has changed to (first, middle, and last): ____________________________________

Did you attach the identity documents showing the above name change? ☐ Yes ☐ No

Note: PPL cannot update name records without a copy of the new social security card and picture ID.

Contact Information Change Section

☐ Remove my prior email address: ____________________________________

☐ Add my email address: ____________________________________

☐ Remove my prior cell phone number: _____________

☐ Add my cell phone number _____________

☐ Remove my prior home phone number: _____________

☐ Add my home phone number: _____________

☐ Remove my prior physical address: ____

☐ Add my new physical address: ____

☐ Remove my prior mailing address: ____

☐ Add my new mailing address: ____

Agree and sign:

By signing below, I confirm that:

- The above changes I have requested are complete and correct.
- I am asking PPL to change the information in PPL's electronic system to match what I have entered above.

Your Signature: ______________________________________ **Date:** __________________

Your Name (please print): ______________________________

Pay Stubs

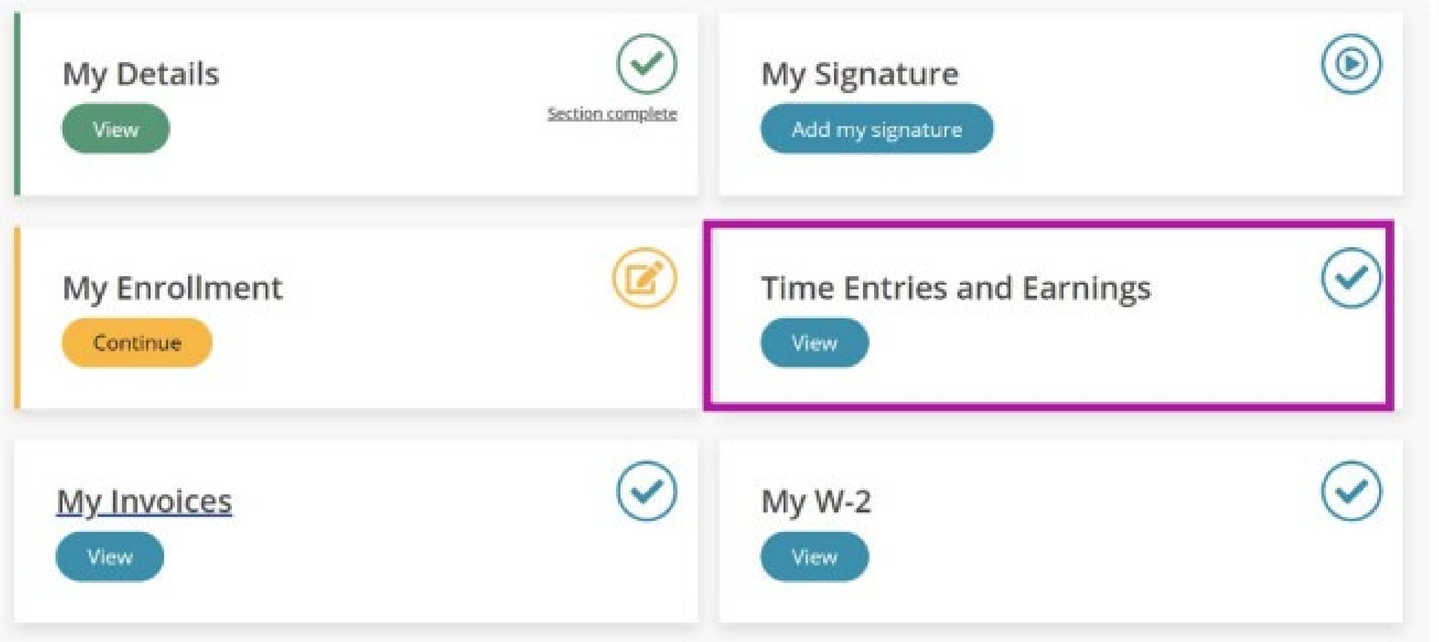
SSPs can view pay stubs and current timesheets in MyAccount.

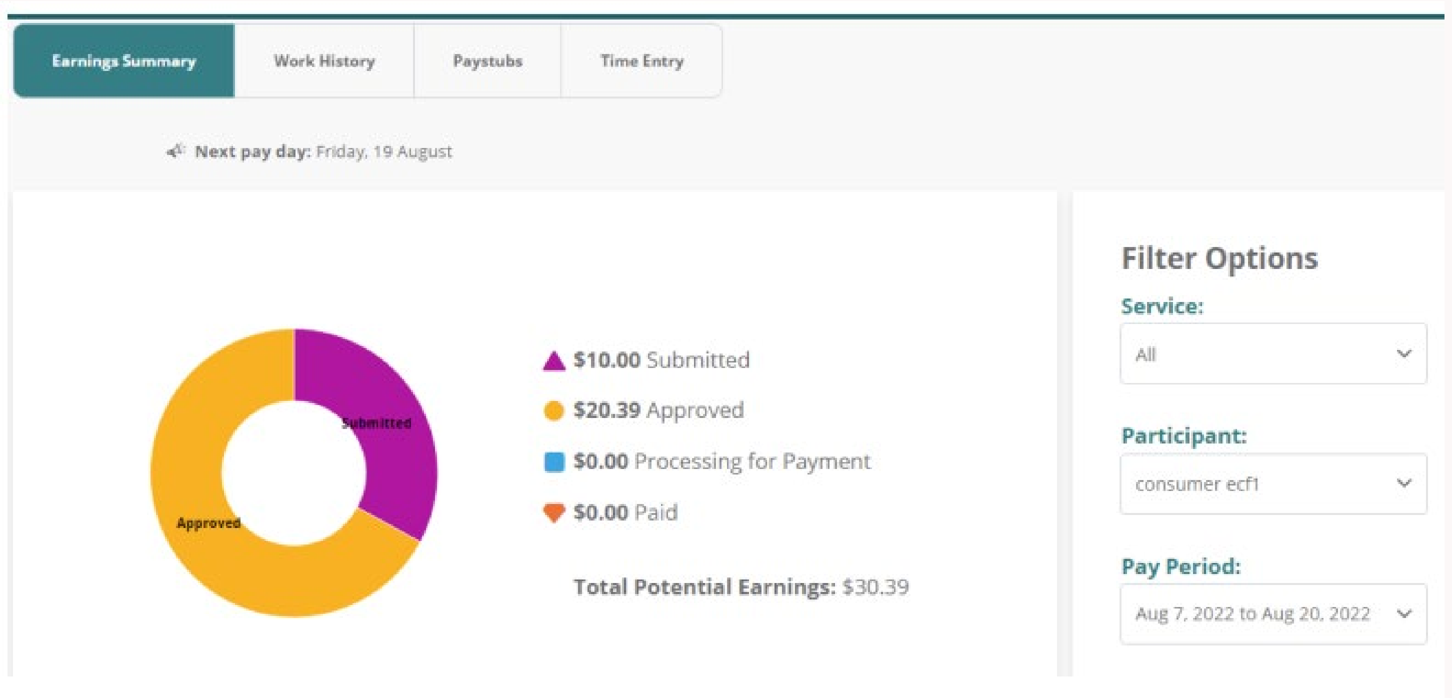
You would go to the Time Entries and Earnings on their Enrollment Dashboard.

They can use filters to see the information they need:

- Earnings Summary Interactive chart. Change the pay period to see earnings from a certain month.
- Work History includes filters for dates, services provided, and status.
- Paystubs lists all their payments. To see tax withholdings and shift details, select View next to the payment.

NOTE: In the Time Entry tab they can create or correct time entries. However, the entry will not be compliant with EVV program requirements.



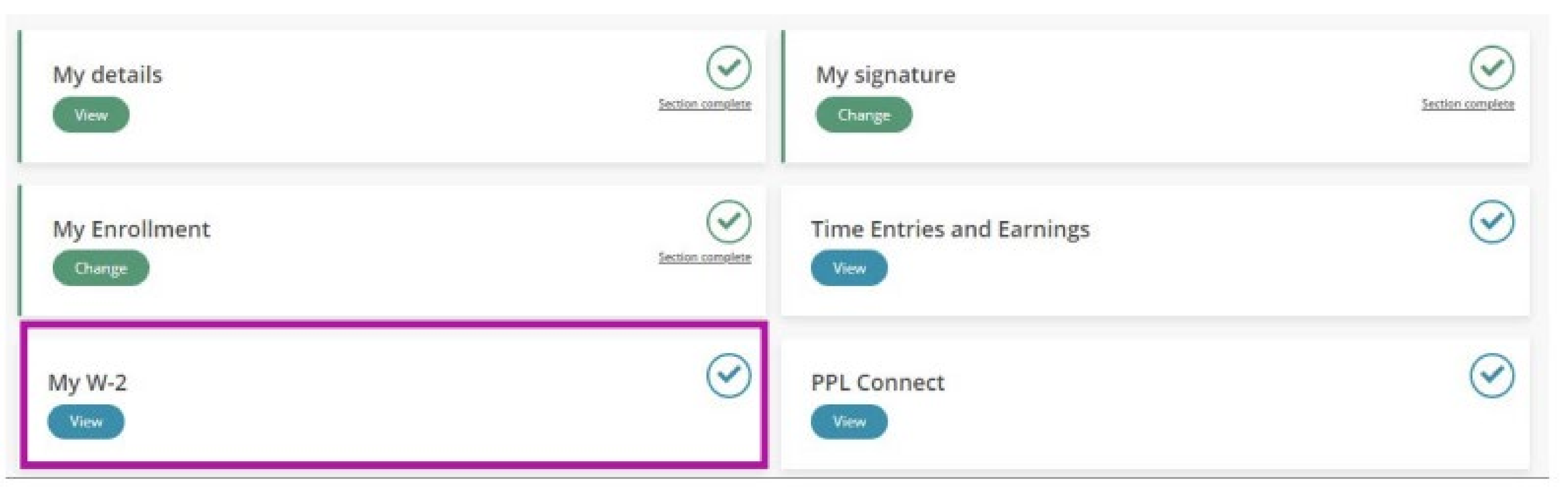


W-2s

SSPs can view their W-2 Earnings Summary.

To access it, select My W-2 on the MyAccount enrollment dashboard.

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



Electronic Visit Verification (EVV)

EVV Compliance

- Electronic Visit Verification (EVV) is a federal requirement for participation in Participant Directed Services and manual entries are not EVV compliant.
  - Manual entries should only be used on exception and not as the primary method of visit capture.
  - A manual visit is any verified visit which has been manually entered or edited after the service was already provided (visit not captured in real-time).
  - Manual Visits include both manually entered visits and manually edited visits.
    - Examples of situations that might require using a manual entry:
      - A visit is missing a data element, or a correction needs made to a data element within the time entry
      - The caregiver forgets to clock-in or clock-out.
      - Mobile app or telephony are not available (EVV system is down.)
      - The device cannot be used at the point of care.
- SSPs must have15% or fewer of their visits entered manually to be EVV compliant.

Entry Types

Time4Care™ Mobile App – YouTube

EVV | This means Electronic Visit Verification, which is a method used to verify home healthcare visits.

Verified Visit | A visit which contains all six of the service elements required by the 21st Century Cures Act. These service elements are the type of service provided, the name of the individual receiving service, the date of service delivery, the location of service delivery, the name of the individual providing the service, and the time the service begins and ends. A visit without these elements is considered incomplete.

Manual Visit | Any verified visit which has been manually entered or edited after the point of service. Manual Visits include both Manual Entries and Manual Edits.

Manual Entry | A verified visit that has been manually entered into a provider's EVV software after the point of service.

Manual Edit | A verified visit in which visit information was entered incorrectly and requires any type of edit or correction. If a provider has to manipulate data or add missing data or change data in any way after the service is delivered, even if a visit was originally captured using a visit modality that captures in real-time; this is deemed a manual edit.

Time Entries

Time Entry Statuses

Saved | Time entries that are started but not yet submitted. Only SSPs can make changes to a Saved timesheet.

Submitted | Time entries that are submitted and meet the timesheet rules. The Participant/CLE must review and approve a submitted timesheet by the posted payroll deadline.

Approved | Time entries that the Participant/CLE has approved. They are ready to be processed & paid on the next pay cycle.

In Process | Being processed by PPL Payroll.

Good to Pay | In the queue for payment.

Paid | If the check number starts with "RA" this is a direct deposit payment. If it has only a number, it is a paper check sent to the mailing address on file.

Rejected | Rejected by the Participant/CLE. Correct the entry and resubmit for approval.

Pending | This timesheet did not pass payroll rules and must be corrected before payment can occur. Only a PPL employee can move this to a different status.

Denied | Time entry cannot be paid or processed.

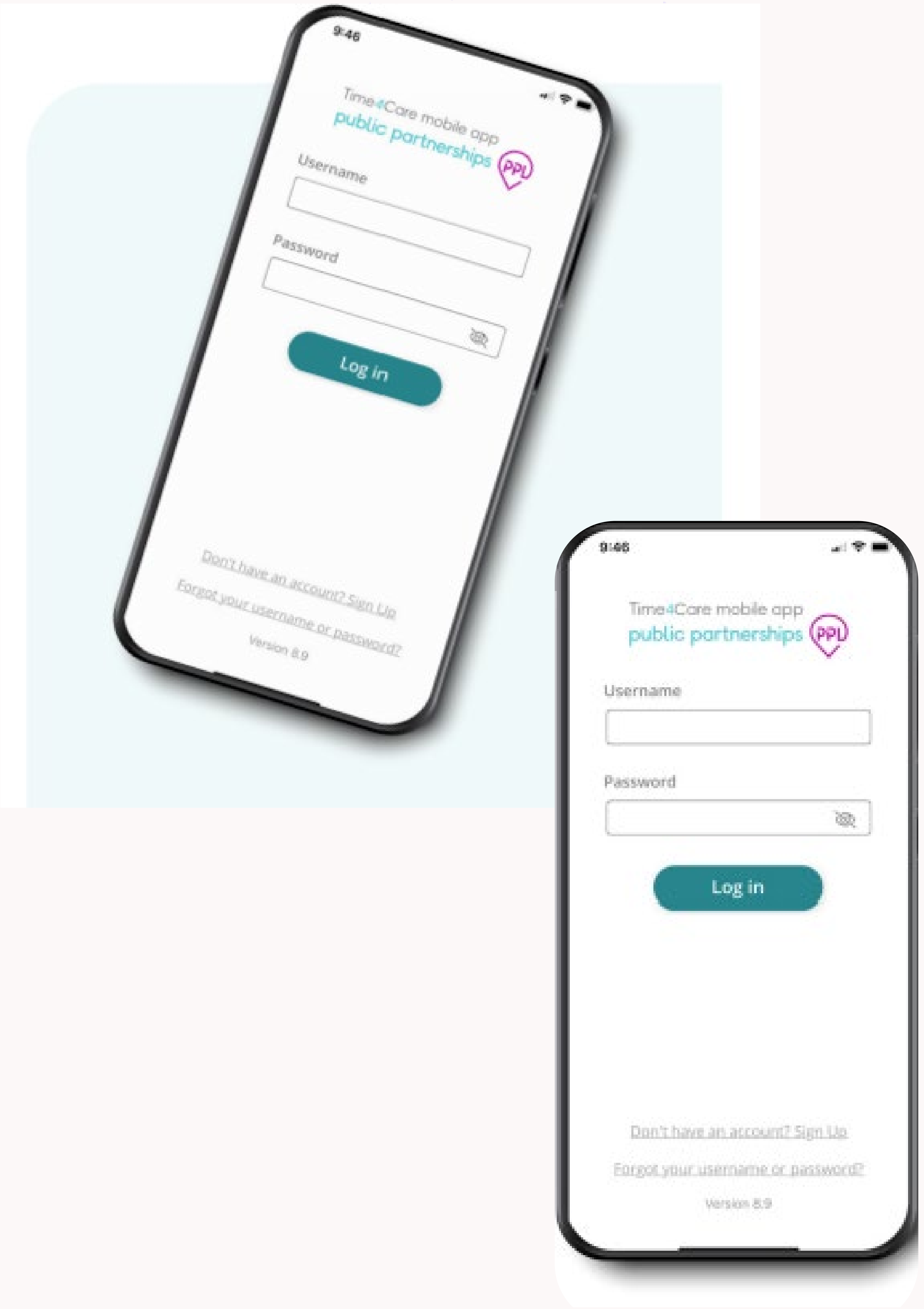
Download Time4Care™

Download the Time4Care™ App

- Go to Google Play or the App Store on your Android or iOS device.
- Tap on Search.
- In the search bar, type in: Time4Care™.
- Download the Time4Care™ app.
- Once the application has downloaded, tap to open.

Log in or Sign up

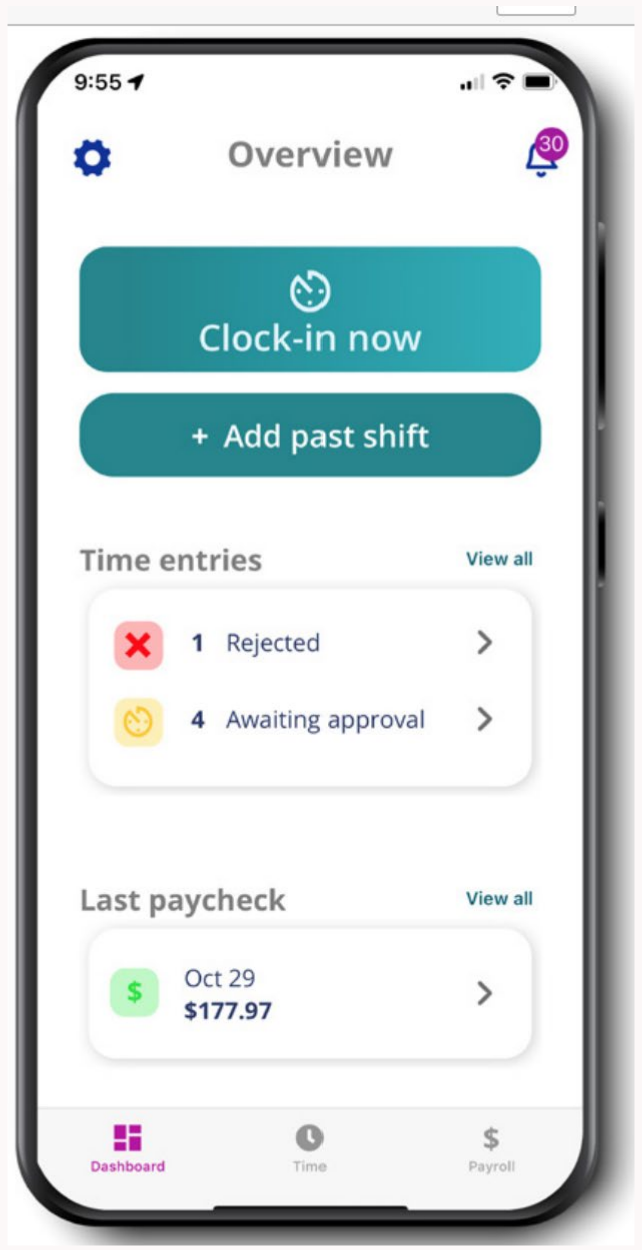
- Log into the app with the same username and password that is used for MyAccount.
- If you have not completed your enrollment in MyAccount, you will need to complete this first to create your username and password



Menu

Dashboard & Menu

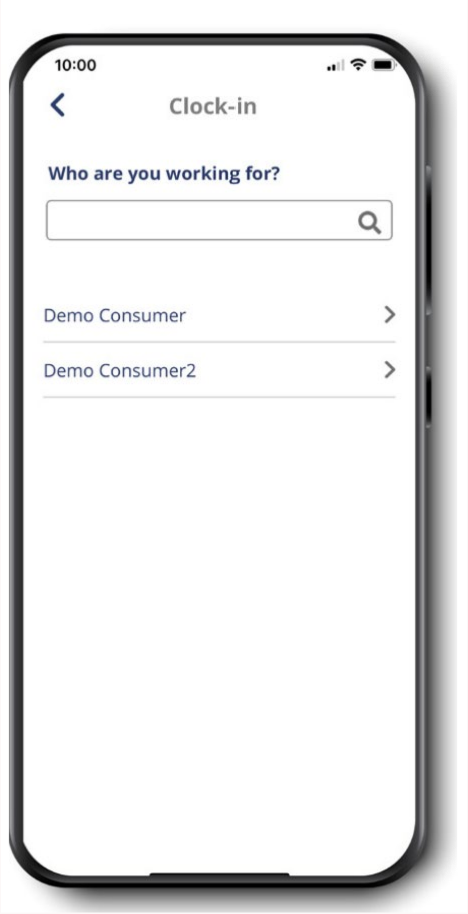
- Dashboard – access frequent actions and important info
- Clock-in now – record your shift in real-time
- Add past shift – enter a shift you already worked
- Time entries – tap to see entries that require action by you or your employer
- Last paycheck – view your most recent payment – tap to see payroll details
- Time – view a collection of all your time entries
- Payroll – access all payments issued, including pay stubs
- Settings – access support materials, Touch/Face ID, manage your Favorites, and more
- Notifications – view alerts related to time submission and approval

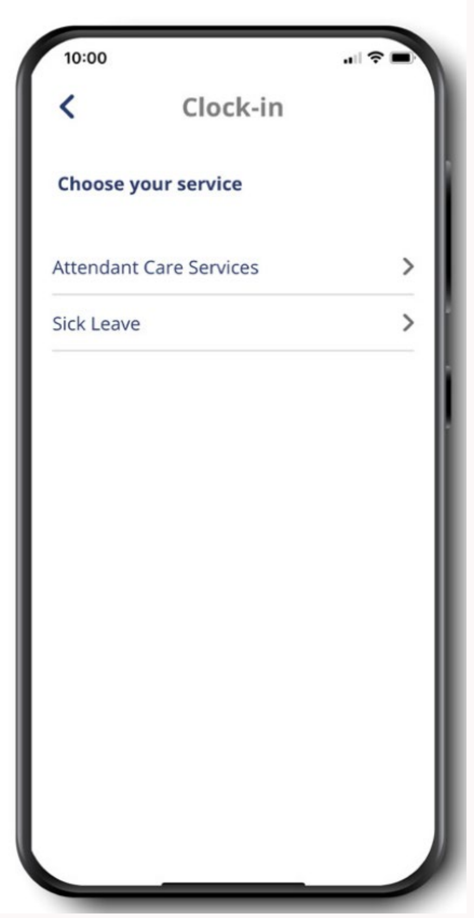


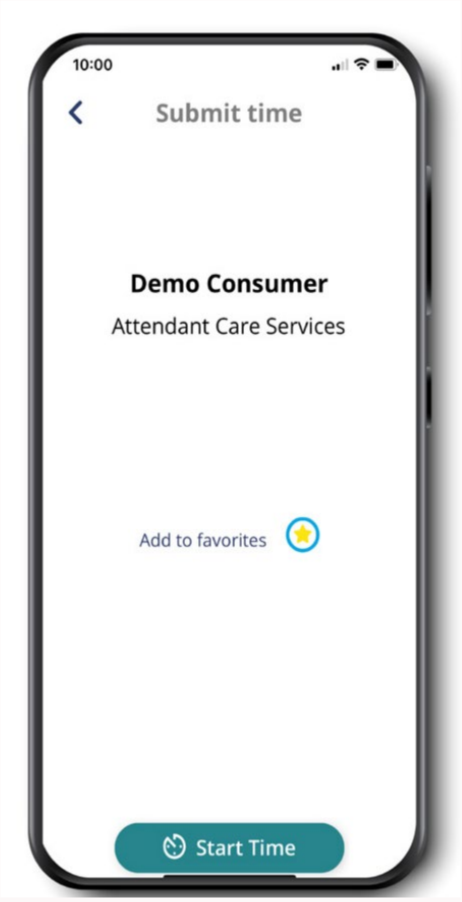
Clocking In

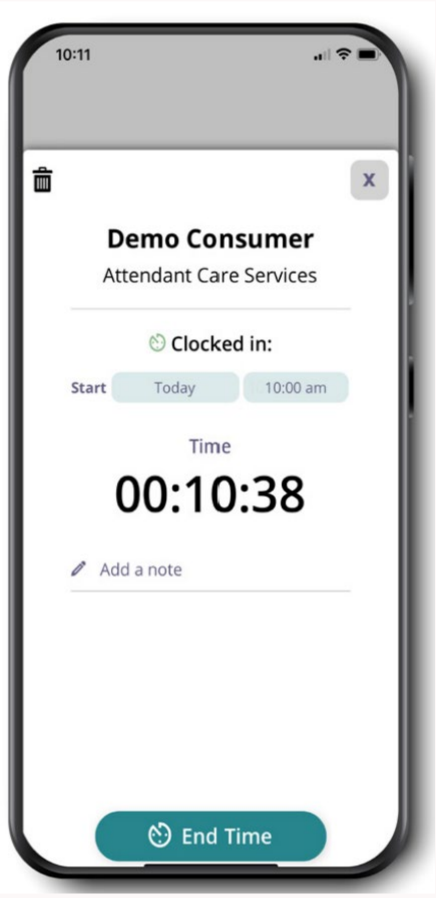
Clock in and out in real time to start and end your shift

1. Tap Clock-in now from the Dashboard
2. Select who you are working for
3. Select the service you will be providing
4. Save your selection as a Favorite for easier clock in next time Start your clock
5. Tap running clock from Dashboard to see your active shift.
   - Notes can be added to the shift but are not required.
6. At the end of your shift, tap End Time to clock out.



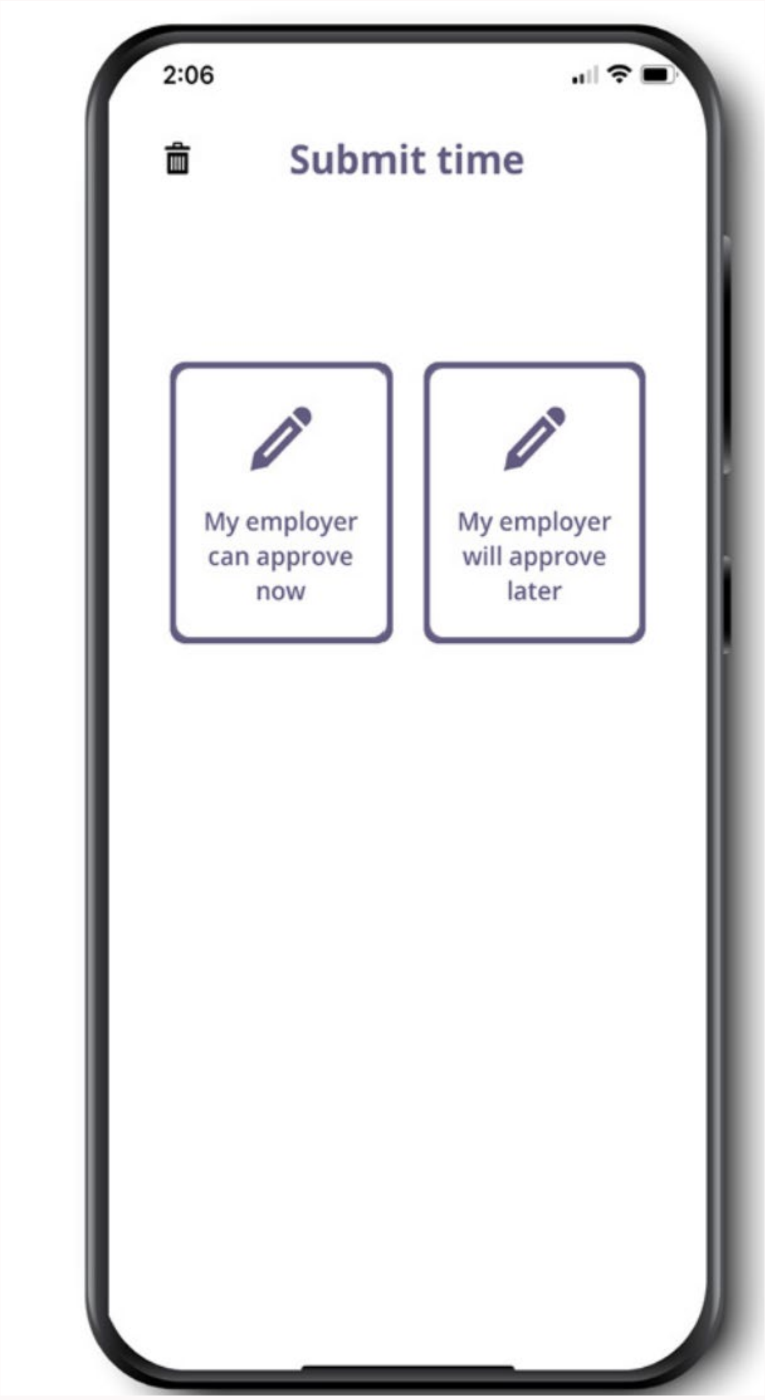


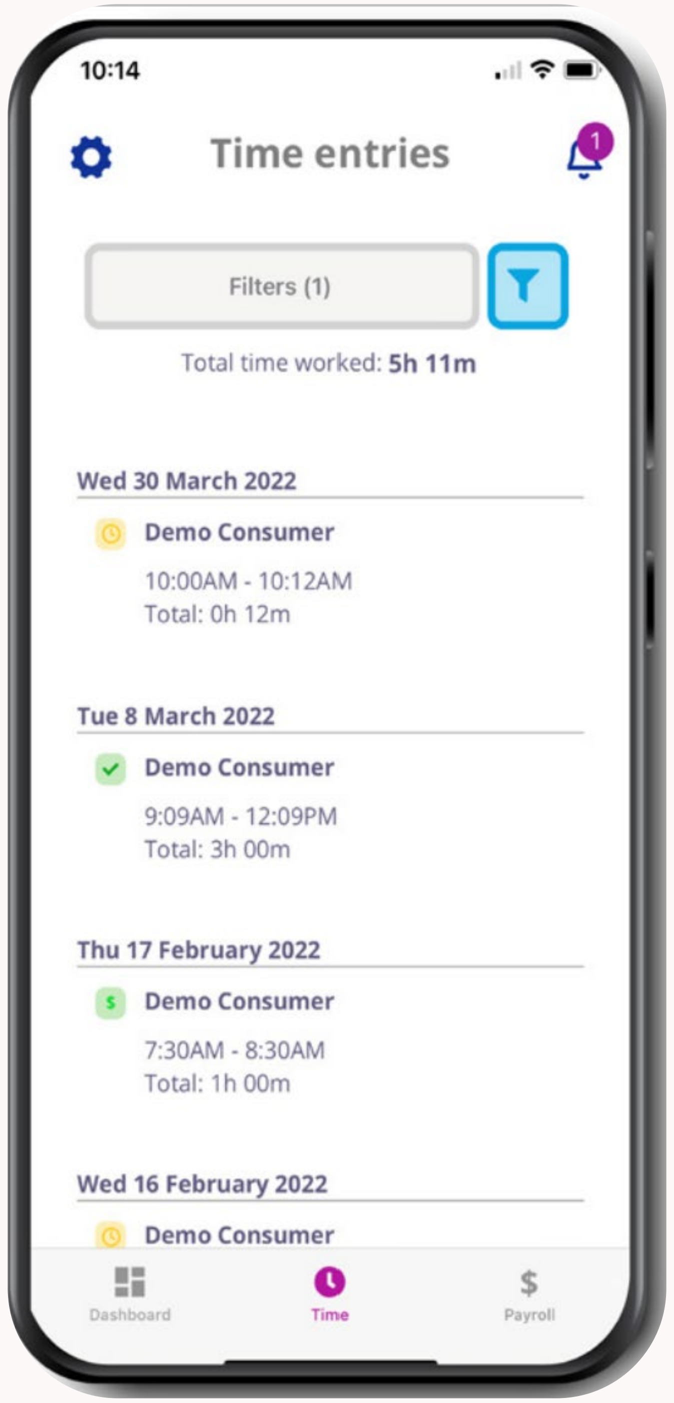




Submitting Time

1. Review your shift details
2. Tap Submit to finish your entry
3. There are two options for approval:
   - “My employer can approve now” – select this if the CLE can login on your device and review/approve right now.
   - “My employer will approve later” – select this if the CLE will review and approve another time.
4. You can view your entry in the Time Entries page. Tap on Time in dashboard menu.





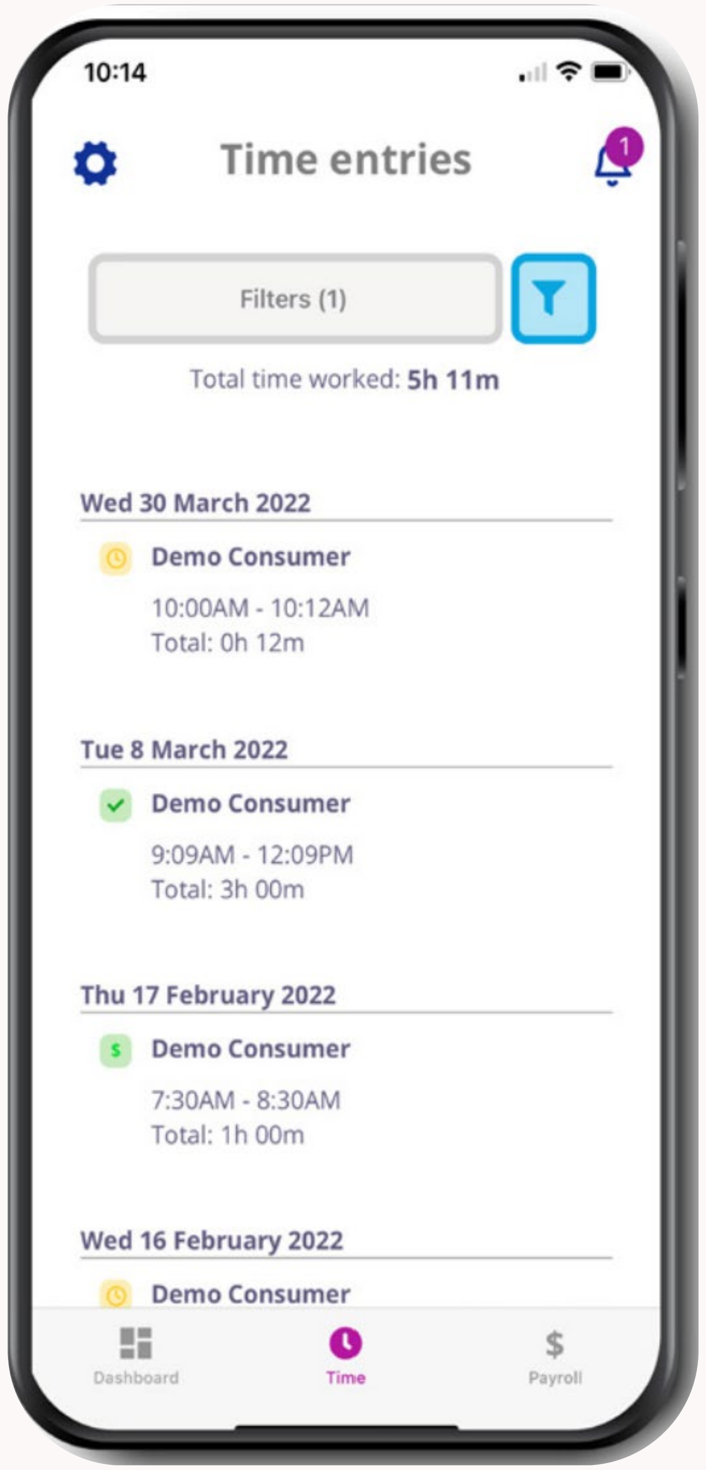
Forgetting to Clock In or Out

If you forget to clock in or out, you can add a past shift or adjust a shift that was already worked.

Remember, that manual entries do not meet EVV requirements and will be recorded as a manual time entry. This should be the exception for how timesheets are entered.

Follow these steps:

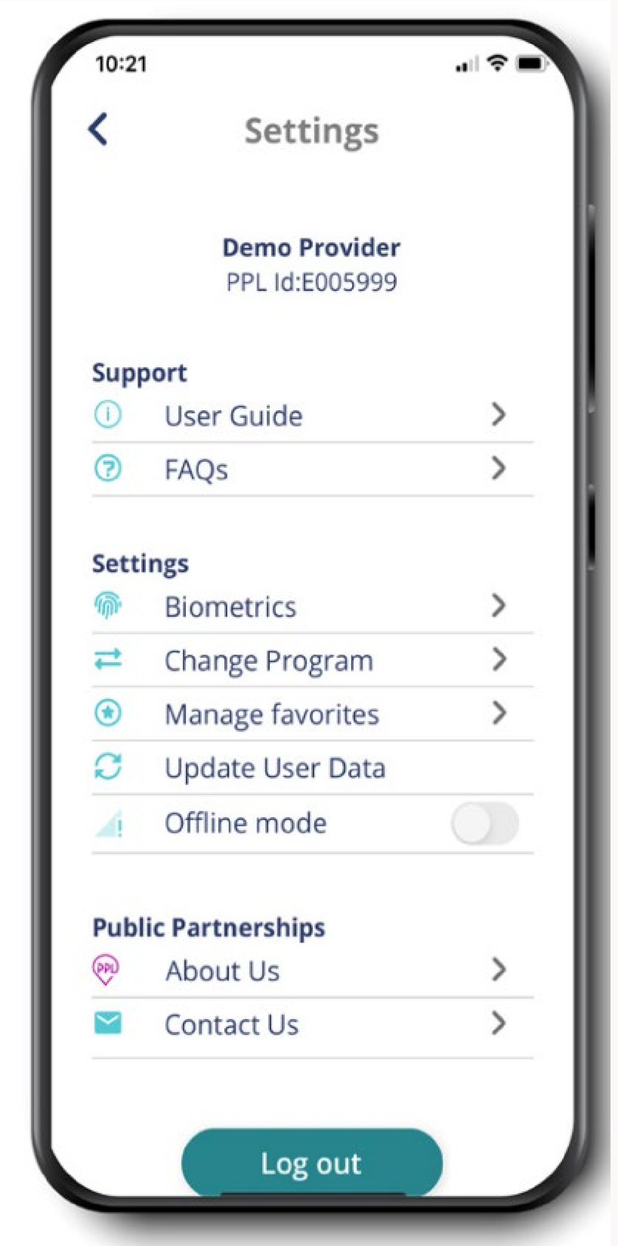
1. Tap Add past shift from your dashboard
2. Select who you worked for
3. Select the service you provided
4. Enter your start time, end time and notes, if needed
5. Select a manual entry reason
6. Tap Submit.

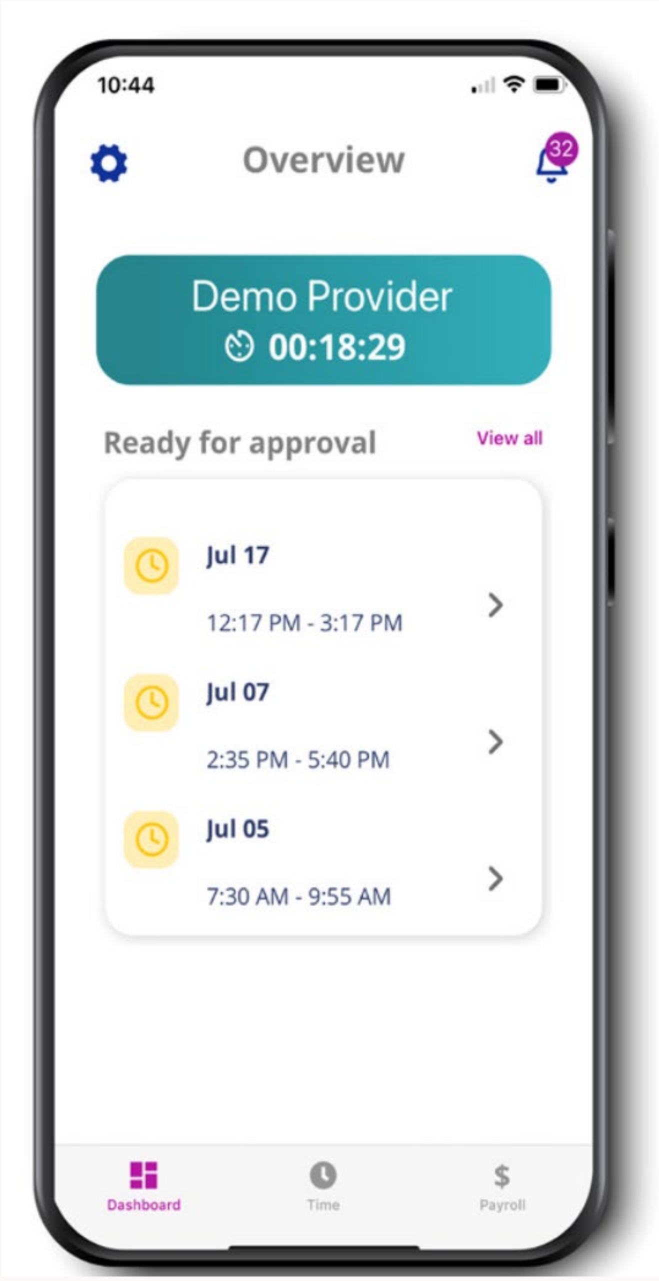


Settings

Settings and other features

- Support – Access User Guide and FAQs
- Biometrics – Enable Touch or Face ID (if available on your device) – log in using your fingerprint or facial recognition
- Favorites – Update or remove saved participant/service pairs for quicker time entry
- Offline Mode – Turn on to avoid disruption if you're in an area with limited/poor connectivity
- Contact Us – Get in touch with PPL – call, email, or send a message

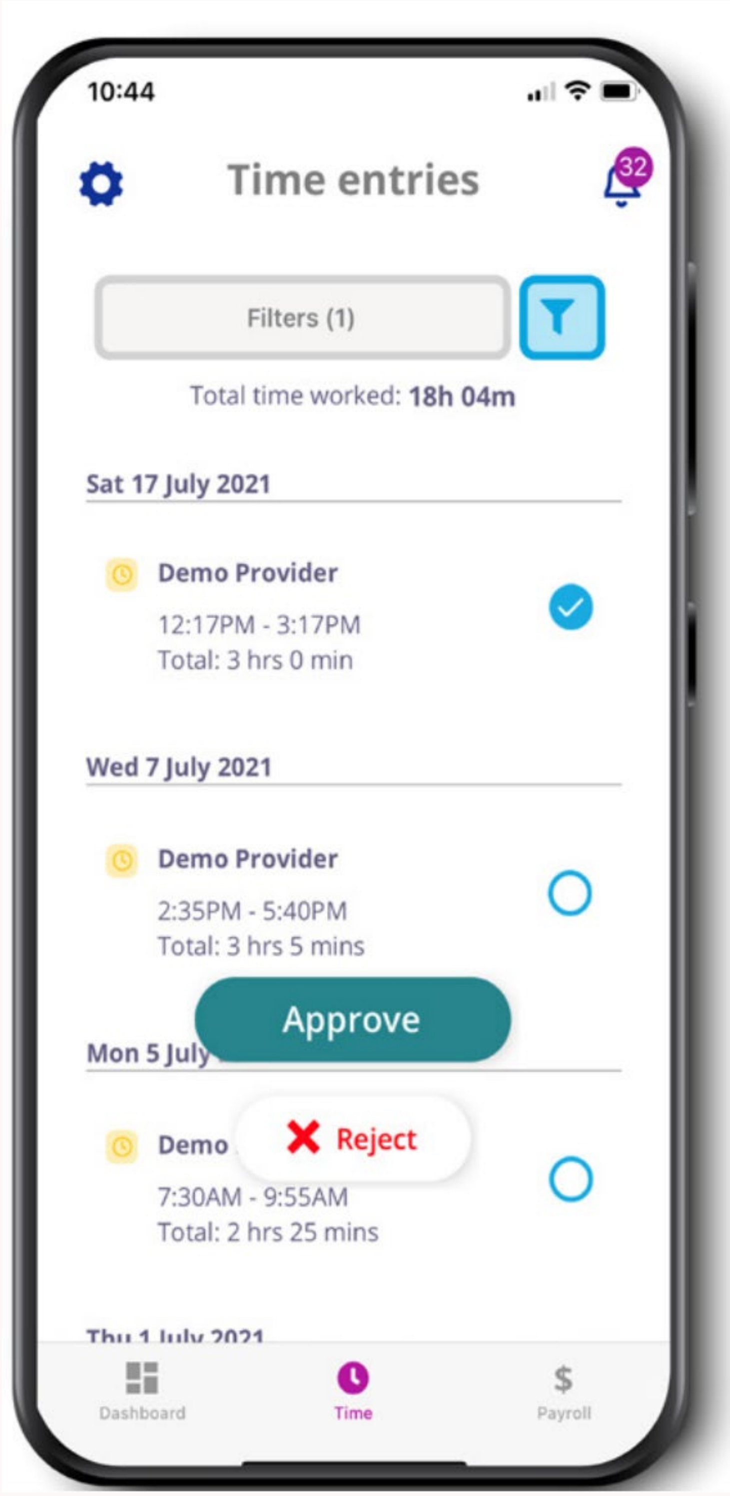




Approving Time

Employer Dashboard & Time Entry Approval

1. Tap on an entry to view details and approve/reject time
2. Tap View all to see all time entries ready for review
3. Use the check boxes to select multiple time entries to approve or reject



YOUR LIFE
YOUR CARE
YOUR PEOPLE

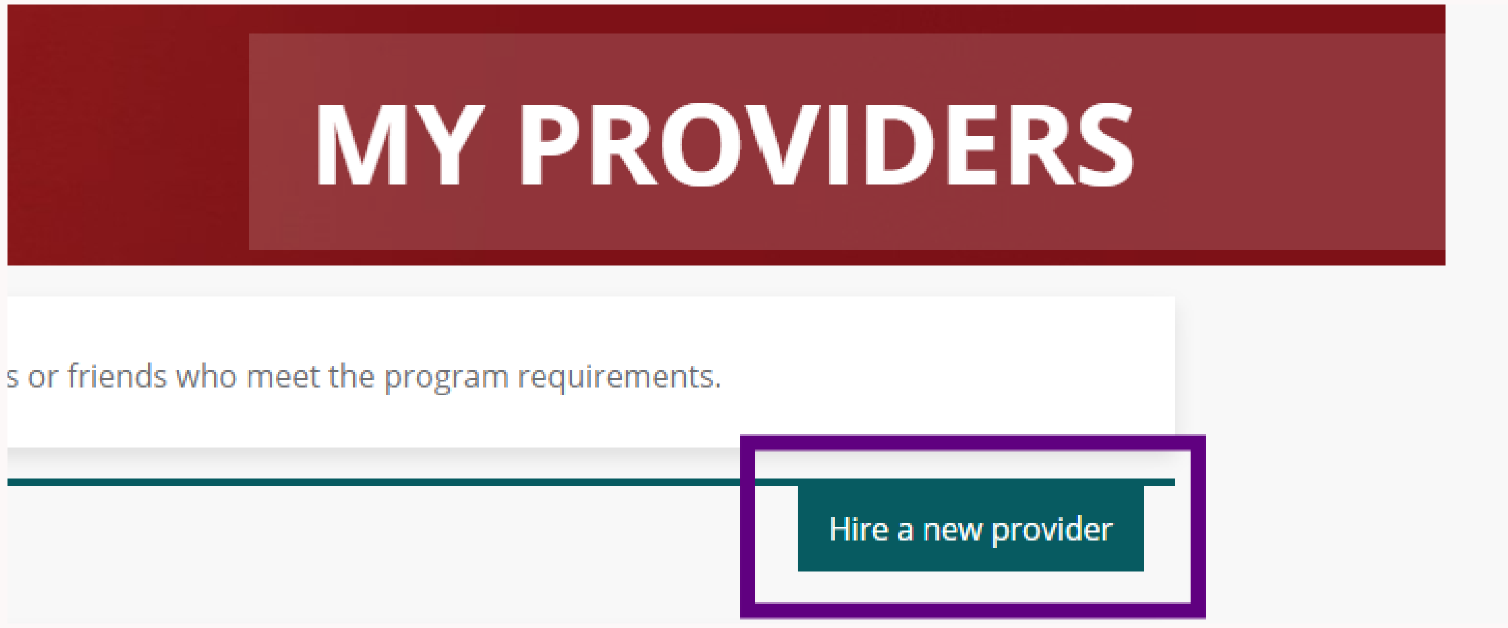
Assisting the CLE

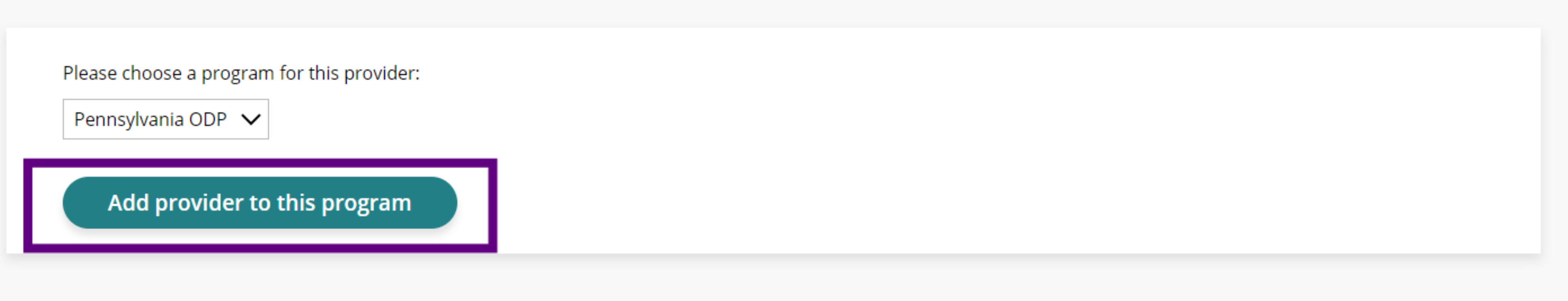
Hiring & Terminating an SSP or Vendor

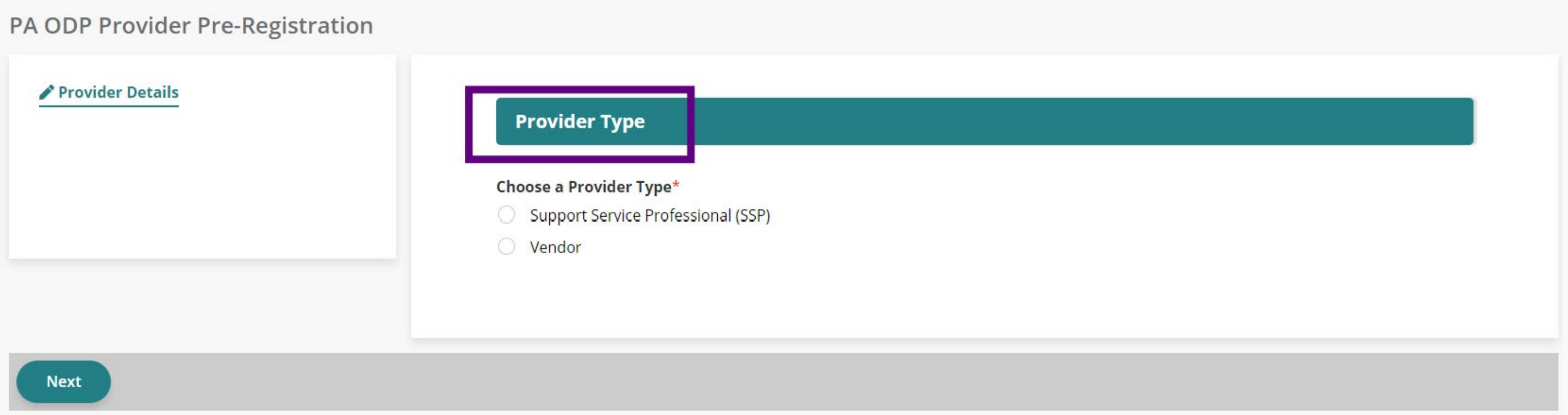
Assisting the CLE

Hiring an SSP or Vendor

1. The participant should click My Providers.
2. Click Hire a New Provider.
3. Click Add Provider to this program.
4. Choose the provider type (SSP or Vendor) and complete required information.



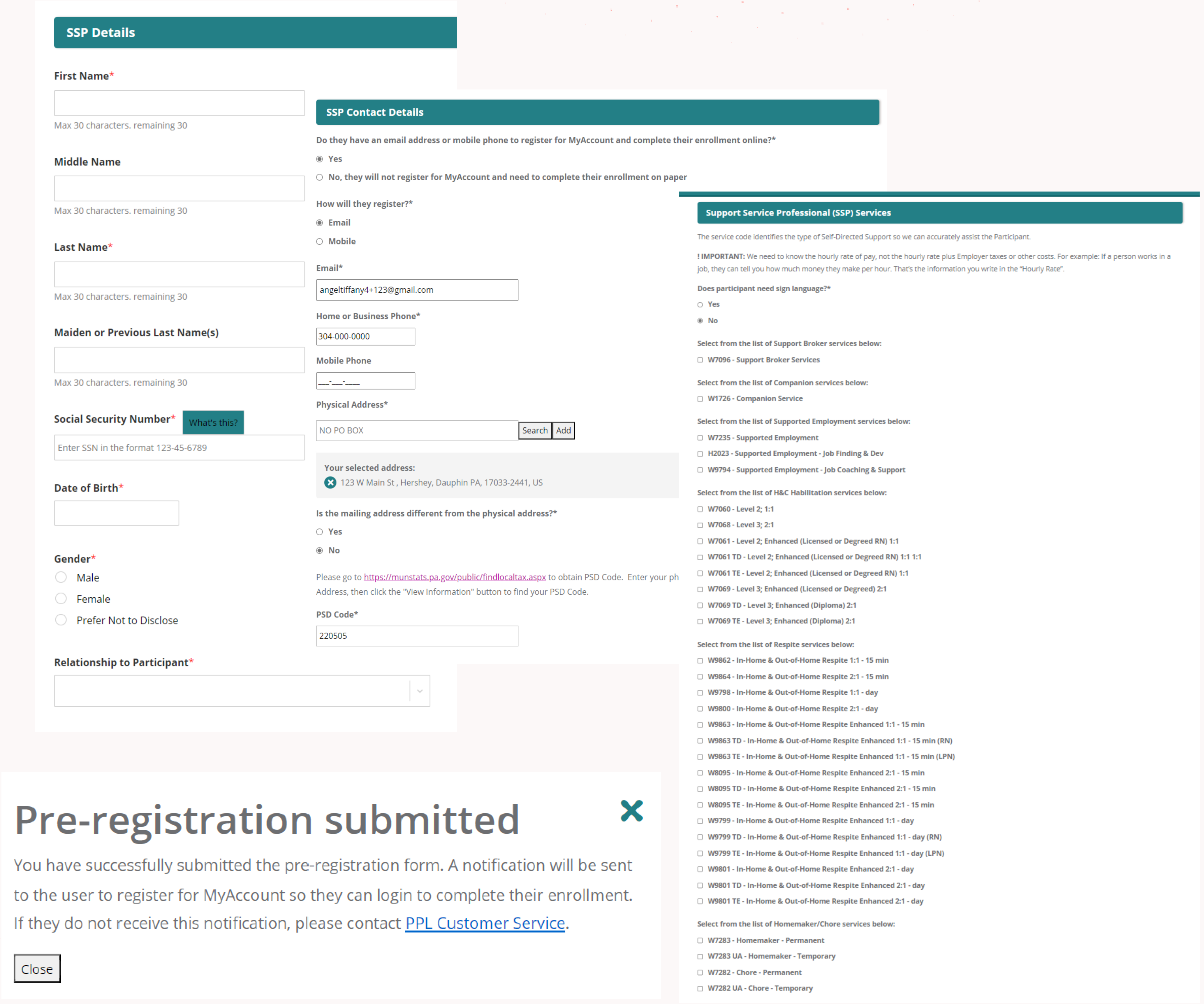




Assisting the CLE

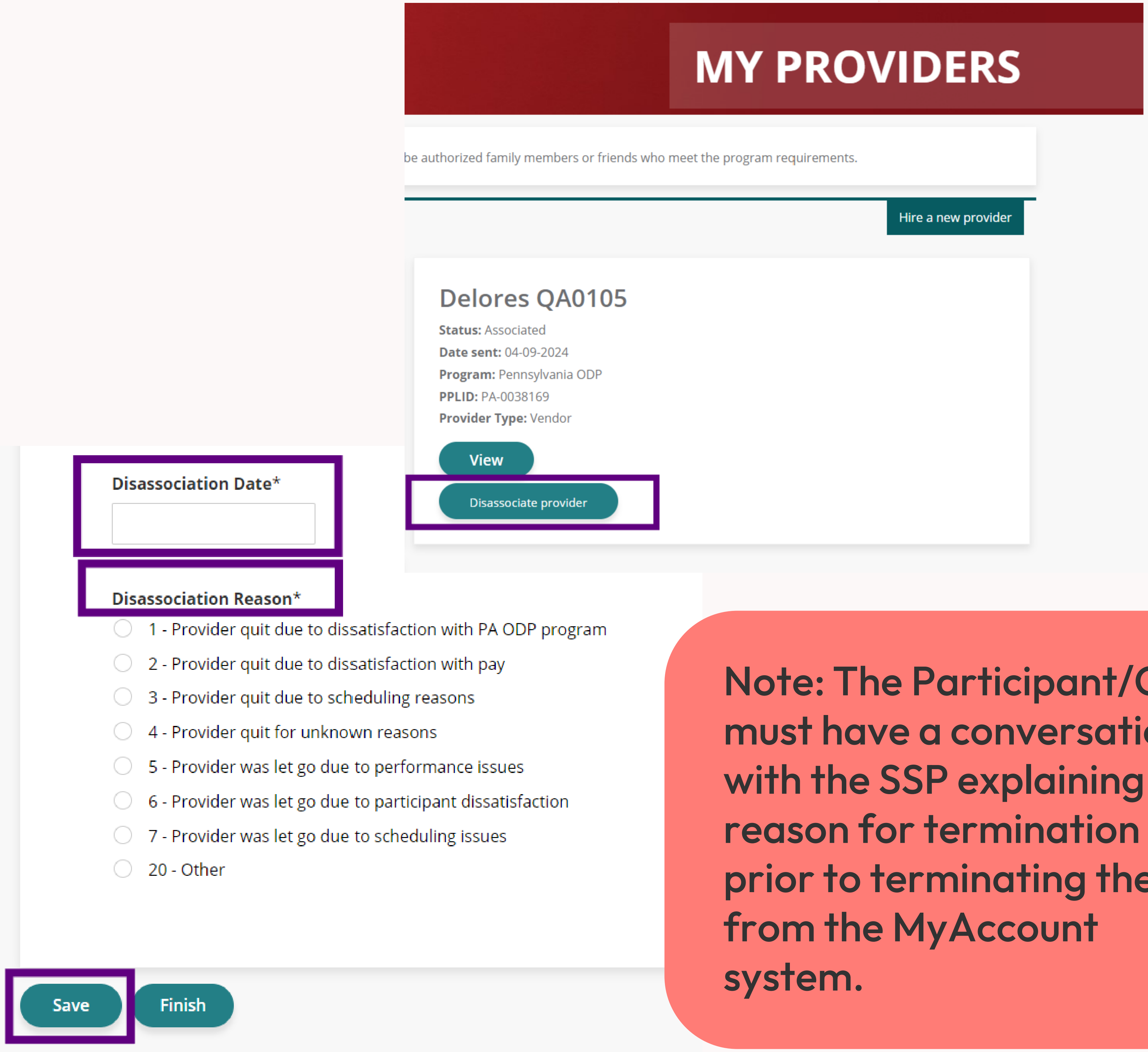
Hiring an SSP or Vendor

5. Complete the SSP Contact Details.
6. Complete the Support Service Professional (SSP) Services.
7. Click Complete, Submit
8. A pre-registration approval message will pop-up



Terminating an SSP

1. The participant should click My Providers.
2. Click Disassociate provider.
3. Enter a Disassociation date.
4. Select a Disassociation reason.
5. Click Save. The disassociation will pend in the system for 30 days, but the SSP cannot enter time.



Note: The Participant/CLE must have a conversation with the SSP explaining the reason for termination prior to terminating them from the MyAccount system.

Rate Updates

Rate Change

Participant/CLE can submit a request to change an SSP's pay rate.

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.

Rate Change

SC or AE is not in the MyAccount System

- If the SC or AE is not in the MyAccount system. Please have them added prior to requesting a rate change through the MyAccount System.

- Paper Rate Sheets are available on the PPL website.
    - Enrollment will have 3 business days to process the completed paper rate sheets; even if they are submitted through MyAccount or through the paper rate process.

PENNSYLVANIA | ODP PDS VF/EA PROGRAM

SUPPORT SERVICE PROFESSIONAL SERVICES AND RATES FORM

Support Service Professional (SSP) Name					
First:		**Last:**		**PPL ID:**	
Participant Name					
First:		**Last:**		**PPL ID:**	
Common Law Employer (CLE) Name					
First:		**Last:**			

The CLE and the SSP must complete this form together. Hourly Rate amounts requested can only be made if the rate is within the approved ODP wage range. Fill this form out. Then submit the form to:

- Your Supports Coordinator (SC), or
- Administrative Entity (AE).

! IMPORTANT: We need to know the hourly rate of pay, not the hourly rate plus CLE 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 is the number you enter in the "Hourly Rate" field.

"Change Hourly Rate" should be marked ONLY if the SSP is already working, and you want to change their hourly rate of pay. Include the Service Name and Service Code for an hourly rate being changed.

Once PPL receives a complete form, we will change the hourly rate of pay at the beginning of the next pay period.

The Hourly Rate entered cannot be lower than the current Pennsylvania minimum wage.

Request Type: ☐ Initial Service ☐ New Service for SSP ☐ Change Hourly Rate

Service Name and Service Code	Hourly Rate

Agree and Sign

Rate Change

Tips & Tricks for Rate Changes

- Please review the rate update thoroughly before approving them.
- Confirm that there are authorizations for the service codes submitted.
- When CLEs are entering a rate change, they should not enter an end date to the new rate.

YOUR LIFE
YOUR CARE
YOUR PEOPLE

Questions

PPL

YOUR LIFE
YOUR CARE
YOUR PEOPLE

Thank you!