



Attendant Frequently Asked Questions

What is the purpose of the Virginia Consumer-Directed Services Program?

The Virginia Consumer-Directed Services Program is designed to allow people needing attendant and respite care to receive authorized services in their home or community. The program allows those individuals to determine the services they will receive and select who will provide those services, in accordance with their service plan and within their eligibility and authorization.

Who is my employer?

The Employer of Record (EOR) is your employer. The EOR may be the consumer or a different person selected by the consumer.

What is the role of Public Partnerships LLC (PPL)?

Public Partnerships LLC (PPL) is a financial management services firm that has been contracted with your employer's Managed Care Organization to provide fiscal/employer agent (F/EA) services on your behalf. These services allow you to work for your employer and be paid with Medicaid funds.

Who is eligible to become an attendant?

Attendants must be at least 18 years of age, have the skills required to serve the consumer according to the consumer's service plan, and be able to read, write, and do basic math.

The Commonwealth of Virginia Waiver Programs have specific minimum qualifications for employment as an attendant. Your employer will review to make sure you meet the minimum qualifications to become an attendant. Your background history must be checked before you can qualify for service. The Virginia Consumer-Directed Services Program does not discriminate against any person based on race, religion, color, gender, sexual orientation, age, national origin, disability, veteran status or any other status or condition protected by law.

How do I start the process to become an attendant?

Option 1: Electronic Enrollment

The EOR and attendant can use a computer or tablet to complete the Attendant Hire Packet electronically at www.pplenroll.com. The EOR may also use the Online Enrollment tab when they log into the BetterOnline™ Web Portal to start the electronic hire packet for the attendant. You do not need to complete or mail a paper attendant application or hire packet when choosing this option.

Option 2: Complete Paper Packet Mailed to the EOR

The EOR and attendant applicant must complete and submit the one-page Attendant Application Request Form any time an attendant is applying to work for a new or additional consumer enrolled in the Consumer-Directed Services Program. If the EOR chooses this option, VA Cardinal Care, through Public Partnerships will mail the paper attendant hire packet to the EOR.

If you would like the paper attendant hire packet to be mailed, the one-page Attendant Application Request form can be submitted in several ways:

1. Online at <https://fms.pplfirst.com/PPLPortal/Login.aspx>, on the right side of the page under Resources, click “MCO Attendant Application”
2. Call the Enrollment Hotline at 1-877-908-1752, Monday through Friday, 8:00AM to 5:30PM. Saturday 9:00AM to 1:00PM.

NOTE: ONLY the EOR may call the enrollment hotline. You must have the following information available:

- Consumer Number
 - The Applicant’s Social Security Number (best to have the SSN card in hand).
3. Fax or mail the completed paper copy of the form provided to the employer within the EOR’s Welcome packet. Fax the completed form to 1-866-709-3319 or mail it to VA Cardinal Care, through Public Partnerships LLC (PPL) at:
Public Partnerships LLC
17 Plaza Drive, Suite 300
Latham, NY 12110

After receiving the attendant hire packet, you and your employer will:

- Complete all required forms found in the Attendant Enrollment Forms Packet.
- Return all completed, signed, and notarized (as required) forms to VA Cardinal Care, through PPL.
- Your hiring status is “Good to Serve” once all correctly completed documents have been received AND successfully processed by our enrollment team.

What tools are available?

PPL tools Include:

Tools for Enrollment

1. pplenroll.com
This secure website eliminates the need for submitting paper packets for both the EOR and attendant Hiring packets by completing them electronically.
2. [PPL Web Portal](#)
This secure website has your individual attendant information. You can easily use the portal to:
 - Submit service shifts electronically
 - Track service shifts in real time
 - View and print service shifts
 - Review and print your pay stubs

Update your address and contact details

Tools for Time Entry

3. [EVV Mobile App \(EVV Compliant\)](#)
This application is available to use on your smart phone or tablet to record your start time and end time and location.
4. [Manual Time Entry Tools \(for Exceptions\)](#)

If you are unable to clock in or out at the time of your shift for any reason you can use the following tools for manual time entry.

- EVV Mobile App
- Web Portal

NOTE: Paper timesheets are not accepted in this program.

The Web Portal Registration Instructions have been provided with your packet or you can sign up to access the Web Portal at:

<https://fms.pplfirst.com/PPLPortal/Login.aspx>

5. PPL Information Website

This website has general program information for all attendants, consumers and employers.

The website has forms, training documents and important news and information for the Virginia Consumer-Directed Services Program. Go to: <https://www.pplfirst.com> to visit this website.

- Select “Programs” at the top of the page and then click on “Virginia”
- Click on the link that corresponds with your employer’s Managed Care Organization
- Click on the “Documents” and “Training” tabs to find the information you need.

What are the responsibilities of the attendant, the EOR, and PPL?

As an attendant, you will:

- Provide services for the consumer according to the Attendant Employment Agreement and as directed by the EOR.
- Complete accurate service shifts for the hours you work.

Your employer will:

- Review the Attendant Employment Agreement with you, sign it, and sign all attendant Enrollment Forms as required.
- Establish schedules and tasks for each attendant in accordance with the consumer’s service plan.
- Monitor each attendant’s work.
- Approve and submit service shifts to VA Cardinal Care, through PPL for each attendant.
- Keep track of the service authorizations and use.
- Hire, supervise, and discontinue employment of attendants.

VA Cardinal Care, through Public Partnerships will, on behalf of the employer:

- Facilitate a Criminal History Record Name Search on attendants.
- Facilitate a search of the Virginia Department of Social Services (Child Protective Services) Central Registry for findings of child abuse and neglect on prospective attendants who will be providing care to consumers under the age of 18.
- Facilitate required state and federal background and employment eligibility checks on attendants.
- Process wages using direct deposit to the attendant’s checking, savings, or debit card account of the attendant’s choice, or to a Money Network® Account.
- Withhold state and federal taxes and other withholdings for each attendant.

- Issue an IRS Form W-2 Wage Statement to each attendant in January every year.
- Answer questions about enrollment, service shifts, and payments.
- Help employers and attendants with the enrollment process through PPL Customer Service.

If the consumer is in a nursing facility or hospital, can I be paid?

No, the attendant cannot be paid to provide care while the consumer is receiving services in an in-patient setting such as a nursing facility or hospital.

Am I eligible for Workers' Compensation Insurance?

No, as an attendant you are classified as a Domestic Worker. As defined in the Virginia Workers' Compensation Employer Guide, a Domestic Worker is hired primarily for the performance of household chores, home maintenance, or the care, comfort, and convenience of household members. The Code of Virginia Section 65.2-100 Section 2f excludes Domestic Service Workers from eligibility for Workers' Compensation Insurance. Additional Information can be found at www.workcomp.virginia.gov, under "Employer Guide to Virginia Workers' Compensation".

What if I no longer want to work as an attendant?

You can tell your EOR that you can no longer work for him/her. Notify your employer either verbally or in writing at least five days before your last day of service.

What if I go back to work for an employer?

If you go back to work for a Virginia employer after 12 months of not working for him or her, you will need to complete new hire paperwork. This will include new background checks. Submit the attendant application to start the new hire process.

Updating Your Contact Information with PPL

How do I change my address or contact information with PPL?

There are three options for notifying us of address changes.

1. Update your profile using the BetterOnline™ Web Portal. Log in and click on "My Profile." Update your information and click "submit" at the bottom of the screen.
2. Mail or fax the Attendant Address Change Form directly to us using the form included with your packet.
3. Call PPL Customer Service toll-free at 1-833-549-5672.

Payroll and Service Shift Questions

When can I start receiving my pay?

VA Cardinal Care, through PPL can start processing payments when the following steps are complete:

1. The consumer is actively approved by their MCO to receive authorized services.
2. The consumers eligibility for Medicaid and Waiver services has been verified with the authorizing agency.
3. The EOR Enrollment Forms Packet has been received and successfully processed by VA Cardinal Care, through PPL.

4. Attendant enrollment forms have been received and successfully processed by VA Cardinal Care, through PPL.

How often will I be paid?

You will be paid every two (2) weeks for the hours you work. You must complete your service shift and submit it to the EOR for approval. The EOR must submit your service shift to VA Cardinal Care, through PPL, before the deadline listed on the payroll schedule for your consumer's region of the state.

What is a payroll schedule?

Payroll schedules show pay periods and pay dates. Depending on where the consumer lives, you will use Payroll Schedule A or Payroll Schedule B.

- Schedule A – is for Central Virginia and Tidewater regions
- Schedule B – is for Northern Virginia, Piedmont and Southwest regions

How many hours per week can I work?

Attendants are eligible to work up to 40 hours per week for each EOR. Example: Attendant may work up to 40 hours for Employer A and up to 40 hours for Employer B. This limit does not apply to attendants that live in the same home as the individual for whom the attendant provides service.

Live-in attendants may work more than 40 hours a week because they are exempt from overtime pay. Live-in attendants should make sure that address information on file with VA Cardinal Care, through Public Partnerships LLC (PPL) is accurate.

You may verify this at <https://fms.pplfirst.com/PPLPortal/login.aspx>. EORs should work with their services facilitator to find out more about requirements when there is a live-in attendant.

What taxes are withheld from each of my paychecks?

Most people must pay taxes. Withholdings include Social Security, Medicare (FICA), and income taxes (federal and state) for each paycheck. Withholdings are based on the tax exemption status you selected on the tax paperwork. A detailed list of withholdings will be on your pay stub. Each January, VA Cardinal Care, through PPL will send you an IRS Form W-2 Tax and Wage Statement. VA Cardinal Care, through PPL, has until January 31st to send this to you.

Are there any other withholdings from my paychecks?

At times, garnishments may be withheld from your paycheck. These garnishments may result from child support orders, or liens or other levies ordered by a court of law. Garnishments will be withheld until the entire amount of the garnishment has been satisfied. VA Cardinal Care, through PPL may charge a processing fee for setting up garnishment payments.

Do I need to report my income?

Yes, the wages received are income wages and you must report your earnings to the IRS. Please see your tax advisors for questions. If you receive benefits through the Department of Social Services, you must report these earnings as income.

What is a Patient Participation Deduction (Patient Pay)?

The Patient Participation Deduction is an amount the consumer may have to pay for the services they receive. Not all consumers have this patient pay. If you see a "Patient Pay" deduction on your pay stub, you will need to show the EOR a copy of your pay stub with the deduction. The EOR is responsible for paying you the "Patient Pay" amount.

What happens if I forget to send my service shift to my EOR?

A service shift can be submitted to VA Cardinal Care, through PPL up to 12 months after the date the attendant worked. VA Cardinal Care, through PPL will review and process the service shift. The service shift must be paid no later than 12 months after the date worked.

What happens if an error causes a service shift to be rejected or questioned (pending)?

Incorrect service shifts will not be paid until the service shift is corrected and resubmitted. The EOR must submit correct and accurate service shifts to VA Cardinal Care, through PPL for proper and timely payment of wages.

Payment Information

As an attendant, you will have your wages deposited directly into your checking, savings or debit card account of choice. If you do not have a checking, savings, or debit card account or if you choose not to use one of these accounts, then VA Cardinal Care, through Public Partnerships will open a Money Network account in your name, to which your wages will be deposited directly.

How do I provide my direct deposit information to VA Cardinal Care, through PPL?

Complete the Account Information section of your Information and Attestation Form if you would like VA Cardinal Care, through PPL to deposit your pay directly into an account you already have:

- Savings account
- Checking account

What if I need to make a change my account or cancel direct deposit?

You will need to notify VA Cardinal Care, through PPL of changes to a direct deposit account that you already have set up for payment or if you need to cancel the direct deposit. To make a change to your account you will need to submit the Direct Deposit Form which is found on the PPL website at www.pplfirst.com under the Program Documents tab. If you need a form mailed to you, please email PPL Customer Service at pplva@pplfirst.com or call 1-833-549-5672.

Submit the Direct Deposit Form to VA Cardinal Care, through PPL for any of the following changes.

- Change your bank
- Change your account number or type of account
- Cancel an existing Direct Deposit setup. If you do not have another Direct Deposit Form you will be set up for the debit card.

How long will it take to set up direct deposit?

VA Cardinal Care, through PPL will conduct an Account Verification Process and verify your account number with your bank. This can take one to two pay cycles from the date VA Cardinal Care,

through PPL processes your completed and signed Direct Deposit Account Form. Until then, you will be mailed paper checks.

What if I don't have a bank account?

You can choose to have your pay deposited to the Money Network® Account by checking the Debit Card box in the Payment Information section.

How do I get a debit card?

If you have selected the Debit Card for electronic payment, you do not need to complete any other information in the Payment Information section. You will be set up for the Money Network Debit Card and you will receive your card and information by mail.

How do I receive my pay stub?

Once direct deposit or payment to your debit card starts, pay stubs of each pay period showing your gross wages, taxes and other withholdings, and personal information will be available to you by logging into the BetterOnline™Web Portal.

VA Cardinal Care, through PPL, also can mail pay stubs to you upon request. To request pay stubs by mail, check the box located at the very bottom of the Payment Information section of the form.

Background Checks

What background checks are required for attendants?

VA Cardinal Care, through PPL, will facilitate the following background checks on all attendants who submit the attendant enrollment packet.

- Criminal History Record Name Search. People convicted of barrier crimes cannot be hired to work in the Virginia Consumer-Directed Services Program.
- List of Excluded Individuals/Entities (LEIE). The United States Department of Health and Human Services, Office of Inspector General (HHS-OIG) maintains the LEIE. The list has names of people with findings of program-related fraud, patient abuse, or licensing board actions.
- Request for Search of the Virginia Department of Social Services (Child Protective Services) Central Registry. If the consumer is an individual under the age of 18, the attendant must complete the Virginia Department of Social Services Central Registry Release of Information Form so these records can be checked.

What is a Criminal History Background Check?

VA Cardinal Care, through PPL, will request a check of records from the Virginia State Police for the individual named on the Criminal History Record Name Search Request Form. The police will inform VA Cardinal Care, through PPL, if the individual has been convicted of a crime and, if so, will provide a list of criminal convictions.

What is a barrier crime?

Virginia laws define barrier crimes as crimes that prevent a person who has been convicted of certain crimes from working with at-risk groups such as children, the elderly, and persons with intellectual disabilities.

Barrier crimes are defined by the Code of Virginia §37.2-314, §37.2-416, §32.1-162.9:1, and §63.2.1719 and Virginia regulations 12 VAC 30-120-770. Barrier crimes are subject to change.

What happens if I have already started to work and the Criminal History Record report shows that I was convicted of a barrier crime?

You will be paid for hours worked, up to 30 days from the date the background check was initiated or 10 business days from the letter notifying your EOR of the results.

What if I have been convicted of a non-barrier crime?

Your employer will be notified of criminal convictions and will decide whether to hire you. Your employer will need to complete additional paperwork with VA Cardinal Care, through PPL if he or she wants to hire you.

What is the LEIE?

The List of Excluded Individuals/Entities (LEIE) is a database maintained by the Office of Inspector General (OIG). This list has names of people who have been convicted of crimes related to Medicare or a Medicaid programs, patient abuse, and actions taken by a state licensing authority. These people cannot receive Medicaid funds for payment. If you would like more information you can go to www.oig.hhs.gov/fraud/exclusions.asp.

How often will VA Cardinal Care, through Public Partnerships review the LEIE listing?

VA Cardinal Care, through PPL, will facilitate an LEIE background check on all new attendants and on every attendant once each month to comply with federal law.

What is the Virginia Department of Social Services (Child Protective Services) Central Registry?

This registry contains information on people who have findings of child abuse or neglect made by a local Department of Social Services within the Commonwealth of Virginia.

Are all attendants required to be checked for findings of abuse or neglect on the Virginia Department of Social Services (Child Protective Services) Central Registry?

Only new attendants who wish to work with consumers under 18 years of age must be checked for findings of child abuse or neglect in the Virginia Department of Social Services (Child Protective Services) Central Registry. If you only will work with an adult consumer over age 18 you do not need to complete the Virginia Department of Social Services (Child Protective Services) Central Registry Release of Information Form.

Can I work if I am found on the Department of Social Services (Child Protective Services) Central Registry?

No. You cannot be paid with Medicaid funds if you are working for a consumer under the age of 18 and if you are listed in the Department of Social Services (Child Protective Services) Central Registry.