



Telephony Quick Guide

Easy Steps for Participants and Care Providers

Step 1: Participant - Register Your HOME/landline Phone

You MUST register your phone first! Call PPL Customer Service at 1-866-912-2986 to register your home phone number. If your phone isn't registered, the system won't work!

Step 2: Care Provider - Submit Time

- Call **833-200-9365** using the **participant's** registered phone.
- Press **1** to say you're the **care provider**.
- Type the last 4 numbers of your Social Security Number.
- Type your birthday using 8 numbers (Example: July 1, 1998 = 07011998).
- Pick the number for the person you're helping.
- Pick the number for the kind of service you're giving.
- Pick where you're starting: Press 1 for Home or Press 2 for Community.
- Pick the tasks you have provided during that shift.
- Choose to end a shift. You can also fix and resend shifts.
- When ending a shift: Pick where it ended (1 for Home, 2 for Community)
- Listen to summary and confirm (Press 1 if correct, Press 2 if wrong).

Step 3: Participant - Approves Time

- Call **833-200-9365** using your registered phone.
- Press 2 to say you're the person getting care.
- Type the last 4 numbers of your Social Security Number.
- Type your birthday using 8 numbers (Example: July 1, 1998 = 07011998).
- Pick the number for the care provider you want to approve.
- Listen to shift details and pick the one you're reviewing.
- To approve, press 1. To reject, press 2. To hear again, press 3.
- If you approve, the call ends. If you reject, pick reason: 1 for wrong hours, 2 for wrong days, 3 for other.