



YOUR LIFE
YOUR CARE
YOUR PEOPLE

OHIO PASSPORT Timesheet Help Guide

How do I fix my time entry?

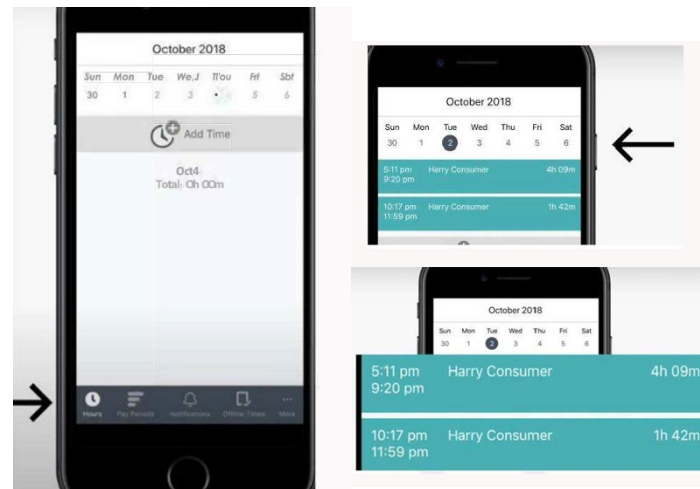
If you haven't submitted it, you can edit your time through Time4Care. See instructions below.

If you have submitted it, ask the Participant to reject it, so you can submit an updated time entry.

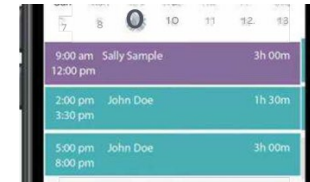
If the Participant has approved it, they can call PPL Customer Service to get the time entry denied.

How to edit a shift in Time4Care

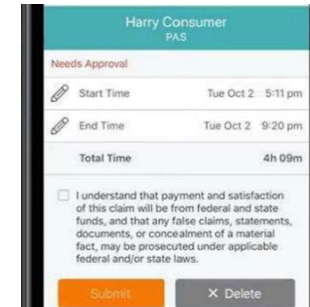
- Tap on the clock icon to view or edit a past entry on the hours screen.
- Completed shifts will be shown on your calendar.
- Each shift shows time started, ended, who worked the shift, and total time of the shift.
- Tap on the day to view shifts for that date.
- You can scroll left or right to view other weeks.
- Shifts worked on the day selected will be shown.



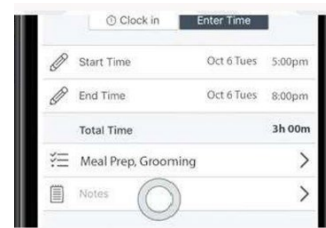
- If you work for multiple Participants, you will see different colors for each.
- Tap on the appropriate shift to view details.



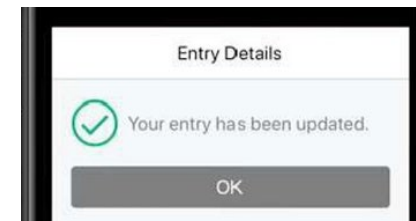
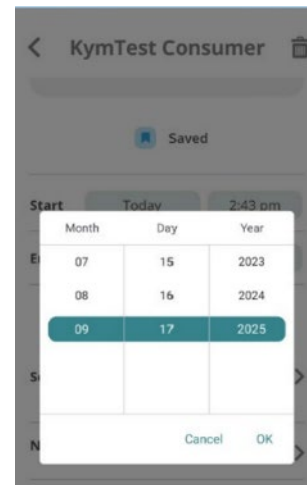
- The Details page shows who worked, what service was provided, the status of the entry, start and end times, and total time for the shift.



- Tap on the pencil to edit start or end times.
- To edit or add activities, tasks, or notes, tap on the right arrow and make changes.



- Choose the date that needs to be edited.
- Edit the time, note, and/or service location if necessary.
- Submit the entry if changes were made.
- Changes will need to be reviewed and approved or rejected by the Participant.



What is the timeframe to edit a shift?

- Providers can edit a shift until it has been submitted to the Participant for approval. Once it has been submitted, the Provider can no longer edit the shift.
- We recommend editing the shift by the payroll submission deadline listed in the appropriate payroll schedule to ensure timely payment.

Can a shift be edited on the same day the time is entered?

Yes, Providers can edit the shift on the same day it is entered.

Can a shift be edited after the Participant has approved it?

No, once the Participant approves the shift, the Provider can no longer edit the shift.

Will the Provider receive an alert if the Participant rejects the time entry?

Yes, an email notification is sent when the Participant rejects the time entry. The email will come from noreply@pplfirst.com.

What action should the Provider take if they are unable to make the needed edits?

If the Provider cannot make edits in Time4Care, they should make the edits in the PPL portal.

Why weren't my entries paid on time or in full?

A time entry may not be paid (pending) for a few reasons:

- The time entry was not approved before the deadline listed on the payroll schedule.
- The time entry is pending because additional information or corrections are needed.
- The hours submitted do not match the approved authorization.
- Required enrollment information is missing.

If your time entry is pending, you can review the reason in the Time4Care app. When contacting PPL Customer Service regarding time entry concerns, please take screenshots or write down the error message you are receiving. This will help the PPL team resolve the issue faster.

Where can I find information about overtime rules?

[View PASSPORT overtime information](#)

Frequent Timesheet Submission Issues

Issue	What You Can Do – Participant and/or Provider	What You Can Do - PASSPORT Administrative Agency (PAA)
Enrollment paperwork not complete	Participant/Provider Action: The Participant and Provider should complete any outstanding enrollment paperwork.	PAA Action: Contact the Participant and Provider to ensure they answer the PPL Enrollment Specialist's calls and work with the PPL Enrollment Specialist to obtain enrollment paperwork.
Check Consumer Eligibility based on consumer enrollment status Example that will trigger this pend message: A Provider has a termination date of 12/01/2025 and the Provider is submitting dates of service in February 2026.	Participant/Provider Action: Depending on the authorization, the Provider will either need to resubmit the timesheet with the correct dates/times to match the authorization or their timesheet will be denied, and no action is needed.	PAA Action: Contact the Provider to ensure they worked the hours submitted (and were not in a terminated status) and validate the submitted time against the authorization. Instruct the Provider to resubmit time with the correct dates/times, or the PAA will need to deny the timesheet, or the PAA will need to adjust the authorization to allow for the time being claimed.

The service you are submitting is not authorized. Please have the program Participant contact their case manager for assistance.	Participant/Provider Action: The Provider and Participant should correct the timesheet to appropriately reflect the hours or dates worked within the authorization <u>or</u> the Participant should notify the PAA that PPL does not have the authorization to support the hours and services worked and PPL needs to receive an updated file.	PAA Action: Review the Service Authorization Request (SAR) to verify the correct units and dates of service are included in the authorization. If the authorization needs to be updated, update the SAR and submit accordingly. PPL will receive an updated SAR the following morning from the Ohio Department of Aging (AGE).
There is no rate on file for the service and dates being submitted. Please have the program Participant contact Customer Service for assistance.	Participant/Provider Action: Contact their PAA to ensure that the PAA communicated the rate to PPL.	PAA Action: Communicate to PPL the rate negotiated between the Participant and Provider and signed off by the case manager.
The Participant's service authorization has been fully utilized. Please have the program Participant contact their case manager for assistance.	Participant/Provider Action: The Participant/Employer should discuss the need to increase units with the PAA.	PAA Action: The PAA will verify the number of units authorized versus what was claimed. The PAA will need to increase the number of units authorized by submitting a new SAR with the increase <u>or</u> the timesheet should be denied through the PPL portal and the PAA should reach out to the Provider to resubmit a new timesheet.
The billable rate is not supported by the Participant's service authorization. The Participant should contact their case manager for assistance.	Participant/Provider Action: None	PAA Action: The unit rate in the SAR needs to be increased by the PAA <u>or</u> the PAA needs to work with the Participant and Provider to decrease the hourly wage to one that is supported by the SAR unit rate.

The date you are trying to submit is in the future.	Participant/Provider Action: The timesheet should be corrected by the Provider.	PAA Action: None
Overlapping entry on a paid timesheet.	Participant/Provider Action: Submit a new timesheet in the event the PAA denies an exception request.	PAA Action: The PAA provides an exception-based approval on whether the Participant is authorized to receive overlapping services from two or more Providers or the PAA denies the overlapping hours and reaches out to the Participant/Employer to provide additional education on program rules. A new timesheet will need to be submitted for the correct hours worked.
Overlapping entry on an in-process timesheet.	Participant/Provider Action: Submit a new timesheet in the event the PAA denies an exception request.	PAA Action: The PAA provides an exception-based approval on whether the Participant is authorized to receive overlapping services from two or more Providers or the PAA denies the overlapping hours and reaches out to the Participant/Employer to provide additional education on program rules. A new timesheet will need to be submitted for the correct hours worked.

[PASSPORT Payroll Schedule](#) | Time4Care How-to Videos: [Time4Care™](#) | PPL

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