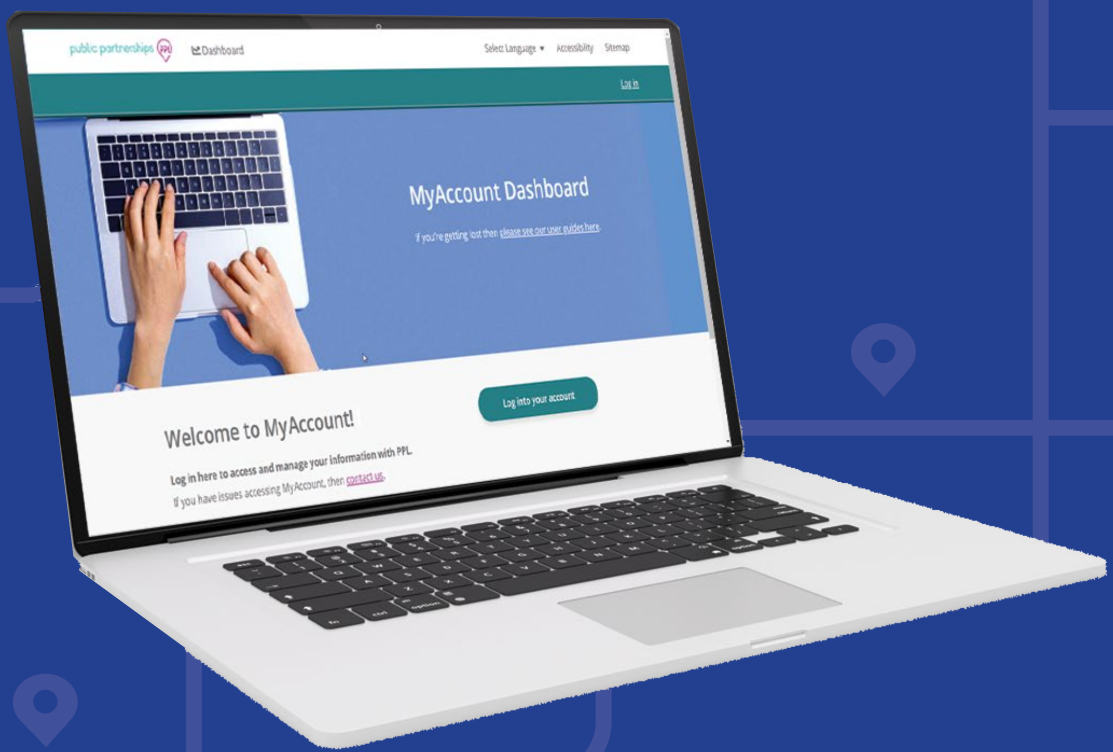
MYACCOUNT

Guide for Providers



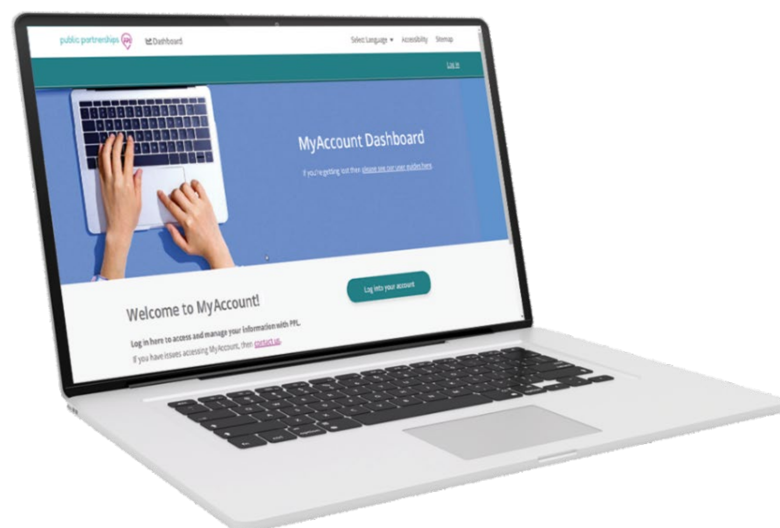
CONTENTS

WELCOME

As a care Provider, the MyAccount platform from Public Partnerships (PPL) is where you'll keep and manage your employment information.

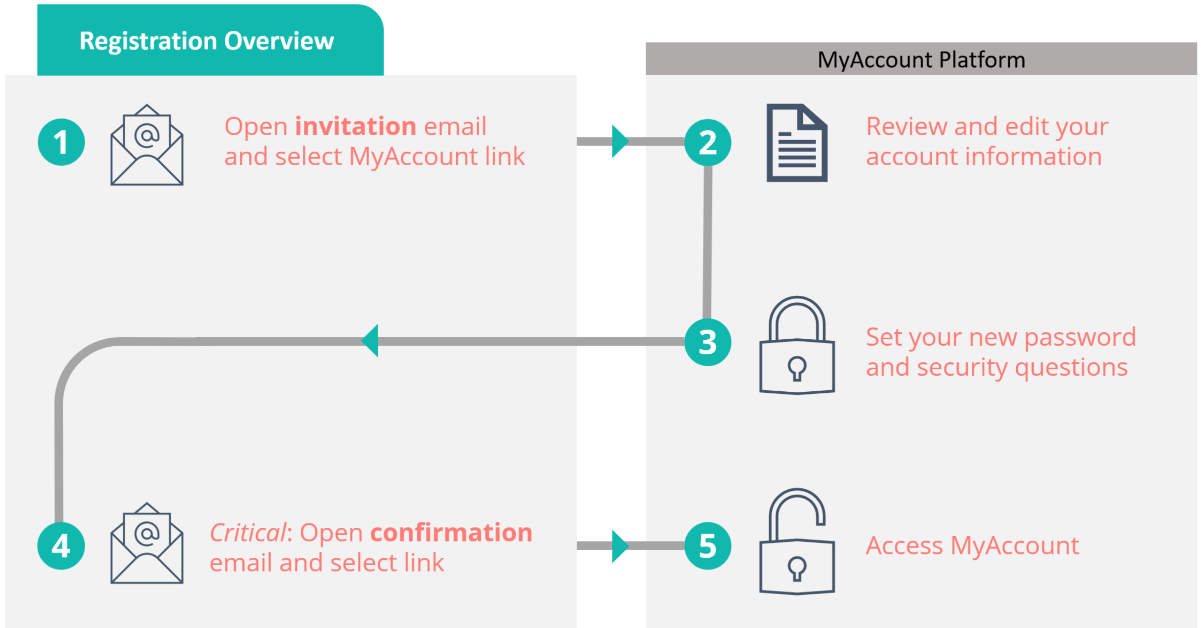
This guide provides:

- How to set up your MyAccount access
- How to enroll as an employee if you haven't yet enrolled
- How to view and manage your earnings



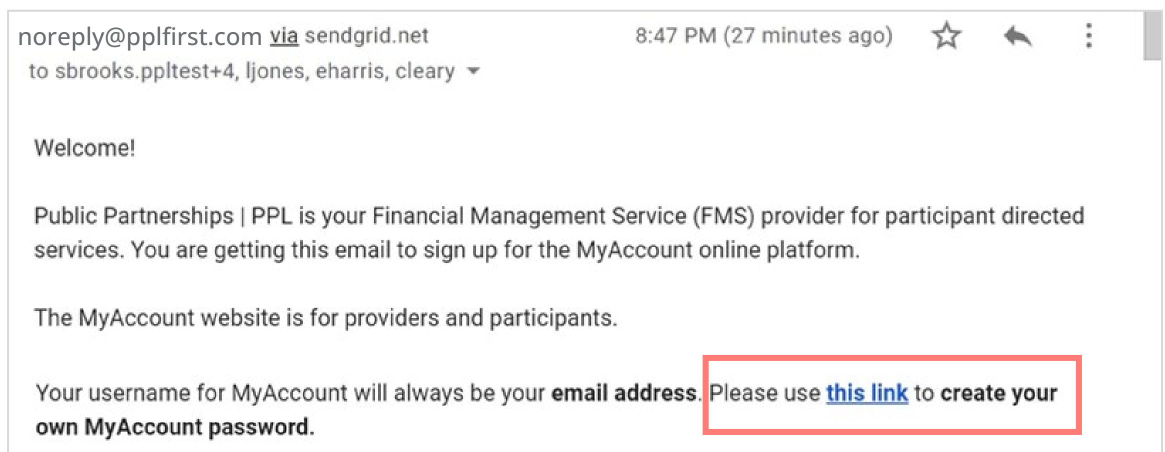
Set Up Your MyAccount Access

Here are the major actions to register in MyAccount:



1. Look for an email asking you to register for MyAccount.
2. In your email, open the MyAccount link.
3. In MyAccount, review and edit your details.
4. Under **Account Details**, type a new password and set your security questions.

   NOTE: Your new password will also apply to the Time4Care™ app.


noreply@pplfirst.com via sendgrid.net 8:47 PM (27 minutes ago)

to sbrooks.ppltest+4, ljones, eharris, cleary

Welcome!

Public Partnerships | PPL is your Financial Management Service (FMS) provider for participant directed services. You are getting this email to sign up for the MyAccount online platform.

The MyAccount website is for providers and participants.

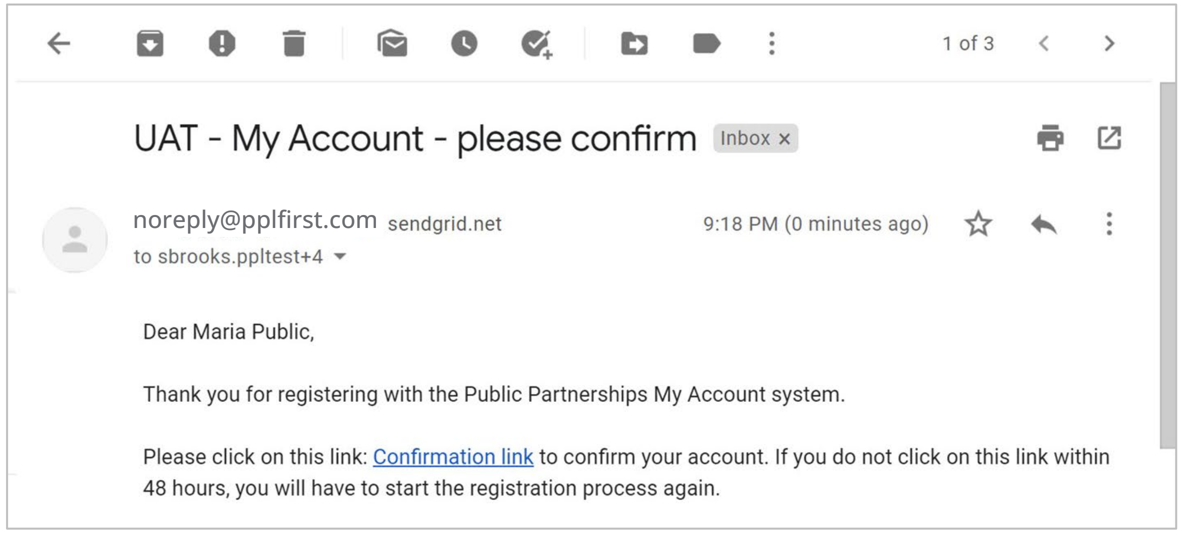
Your username for MyAccount will always be your **email address**. Please use this link to **create your own MyAccount password.**

5. Look for a “confirm” email and open the *Confirmation link*.

   NOTE: Must confirm within 48 hours.

6. Now you have MyAccount access, so you can continue with enrollment or other tasks.

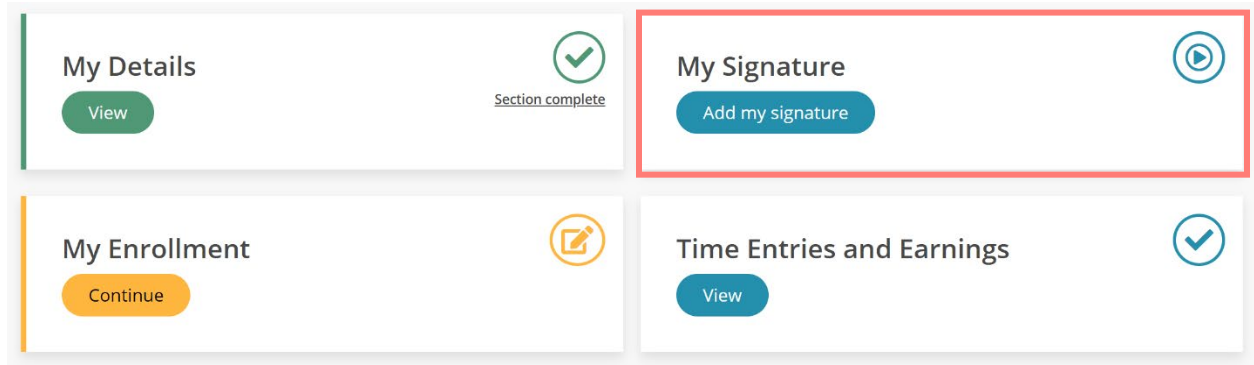
   NOTE: If you previously used BetterOnline, your enrollment is already completed.



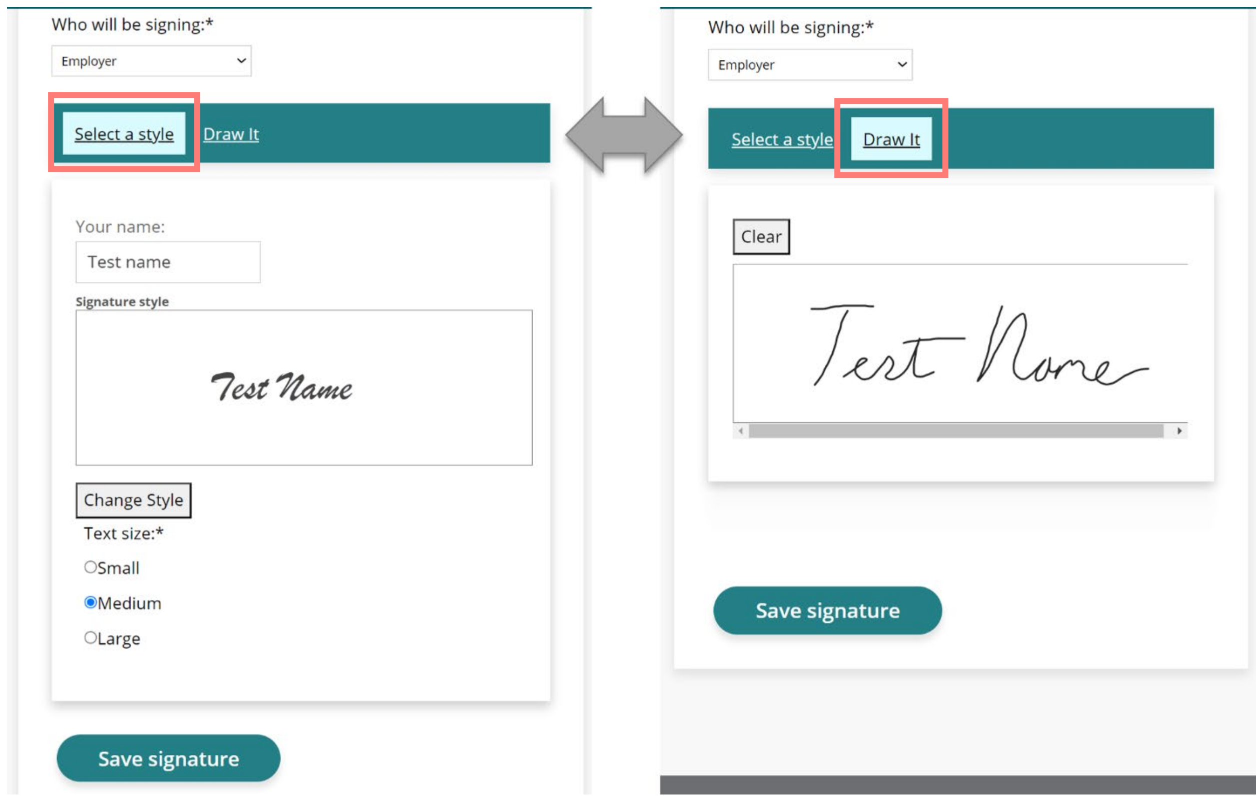
Set Up Your Signature

To complete enrollment, you will use an electronic signature. You can receive help, but no other person can create it for you.

1. On your 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.
4. Select **Save signature**.



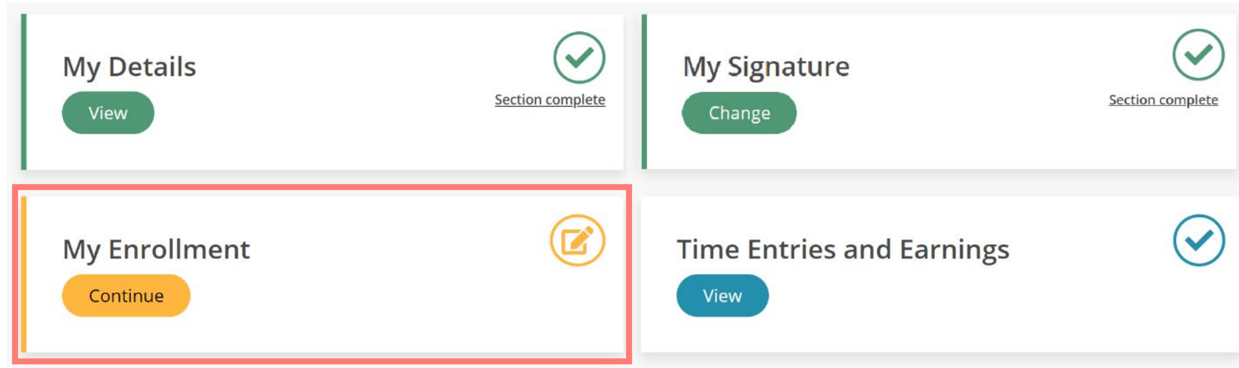
Complete Your Enrollment

When you are just starting with Public Partnerships (PPL), you need to complete your enrollment.

1. On the MyAccount dashboard, select **My Enrollment**.
2. If you serve multiple Participants, select which enrollment you are completing.

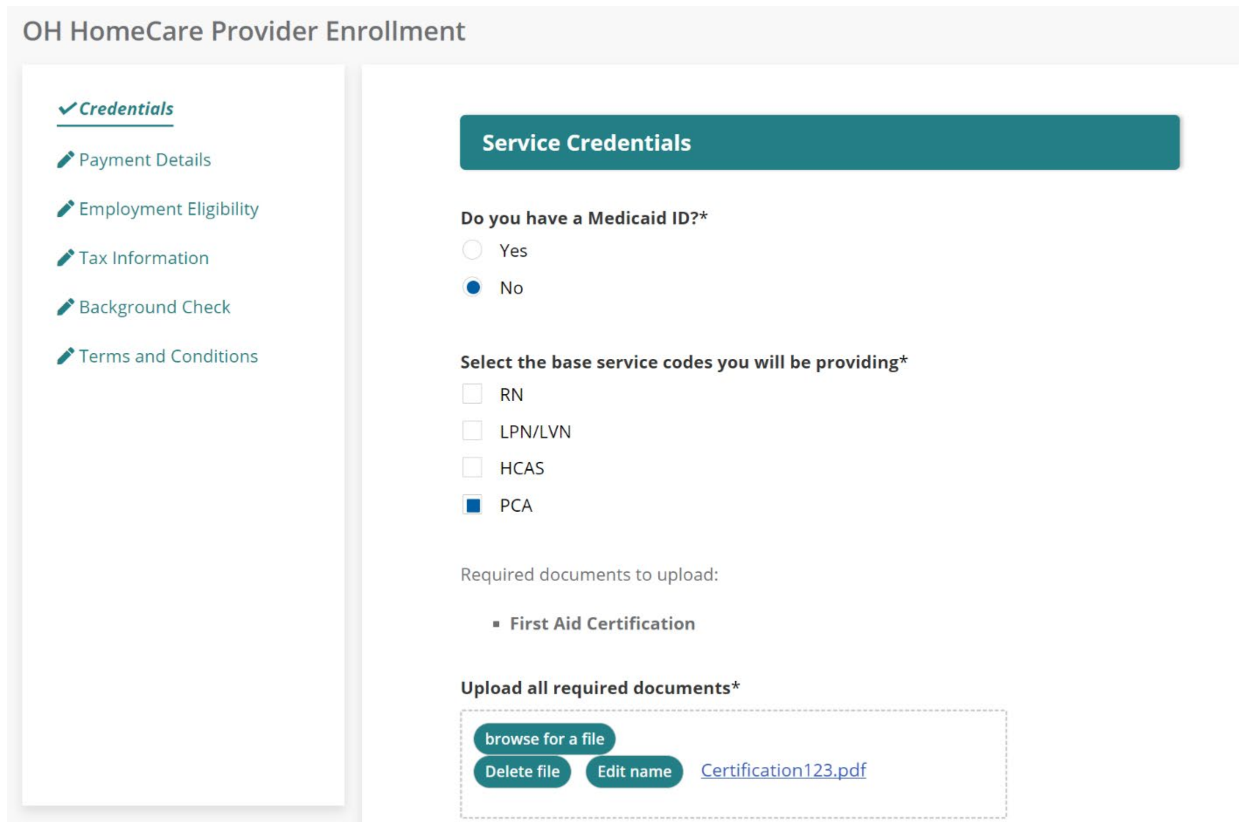
   Each Participant requires a separate enrollment.

   NOTE: Checkboxes on the Participant tile show you the progress of your enrollment.



3. Complete questions in all the sections that appear.

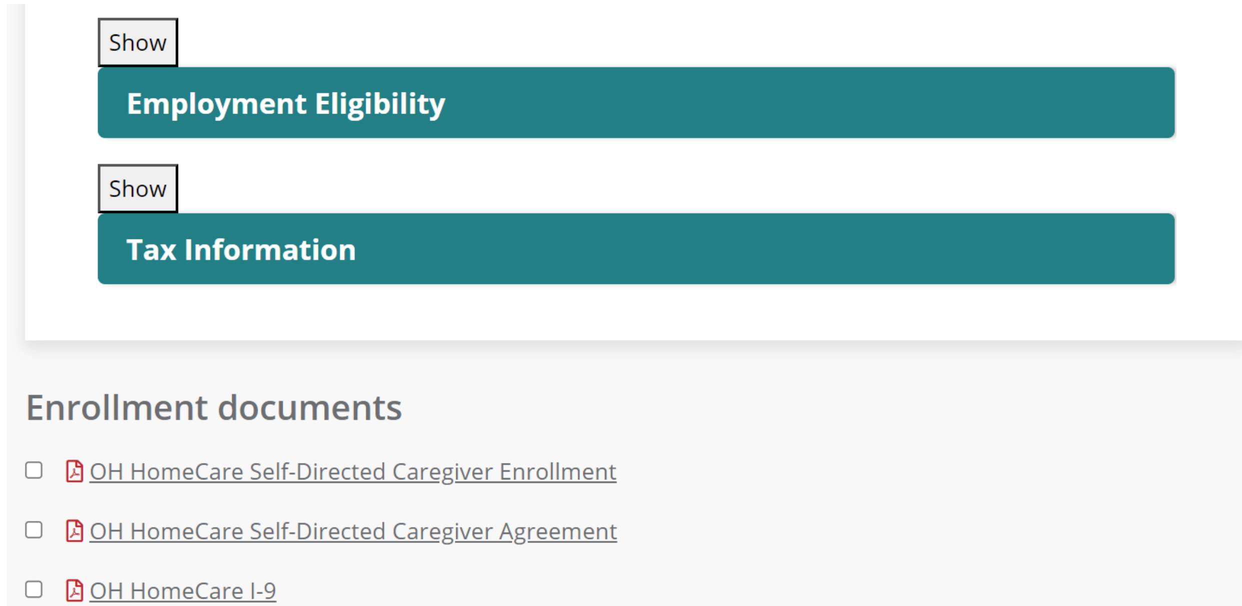
   Questions with an asterisk * are required. For details, see the next section on page 8.
4. After you agree to the terms and conditions, select **Finish** at the bottom of the page.



5. In the summary page, make any final edits and choose **Confirm**.
6. After processing, 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.
7. Wait for your Participant to review and sign your enrollment forms.

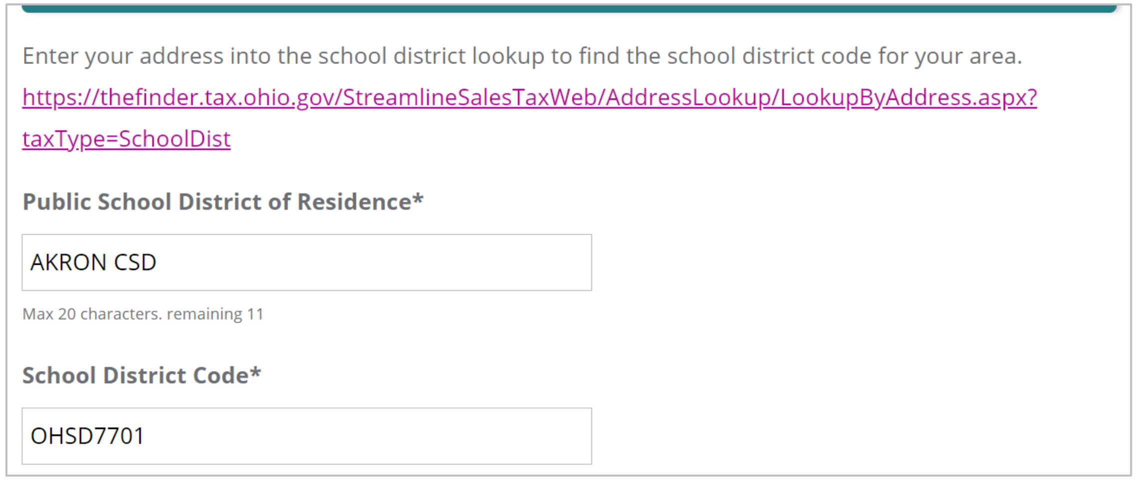
> **If your Participant is not online:**
> You can either print the forms or ask Public Partnerships to mail the completed and signed documents to you. Your Participant can then physically sign the documents and you will need to fax them back to PPL.



Enrollment Questions

Here are the sections you will complete for enrollment:

SECTION	EXPLANATION
Employment details	Specify what you agree to provide the Participant.
Payment Details	You can choose between: • **Direct Deposit to Bank Account** – Payments going directly into your bank account. You need to provide your bank information. • **Deposit to Debit Card** – Payments going onto an ADP pay card. **NOTE:** Expect initial payments to come via paper check.
Employment Eligibility	For the documents you choose to use, you need to provide the name, document number, and issuing authority. For more information on documentation requirements, see: [List of Acceptable Documents]. **NOTE:** You will not upload the proof of documentation to MyAccount. You must provide copies of these documents to your Employer for their review.

SECTION	EXPLANATION
Tax Information	Answer questions related to your federal tax withholdings. Also, answer questions about your local school district and the related taxes. You must look up the correct district code from the link provided:  Enter your address into the school district lookup to find the school district code for your area. https://thefinder.tax.ohio.gov/StreamlineSalesTaxWeb/AddressLookup/LookupByAddress.aspx?taxType=SchoolDist **Public School District of Residence*** AKRON CSD Max 20 characters. remaining 11 **School District Code*** OHSD7701
Background Check	The information in this section will be used for PPL to apply for a criminal background check on your behalf.
Terms and Conditions	This is an important section. Please read it carefully. Once you have completely read and agreed, check the agreement box at the end of the terms and conditions. You may update your enrollment after it is completed; see the next section.

Change Your Enrollment Details

You can change your enrollment information at any time. Start by selecting **My Enrollment** on the MyAccount dashboard and choosing the Participant. The steps you take depend on your situation:

If your enrollment is not yet complete:

1. Make your edits and choose **Confirm**.
2. When the PDF forms appear, verify your changes.

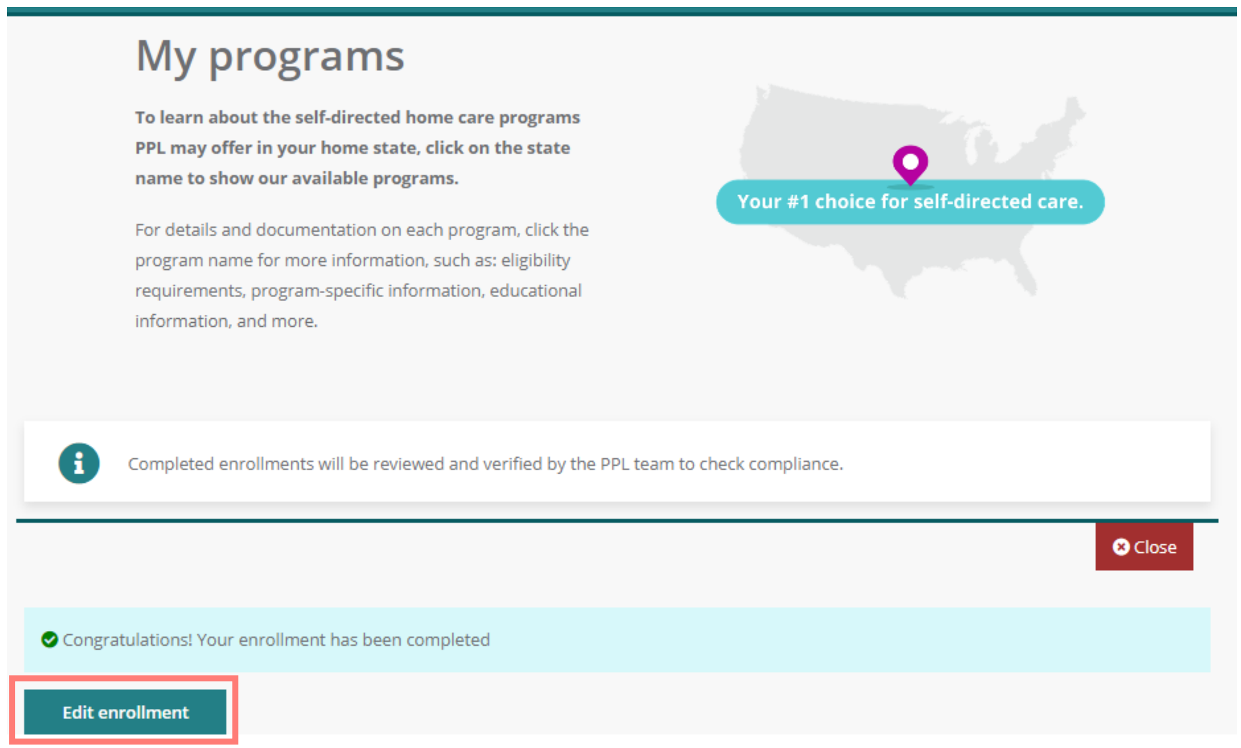
If you are only editing bank or payment information:

1. Select **Edit Enrollment**:
2. Update the Payment Details section.
3. Select **Save**.

   You do not need to resubmit the PDF forms.

If you are changing other information:

1. Select **Edit Enrollment**.
2. Update your information.
3. Select **Save**.
4. Select **Finish**.

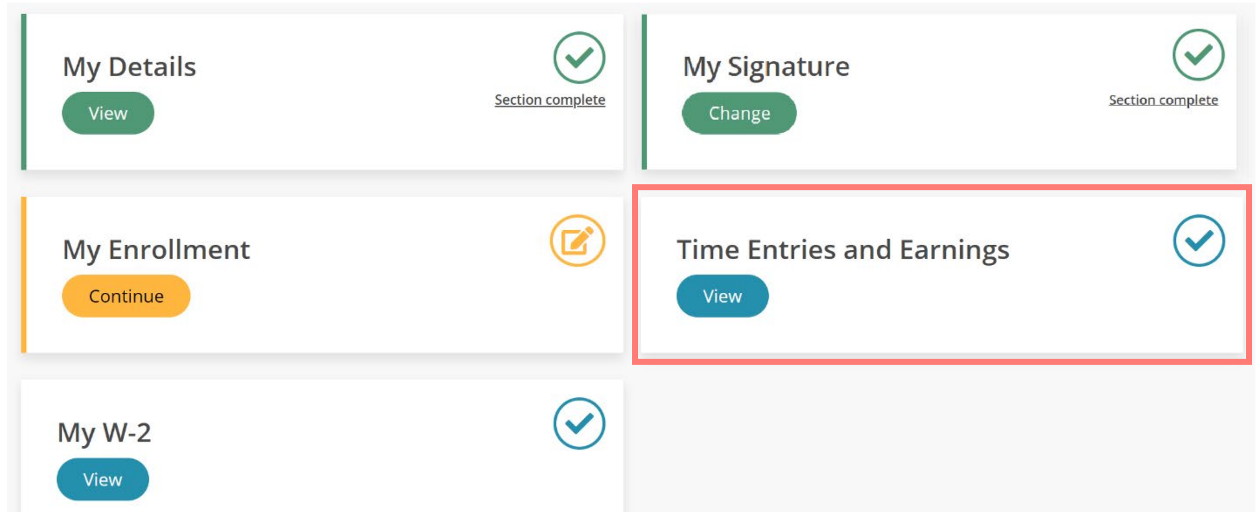


Manage Your Earnings

For submitting timesheets, you should use your Electronic Visit Verification (EVV) platform, not MyAccount.

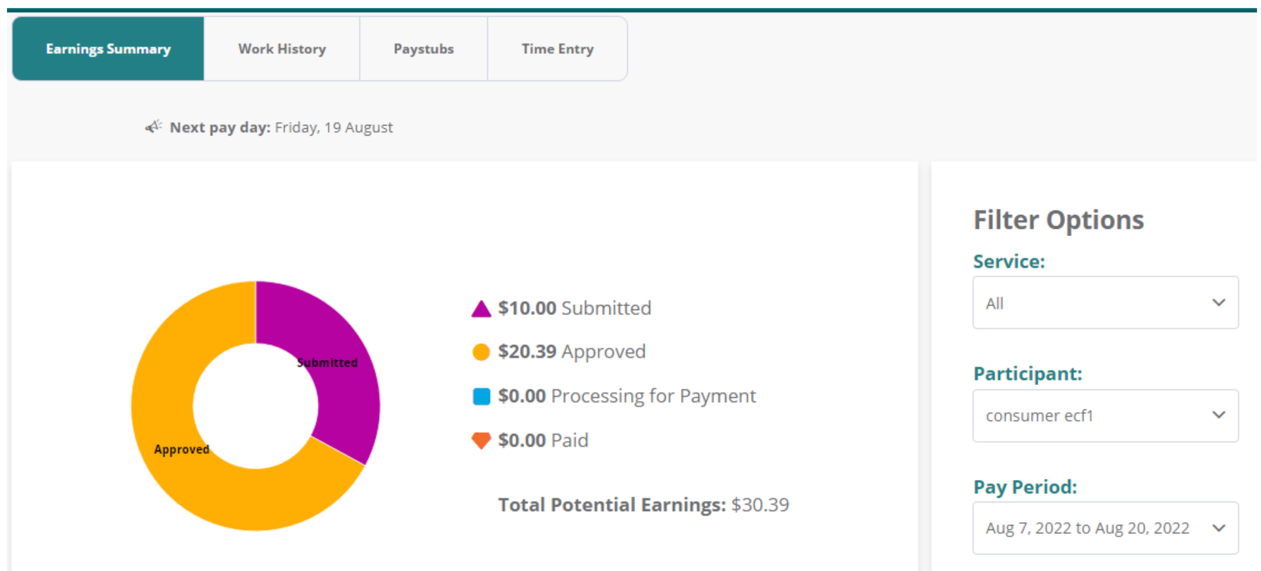
Use MyAccount to view interactive charts and to make certain corrections.

Open **Time Entries and Earnings** from your dashboard.



In the tabs that appear, use filters to see the information you need:

- **Earnings Summary**—Interactive chart. For example, change the pay period to see earnings from a certain month.
- **Work History**—Includes filters for dates, services provided, and status.
- **Paystubs**—Lists all your payments. To see the detailed time entries, select **View** next to the payment.



NOTE: In the **Time Entry** tab you could create or correct time entries. However, if you do, the entry will not be compliant with EVV program requirements.

Time Entry Status

Here are the status labels you will see, shown in order:

ORDER	STATUS	DESCRIPTION
1	SAVED	Time entries that are started but not yet submitted. Time entries in this status are not yet available for processing.
2	SUBMITTED	Time entries that are submitted and meet the timesheet rules. In this status, the Participant must next approve payment.
3	APPROVED	Time entries that the Participant has approved. They are ready to be processed in the next pay cycle.
4	IN PROCESS	Time entries currently being processed by PPL's payroll team.
5	GOOD TO PAY	Time entries that are one step away from payment.
6	PAID	If the check number starts with “RA,” then it has been paid via direct deposit. If it has only a number, it has been paid via paper check.
	REJECTED	This time entry has been rejected by the Participant. You must correct the time entry and resubmit it for approval.
	PENDING	This time entry has been submitted via paper and currently breaks a timesheet rule that must be corrected before payment can occur.
	DENIED	This time entry cannot be paid or processed.

View Your W-2 Earnings Summary

To prepare your annual taxes, you need to generate a W-2 form.

To access it, select **My W-2** on your dashboard.

NOTE: This option does not appear until the January after the year you worked.