YOUR LIFE
YOUR CARE
YOUR PEOPLE

Public Partnerships, LLC (PPL)

Office of Developmental Programs (ODP)

Administrative Entities (AE) & Supports Coordinator (SC) Training



Created: June 2024 Updated: October 2026

Agenda

00 Participant-Direction Option

01 Cannot Access MyAccount

02 Logging In

03 Creating & Viewing a Referral

04 Enrollment Dashboard

05 Actionable Documents

06 Disenrolling a Participant

07 Assisting the Participant

08 Other Information

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00

Participant Direction Option

Overview of Participant-Direction

Self Direction. Participant Direction. Consumer-Direction.



Participant-direction offers individuals receiving care increased choice and control over their services and supports.

Obtain Services and Care

When an individual's needs are met, cost of services are reduced!

Quality of Life

Participant-direction provides a positive influence for individuals because they can remain in their home with an enhanced feeling of safety and continuity of care.



Participant-Direction Benefits

Improved Access to Services

Individuals can receive necessary services from home, which significantly reduces unmet needs (and stress). Participant–direction can be particularly helpful in rural areas where providers are greatly limited.

Promotes Life in the Community

Reducing nursing facility placements even more than traditional services.

Commonwealth of Pennsylvania



When someone chooses to self direct their services, they do so with the assistance of a **Financial Management Service (FMS) Organization**. The FMS provides systems and tools to manage services while reducing some of the employer-related work that is associated with self directing services, such as processing payments and maintaining tax records.

In accordance with the principles of self-determination, having choice and control, the Office of Developmental Programs has made **Participant Direction Service (PDS)** available. This allows individuals to have more control over where, when, and how some of their services and supports are delivered. Individuals can be the employer of the people who provide their participant-directed services, or a surrogate can be selected to take on the role of employer.

Commonwealth of Pennsylvania



Participants may choose to self-direct their services during the development of the initial Individual Service Plan (ISP), at reassessment, or **at any time**. The participant's Service Coordinator is responsible for presenting all available service options and ensuring that each participant understands the full range of opportunities within the waiver.

Specialized training about participant-direction is available through ODP.

Do you have a Participant or family that are interested in self-direction?

PPL can help!

- PPL has developed a document that explains self-direction. This can be used when the Participant is deciding what delivery option to choose.
- PPL started hosting participant-directed webinars. If you have families who may be interested in signing up, please reach out to us.



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Pennsylvania Office of Developmental Programs

Why Choose PPL for Self-Direction?

- Control **who** provides services in your home (including family members), **when** they work, and **how much** they are paid
- **Pay** your caregiver **higher rates** on average
- **Better quality of life**

Self-Direction Simplified

1. **Referral**
   - To learn more, email PPL's Concierge Team at learn@pplfirst.com
   - Reach out to your Support Coordinator (SC); they can submit a referral to Public Partnerships, LLC (PPL).
2. **Enrollment**
   - A PPL Enrollment Specialist will assist you through your enrollment journey
   - Once a complete packet is received, PPL will complete the enrollment within five business days
3. **Support**
   Customer Service is available Monday-Friday, 9 AM to 7 PM (EST) and Saturdays from 9 AM to 1 PM, except for major holidays
4. **Payroll**
   - Direct Deposit payments within 2 weeks of hiring date
   - Real time budget access
   - W-2s managed by PPL

Click here to view our Roles and Responsibilities

Public Partnerships, LLC. assists Participants who choose self-direction with fiscal management services, which include:

- Registering and Enrolling in the self-directed model
- Common Law Employer Training
- Support Service Professional (SSP) Training
- Supports Coordinator/Administrative Entity Training
- SSP payroll, including deduction of employer related taxes
- Vendor payments, which includes goods and services
- Mileage reimbursements

For more information on Self-Direction, please reach out to our Concierge Team or visit our website below:

- learn@pplfirst.com
- PPL PA ODP

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Public Partnerships, LLC (PPL)

Support & Escalation Path

- **Participants/CLEs** should contact the **PPL Enrollment Team** or **PPL Customer Service** for most questions or issues.
- **SC/AEs** may escalate unresolved issues to **Account Management** when Enrollment or Customer Service is unable to assist.
- **PPL** can also schedule **dedicated meetings with your SCO** to address specific questions or concerns.

Who do I contact at PPL?

Item	PPL Contact	PPL Contact Phone Number	Next Steps
Enrollment Question or Issues	Enrollment Team	1-800-249-0861	Request to speak with the Enrollment Specialist or Enrollment Coordinator the Participant/CLE is assigned to. If unknown, the CS rep can assist with that information.
Basic Questions regarding a Participant/CLE, SSP	Customer Service Team	1-800-249-0861	
Mileage Question or Issues			
SEPTA, Uber Questions or Issues			
Vendor Payment Question or Issues			
Payment Question or Issues			
Rate Question or Issues			
Other			

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MyAccount™ Training



01

What to do if you cannot access MyAccount

If you cannot access MyAccount



Contact Your Lead Role

The lead role within your agency can create your profile within MyAccount. Send them the following information:

- Supports Coordinator (SC) or Administrative Entity (AE) Name
- SC or AE Email
- SC or AE Mailing Address

- If they are unable to complete this task for any reason you can reach out to our Customer Service team.

02

Logging in

Logging in to MyAccount

for the first time

Email Invitation

You will receive an email from PPL with log-in details for MyAccount.

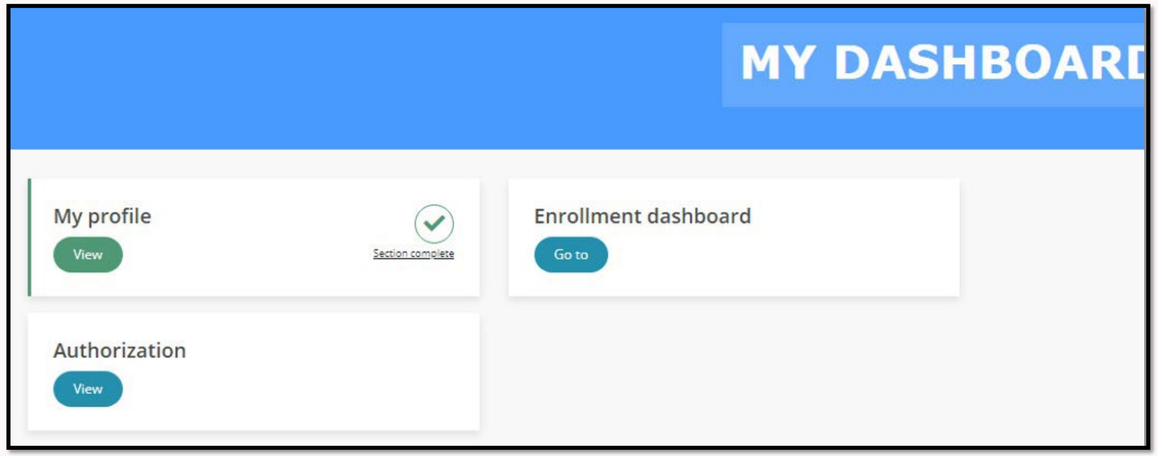
- Look for your temporary password.
- Go to: www.account.pplfirst.com
- Select: Log In

Username & Password

Your username is your email address. Please use the temporary password you received from PPL.

My Profile

Under My Profile, type a new password, set your security questions, and update mailing address.



03

Creating & Viewing Referrals

When to Submit a Referral

- The Participant would like to direct their own services via the V/FEA model
- The Participant is approved for a waiver (Community, Consolidated, or P/FDS)
- The Participant has an approved authorization in HCSIS
- The Participant can manage their services, a CLE has been appointed, or they are going to get assistance from a Support Broker.
    - PDS Roles and Responsibilities

Tips for Submitting a Referral

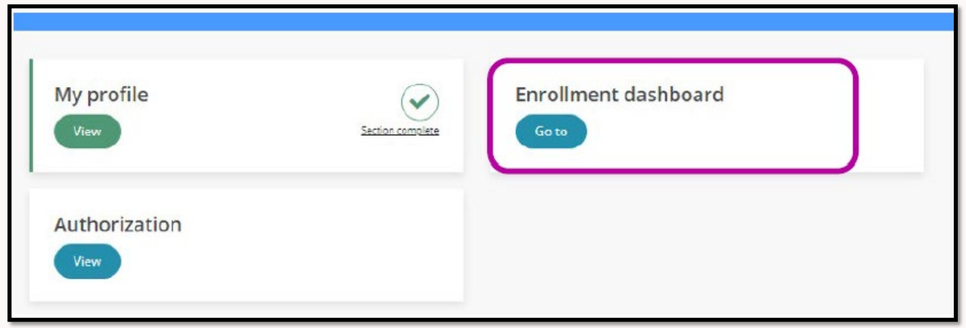
- The Master Provider Index (MPI) number for PPL is 100833877.
- Employer-related duties must be completed by the Participant or a CLE when identified. SSPs cannot act as the CLE.
- The CLE must be 18 or over and not have a legal guardian.
- The contact information (email addresses/phone number) for the Participant, CLE, and SSP must be unique from one another.
- A minor cannot represent themselves; they must have another individual listed as the CLE.
- The CLE must be able to verify information about the Participant:
    - Participant Name
    - Participant's Date of Birth
    - Participant's Last 4 of their SSN

Creating a Referral

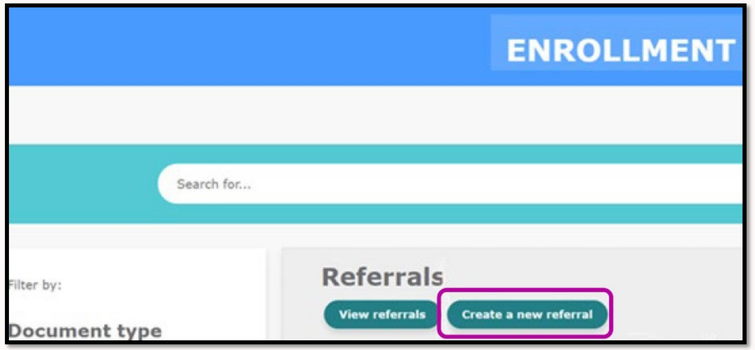
within MyAccount

Enrollment Dashboard

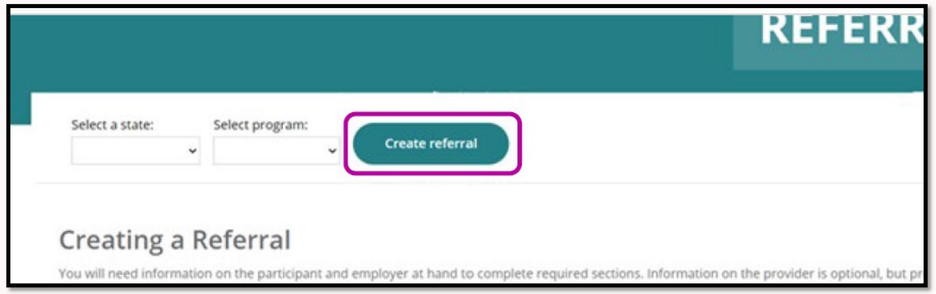
1. After you log in to MyAccount, click on Enrollment Dashboard.



2. Select, Create a new referral.



3. Select, Create referral



Quick Tip

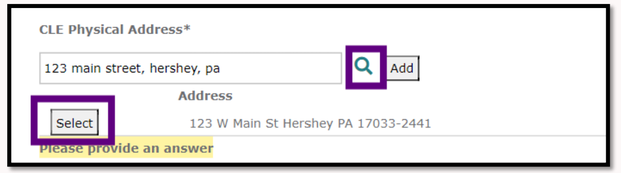
Referrals should not be submitted until the Participant has been approved for a Waiver Program.

Creating a Referral

within MyAccount

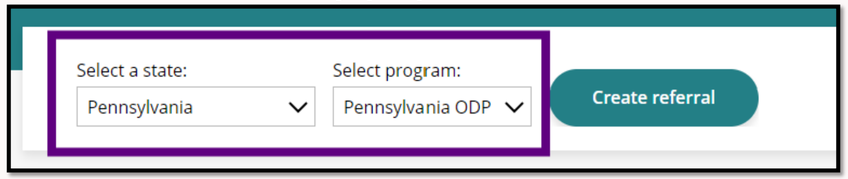
Quick Tip

When entering an address, please click on the magnifying glass or click on find to pull in the United States Postal Service address.

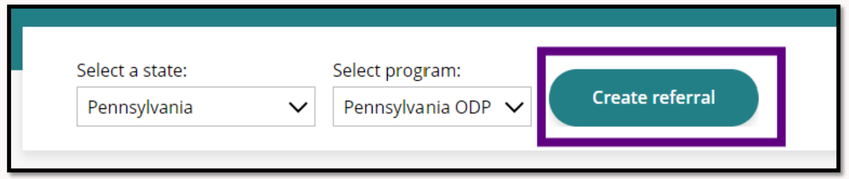


Enrollment Dashboard

4. Select your state, the program will automatically populate.



5. Select, Create referral.



Note:

You will need information on the participant and employer at hand to complete required sections. Information on the provider is optional but preferred.

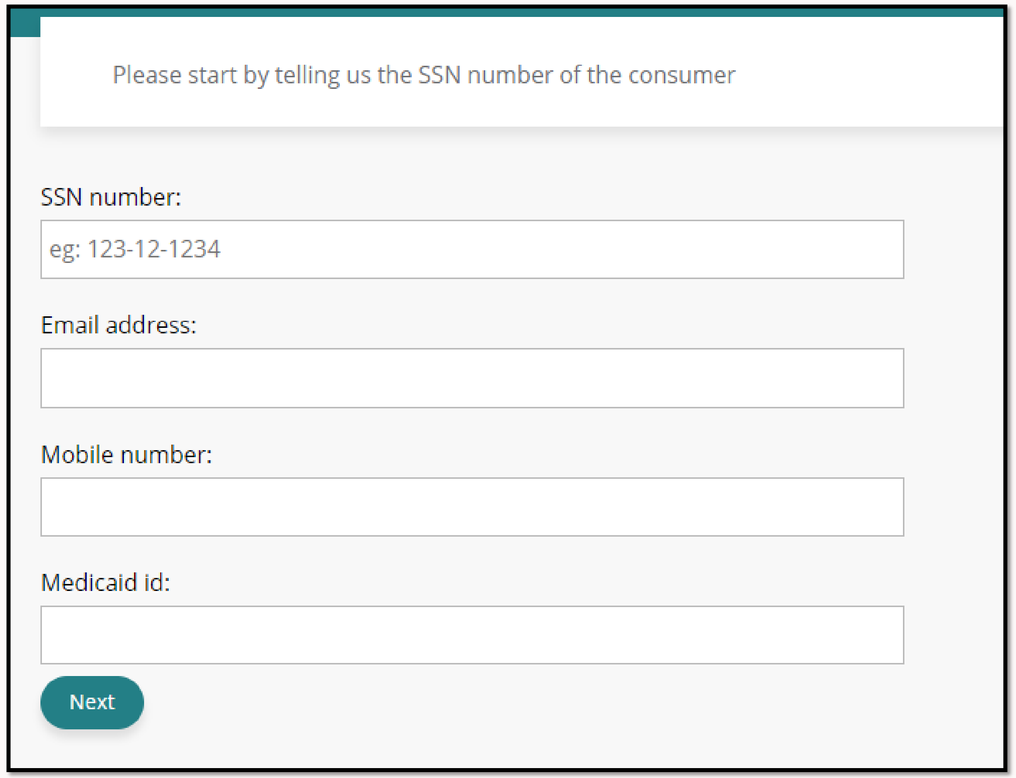
Information such as name, address, SSN, EIN, if applicable, birth date, and phone number for each role will be needed.

Creating a Referral

within MyAccount

Enrollment Dashboard

6. Complete all required fields, click next, and submit the referral. The more information that is entered the easier it will be for the Participant/Common Law Employee (CLE) and Support Service Professional (SSP).
7. Once the referral has been submitted, the CLE should receive an email invitation to begin registration within MyAccount.

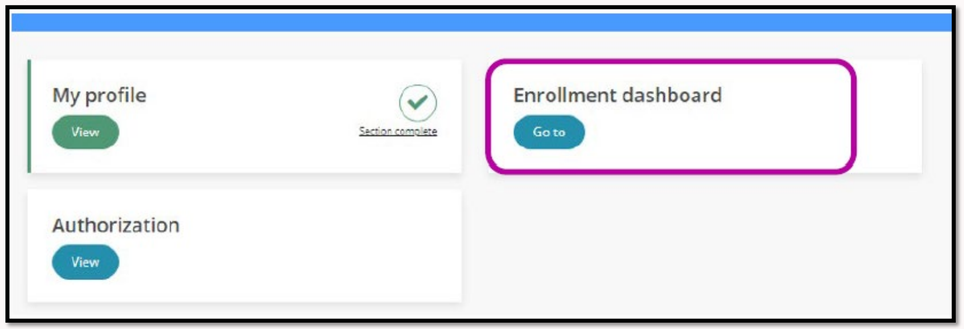


Viewing Referrals

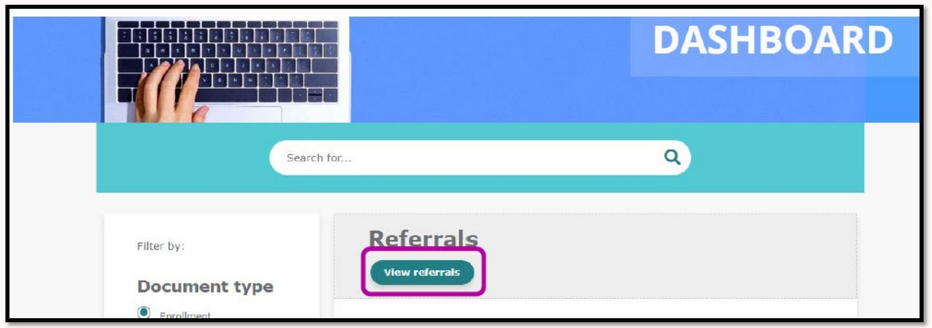
within MyAccount

Enrollment Dashboard

1. In MyAccount, select the Enrollment Dashboard.

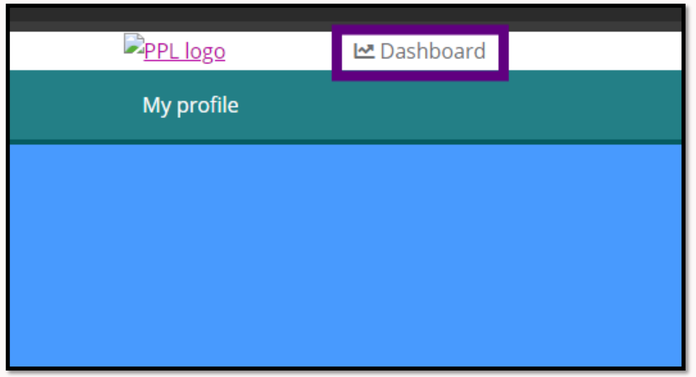


2. Select, View referrals.



Quick Tip

If you ever get “lost”, click on dashboard at the top of the page and MyAccount will take you back to your Enrollment Dashboard.



PPL - Referrals

Enrollment Specialist

- The PPL Enrollment Specialist (ES)will reach out if there are issues with a new referral and send an email to the SC.
- ES receives the electronic referral through MyAccount.
- The ES reviews the documentation and will reach out to the person who is enrolling with any issues.
- The ES will reach out to the Participant, SSP, or Employer to complete a welcome call and explain the enrollment process and how to register for MyAccount.
- Once Enrollment has been completed, including the criminal background check, etc. then the ES will reach out to complete new orientation with the CLE and let them know that services can begin.
- The Support Broker (SB) should not have access to MyAccount and should not submit paper referrals.

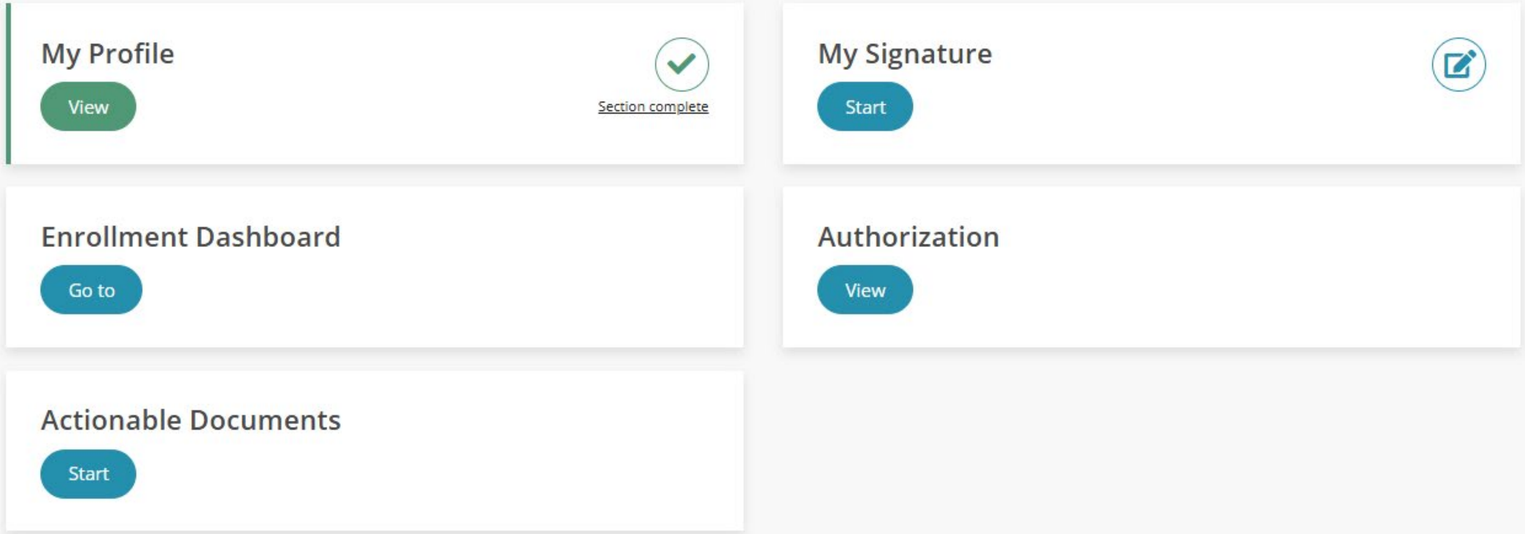
04

Enrollment Dashboard

Your Dashboard

Dashboard Tiles

- These are the tiles you will see within MyAccount:
  - My Profile: You can update your name, email address, security questions, and address, etc.
  - My Signature: To set up your signature for enrollment documentation, rates, etc.
  - Enrollment Dashboard: A list of everyone on your caseload.
  - Authorization: To review authorizations for your caseload.
  - Actionable Documents: To review and sign or reject enrollment documents/initial rates.



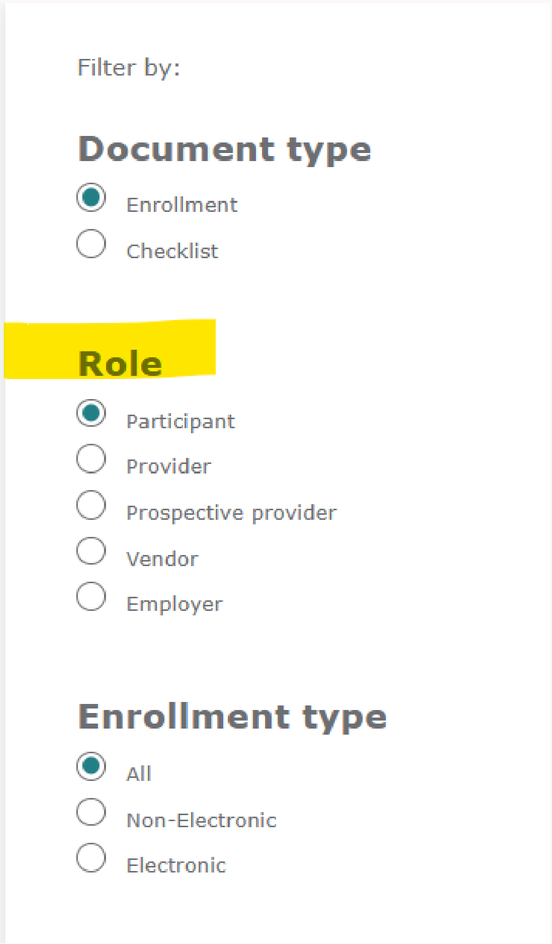
Your Dashboard

Dashboard Tiles

Enrollment Dashboard:

Enrollment dashboard will display your full caseload.

Click on the options on the side to filter by role.



Enrollment Dashboard

Enrollment Status

Enrollment Status

You can see the enrollment status on the Enrollment Dashboard.

ORDER	STATUS	FOR PARTICIPANTS
1	New Application	The enrollment packet is ready for the Participant or Worker to complete.
2	In Progress	A portion of the enrollment packet is completed but it has not yet been submitted or signed.
3	Signing	Enrollment forms are completed but not yet signed.
4	Awaiting Approval	The signed enrollment packet has been submitted for review and approval. **Who Approves:** For Participants, the staff at PPL approve enrollment. For Providers, enrollment is approved by the Participant.
5	Completed	Enrollment was reviewed and approved.
~	Returned	Enrollment packet is missing critical responses, so it was returned for further completion.
~	Denied	Enrollment packet is fully denied or cancelled. For example, an individual could choose not to move forward with their enrollment.

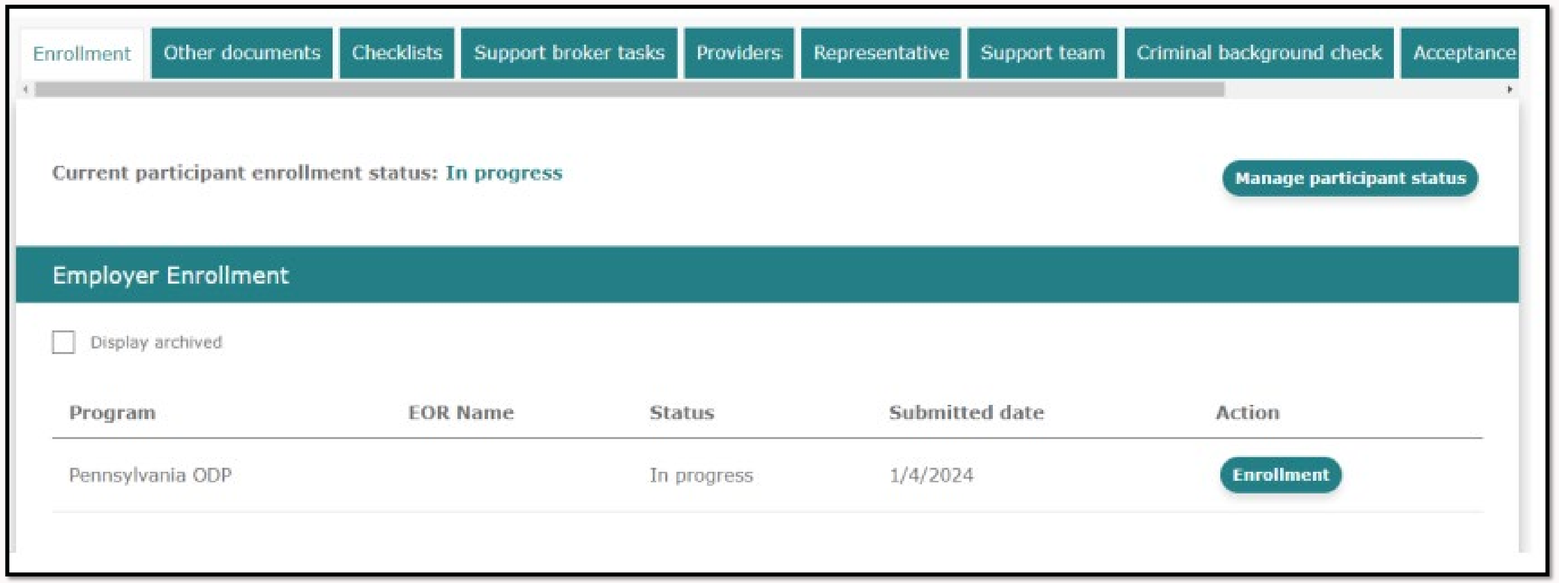
Enrollment Dashboard

Enrollment Details

View Participant Enrollment Details

From the Enrollment Dashboard, you can choose View Details for a Participant to see answers to specific questions.

The details are organized into tabs, as shown below.



Enrollment Dashboard

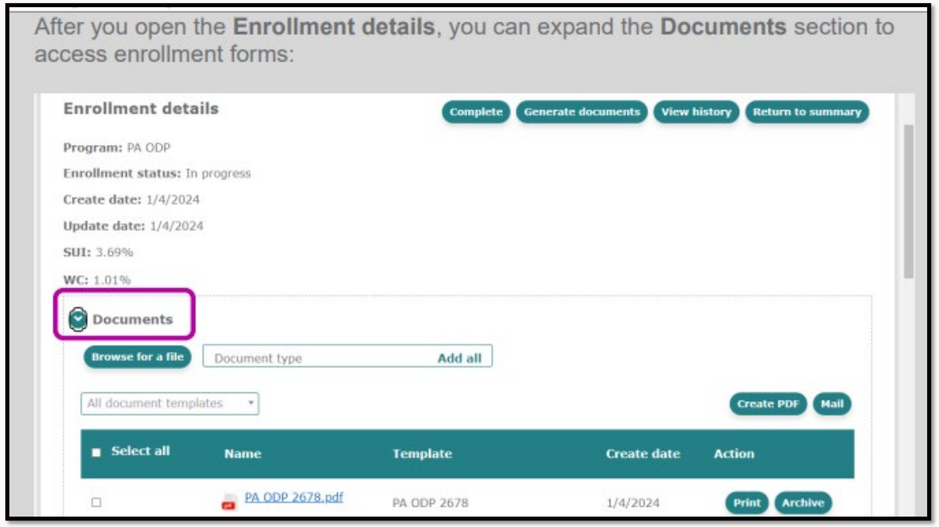
Enrollment Details

Tab Descriptions

Here are the descriptions for each tab:

TAB	DESCRIPTION
Enrollment	Displays answers to the enrollment questions. Under the **Action** column, select **Enrollment** to view details (see next example). Note: After enrollment is completed, the Employer of Record (EOR) options also appear: **View EOR details** and **Change EOR**. *Employer of Record* is another name for Common Law Employer (CLE).
Other documents	For special situations, you can view or upload additional reference documents that are not part of the standard enrollment package.
Checklists	Displays key enrollment tasks that PPL staff will acknowledge as they help with enrollment. For each task, you can choose **View details** to see the Participant's responses. NOTE: You may see an "In Progress" status even if the main Enrollment Status shows "Completed." This situation can happen if all information was submitted but PPL still has tasks to complete.

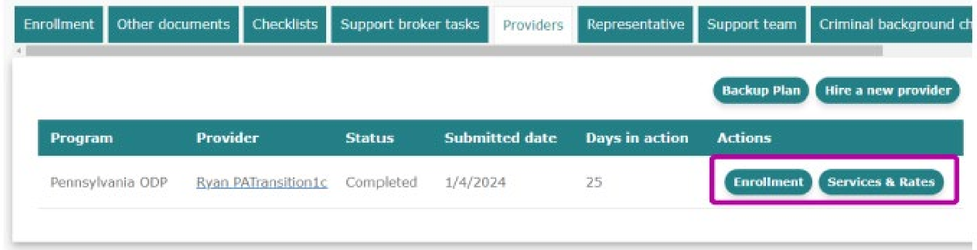
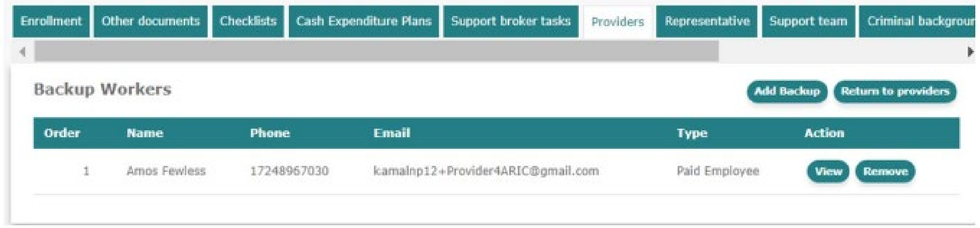
After you open the **Enrollment details**, you can expand the **Documents** section to access enrollment forms:



Enrollment Dashboard

Enrollment Details

PA ODP does not use the Criminal Background Check tab, please review this information under the Checklist.

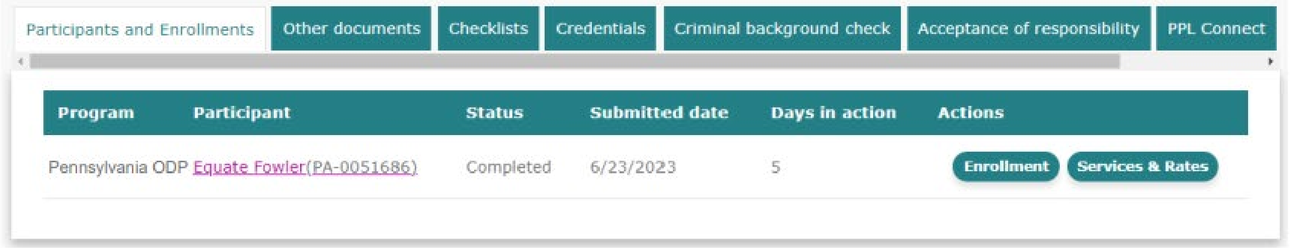
Providers	Displays all the Participant's workers. For details about the worker, select **Enrollment** or **Service & Rates**:  **Backup Plan:** Shows who can serve as a backup, including services provided. When you open the plan, select **View** to open details for each backup worker: 
Representative	If someone was chosen to represent the Participant, their information appears here.
Support Team	Displays team members assigned to a Participant. If a change is needed, contact PPL Customer Support.
Criminal background check	Displays the status and details of each Worker's background check.

Enrollment Dashboard

Enrollment Details

Tab Descriptions

View SSP Enrollment Details:



TAB	DESCRIPTION
Participants and Enrollments	Displays all the Participants that the Worker supports. Select **Enrollment** for a specific Participant to see answers relevant to that relationship. NOTE: Under the Enrollment details, you can expand the Documents section or generate the enrollment forms.
Checklists	Displays key enrollment tasks that PPL staff will acknowledge as they help with enrollment. For each task, you can choose **View details** to see the responses. NOTE: You may see an "In Progress" status even if the main Enrollment Status shows "Completed." This situation can happen if all information was submitted but PPL still has tasks to complete.
Credentials	Displays the results of drug testing.
Criminal background check	Displays the status and details of the Worker's background check.

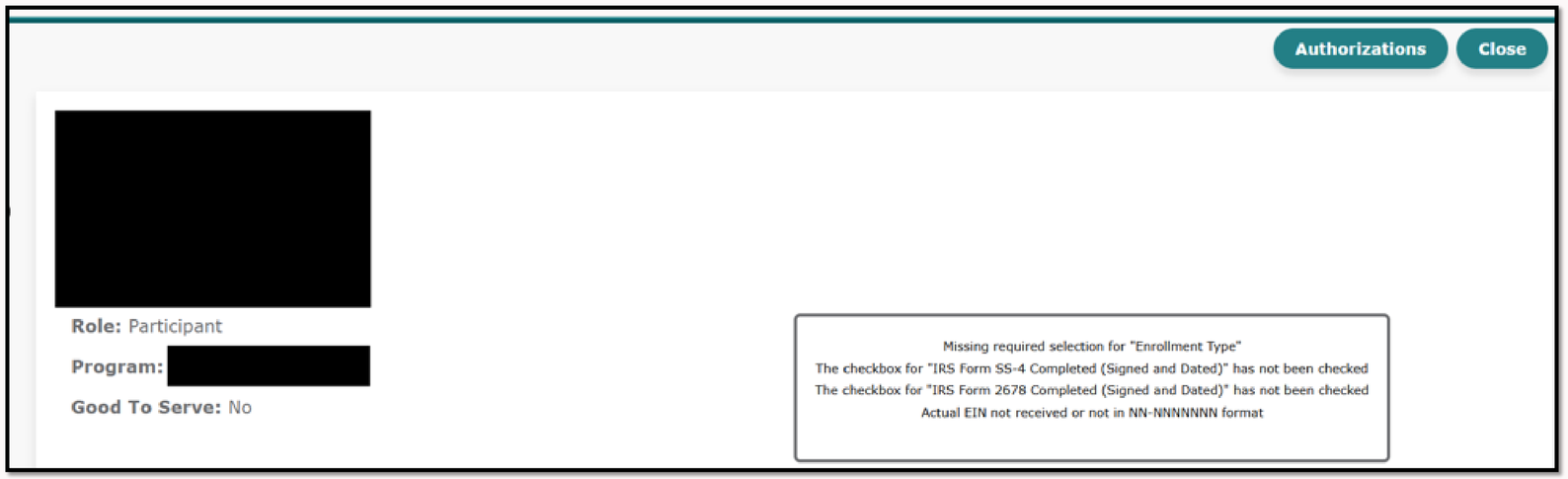
PA ODP does not use the Criminal Background Check tab, please review this information under the Checklist.

Enrollment Dashboard

Enrollment – What is missing?

If the Status for enrollment is not completed, the SC/AE can review what is missing:

- Log in to MyAccount.
- Click View Details beside of the Participant or SSP.
- Move your cursor to the top of the page and any enrollment questions or documentation that is missing will appear.

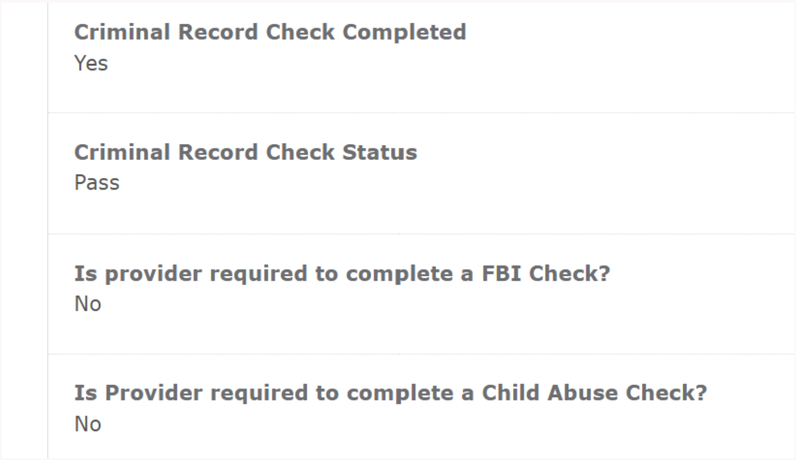


Enrollment Dashboard

Enrollment – What is missing?

Checklists also must be completed before Enrollment is finished. The SC would need to check each checklist to confirm they are completed. This is where we keep track of the Criminal Background Checks (CBC), Federal Background Check, if applicable, and FBI Child Abuse, if applicable.

- Log in to MyAccount.
- Click View Details beside of the Participant or SSP.
- Click on Checklists
- Review each question to confirm all requirements are completed.



Authorizations

Enrollment Dashboard

SC/AE – Authorization Quick Tips

The SC & AE can review authorizations a couple of ways, the first way:

- Click on Enrollment Dashboard
- Search for the Participant
- Click on Authorizations

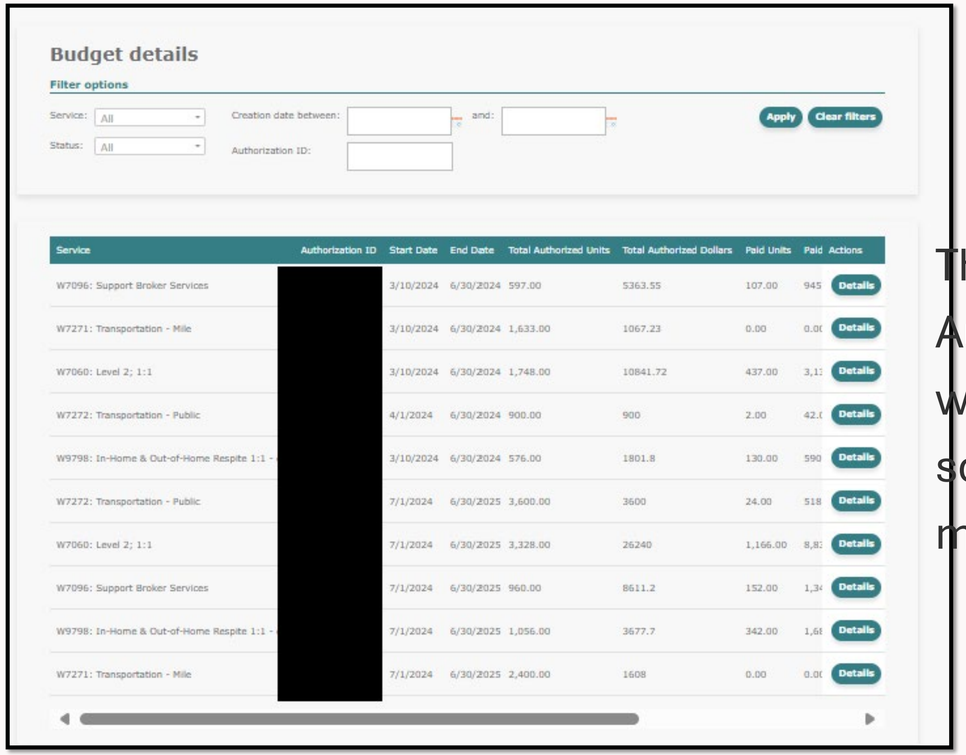


Enrollment Dashboard

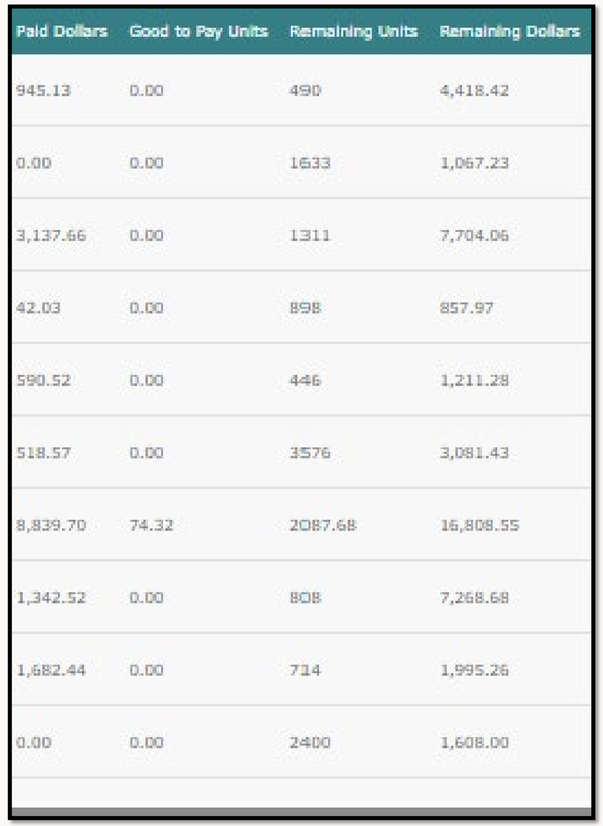
SC/AE – Authorization Quick Tips

The second way an SC/AE can review authorizations:

- Click on Authorizations on the Enrollment Dashboard
- Search for the Participant
- Click on view authorizations



This is what the Authorization screen will look like, you can scroll over to see more information.



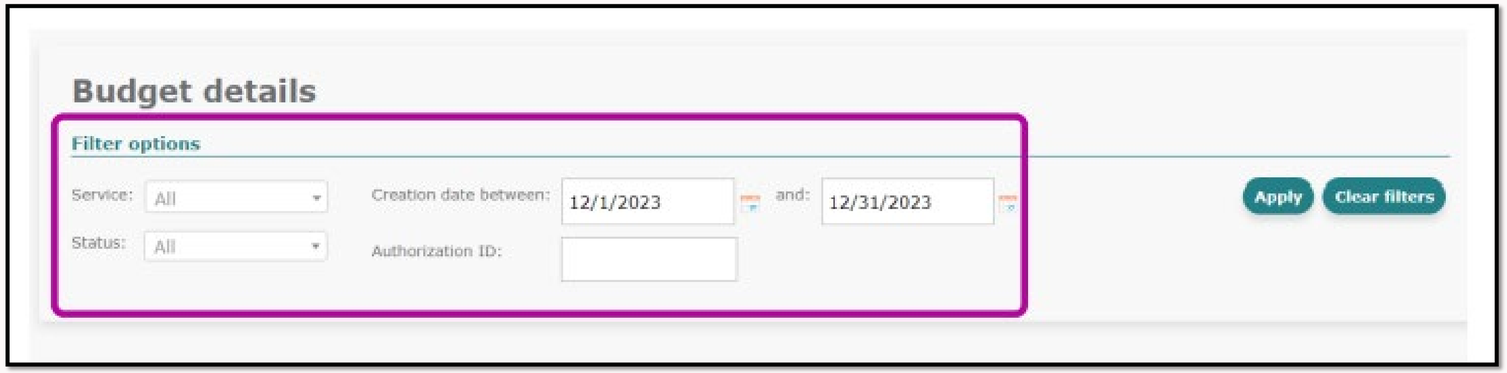
Paid Dollars	Good to Pay Units	Remaining Units	Remaining Dollars
945.13	0.00	490	4,418.42
0.00	0.00	1633	1,067.23
3,137.66	0.00	1311	7,704.06
42.03	0.00	898	857.97
590.52	0.00	446	1,211.28
518.57	0.00	3576	3,081.43
8,839.70	74.32	2087.68	16,808.55
1,342.52	0.00	808	7,268.68
1,682.44	0.00	714	1,995.26
0.00	0.00	2400	1,608.00

Once you scroll you will be able to see more information.

Enrollment Dashboard

Budget Details (Authorizations)

This will allow the SC/AE to assist the Participant with their budget. You can also view service allocations and what has been spent.



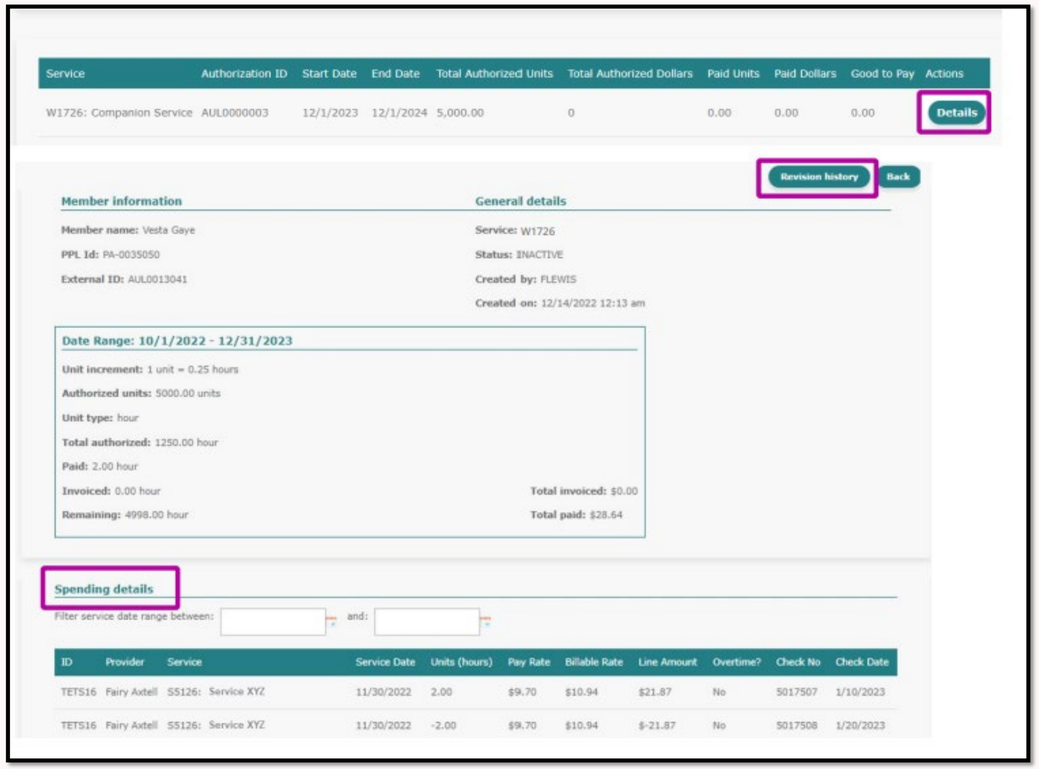
- You can use the Filters to choose a different service or date range.

Enrollment Dashboard

Budget Details (Authorizations)

- Click Details next to a service authorization to see a breakdown of the service code and authorizations. Note: Scroll the horizontal bar to see hidden columns.

- Spending details will display the date of service and number of units that were used. Note: Select Revision history to see any changes made for this authorization.



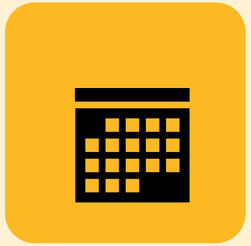
Enrollment Dashboard

SC/AE – Authorization Quick Tips

- SCs/AEs should use MyAccount to review the number of units and dollar remaining in an authorization.
  - **HCSIS is not updated until PPL submits claims which is well after the SSP is paid and should not be the source of truth for researching remining units and dollars in an authorization.**
  - **PPL cannot assist the SC or AE with HCSIS or authorizations from the state side.**

- Prior to modifying an authorization, the SC or AE should review the information within MyAccount to confirm that the modification will not decrease the authorization to a negative amount.

Fiscal Year End Review



- Supports Coordinators (SCs) and Administrative Entities (AEs) should review both HCSIS and MyAccount prior to the end of the fiscal year to ensure services are authorized appropriately.
  - **If there are insufficient units remaining to cover a service and the participant's ISP supports the need, additional units should be authorized before the fiscal year closes.**

- For the new fiscal year, if services are showing as "Authorized" in HCSIS but have not appeared in MyAccount after four business days, please contact PPL for assistance and further review.

This proactive review helps prevent service interruptions and ensures participants can continue receiving authorized supports without delay.

Time Entries

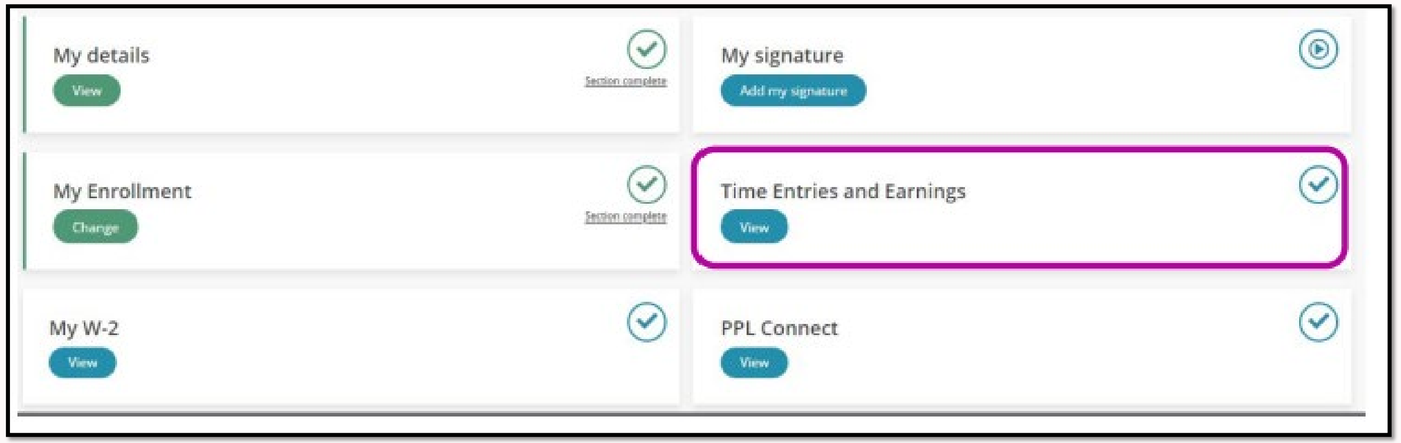
Enrollment Dashboard

Time Entries

IMPORTANT: When submitting timesheets, SSPs should use the Time4Care app, not MyAccount (or use the telephony procedure if needed). SSPs should use MyAccount to manage the budget after submitting time entries. Time entries submitted through MyAccount will not be considered EVV compliant.

On the Enrollment Dashboard, the SSP should:

1. Select Time Entries and Earnings.
2. Under the SSP dashboard view, select Time Entries and Earnings.

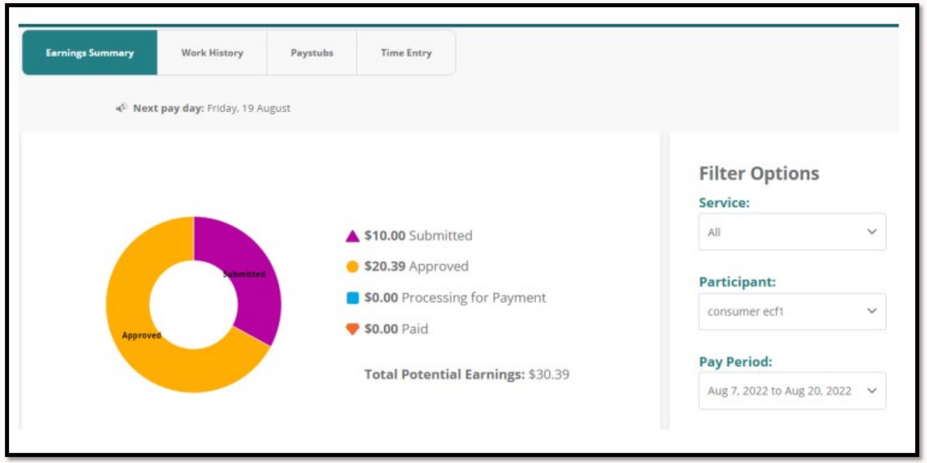


Enrollment Dashboard

Time Entries

3. In the tabs that appear, use filters to see the information needed:

- **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 payments. To see the detailed time entries, select View next to the payment.



Time Entry Status

Here are the status labels and descriptions.

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.

Enrollment Dashboard

Time Approval/Rejection



When the Participant/CLE reviews time entries they should:

- **Approve the time entry** ONLY if:
  - The SSP actually worked during those hours.
  - The respite service code entered is the correct Respite service code.
    - E.G., SSPs that work over 16-hours within 24 hours should use the Respite Day Service code and not the 15-minute Respite service code.
  - The time entry does not overlap with another time entry.
  - There is an approved authorization with units and dollars to cover the time entry.

- Otherwise, the CLE should **Reject the time entry**
  - If rejected, the SSP will need to correct or delete the entry.

05

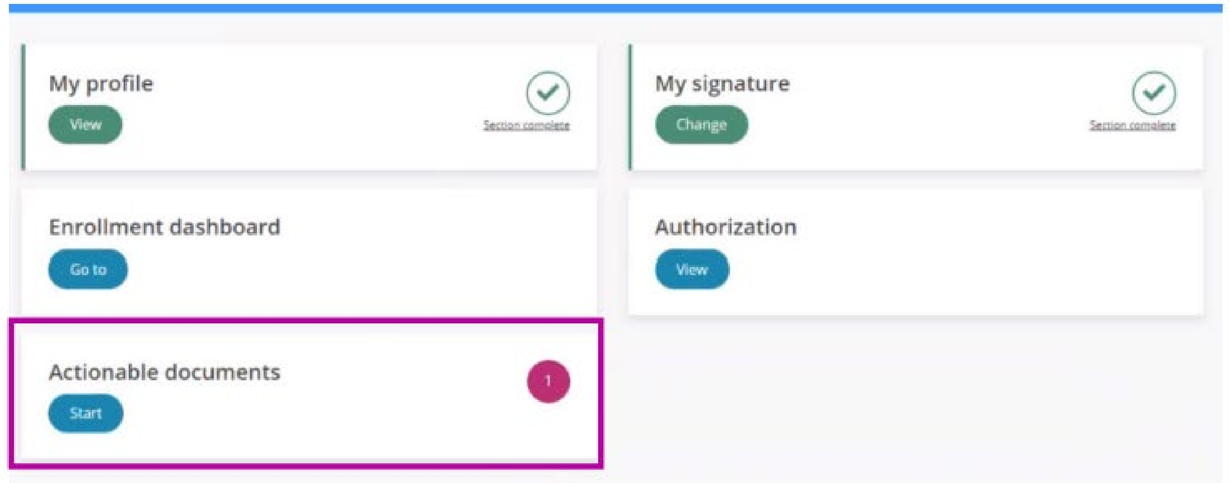
Actionable Documents

Actionable documents

When an SSP's enrollment changes for a participant, SSP, Vendor, etc. you will receive an Actionable document on your Enrollment Dashboard.

1. Receive an email notice from noreply@pplfirst.com stating there are forms you need to sign.

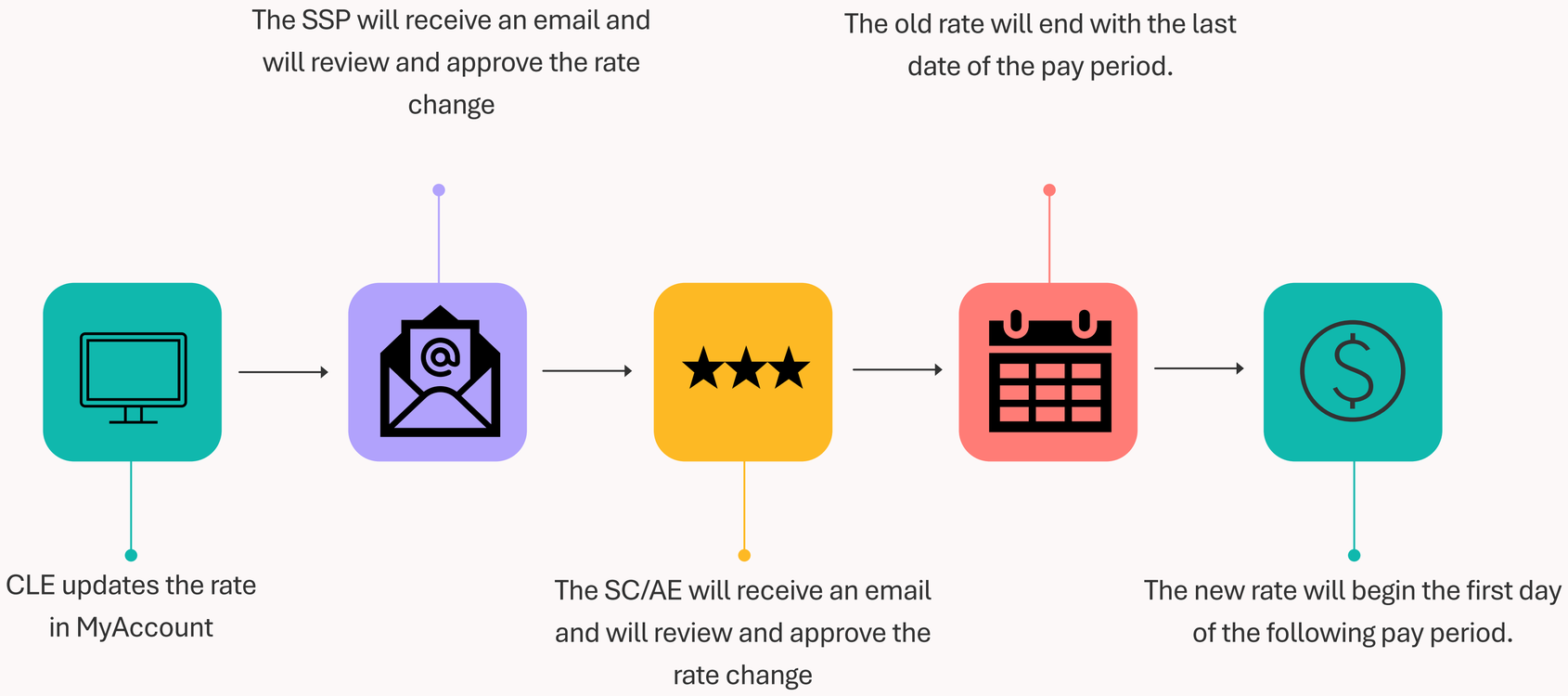
   Emails go out to all administrative roles, so anyone can perform the approval.
2. In MyAccount, select **Actionable Documents**.



Once you choose the document you want to review, click on it and review. If appropriate, click Approve and if not, then choose Reject and add a reason.

Approving a Rate Change

The CLE should begin the rate process. The SC should begin the rate process; but the SC does have to approve the new rate, which is the final step in the process.



Approving a Rate Change:

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.

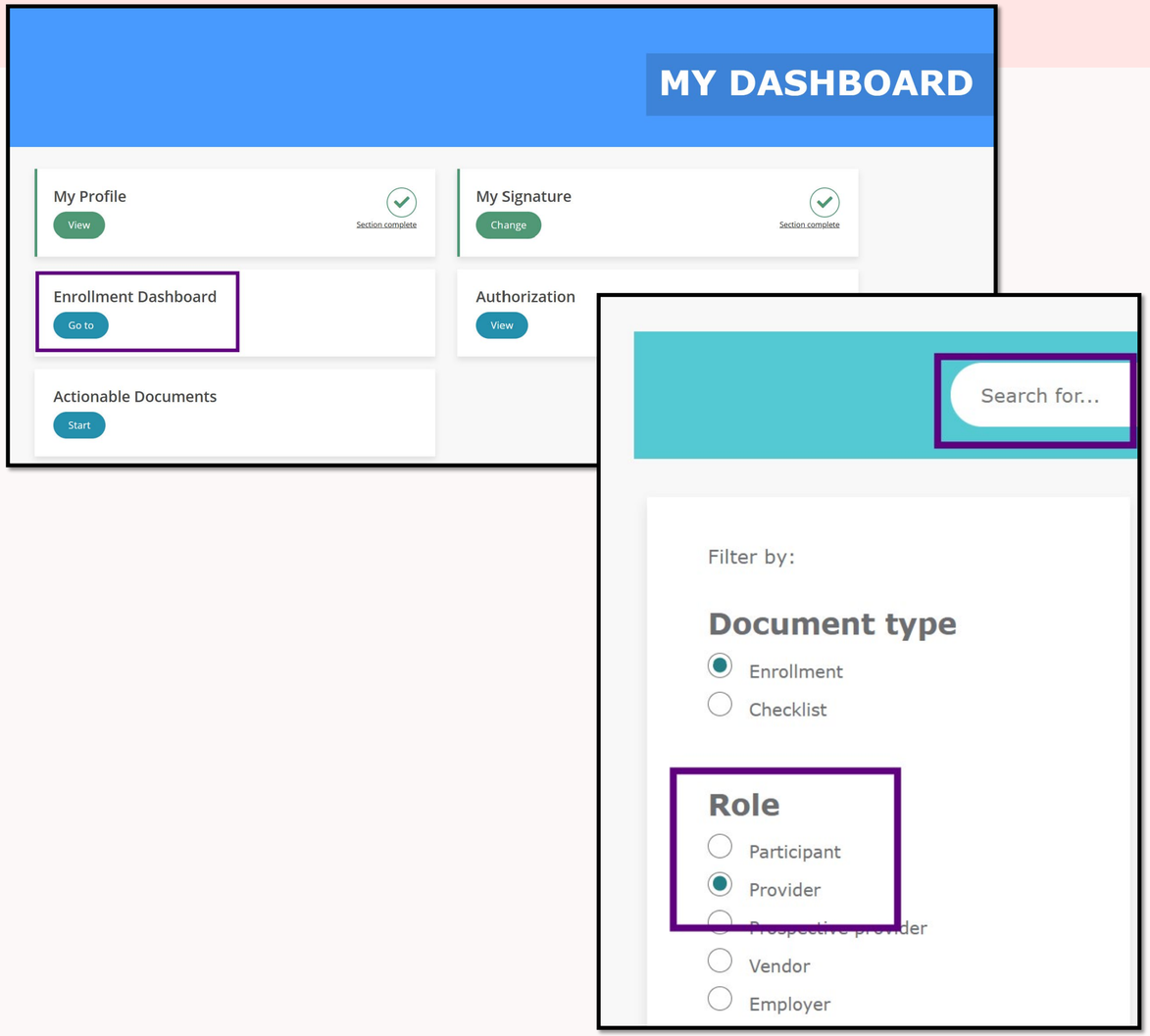
Approving a Rate Change

Once the rate-setting process has been completed, you will be able to view both the rate and the billable rate within MyAccount. By selecting the billable rate, you can review a detailed breakdown of the components included in that rate.

To complete this:

- Log in to MyAccount.
- Click Enrollment Dashboard.

- Search for the SSP by clicking on Provider under Role in Filter by.



Rate Change

Tips & Tricks for Rate Changes

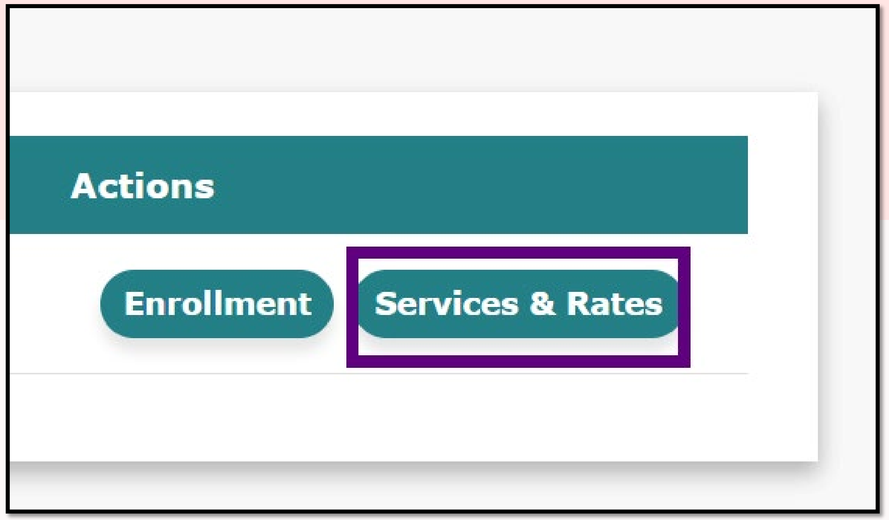
- Please review the rate update thoroughly before approving them.
- Confirm that there are authorizations for the service codes submitted.
- When Participants/CLEs are entering a rate change, they should not enter an end date to the new rate.
- The Participant/CLE is the only person who can begin the rate change process.

Rates

How to find the Billable Rate

An SC/AE can:

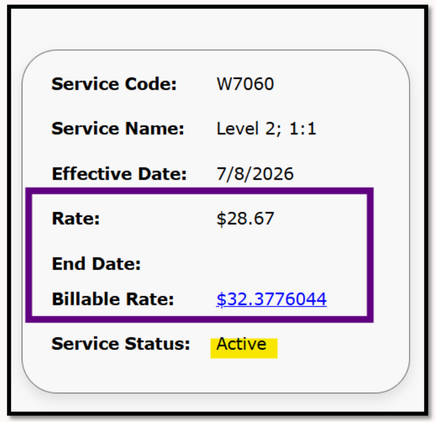
- Click on Services & Rates next to the appropriate Participant.
- Each service code will show the pay rate and the billable rate for each service.



Click on billable rate to see a breakdown of what is included. The status for the service code must say Active.

If a Participant wants to view the billable rate:

- The Participant will log in to MyAccount.
- They should click on My Providers.
- Then they will click Services & Rates on the appropriate SSP.
- The Rate and Billable Rate will display.

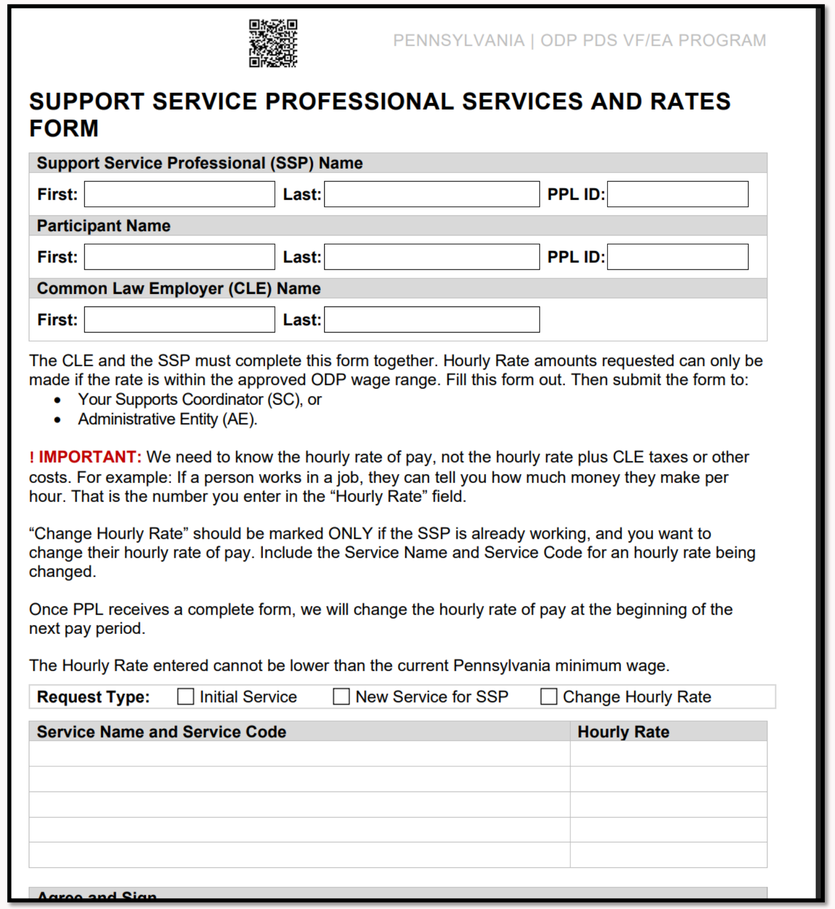


Rates

Tips & Tricks for Rate Changes

- 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

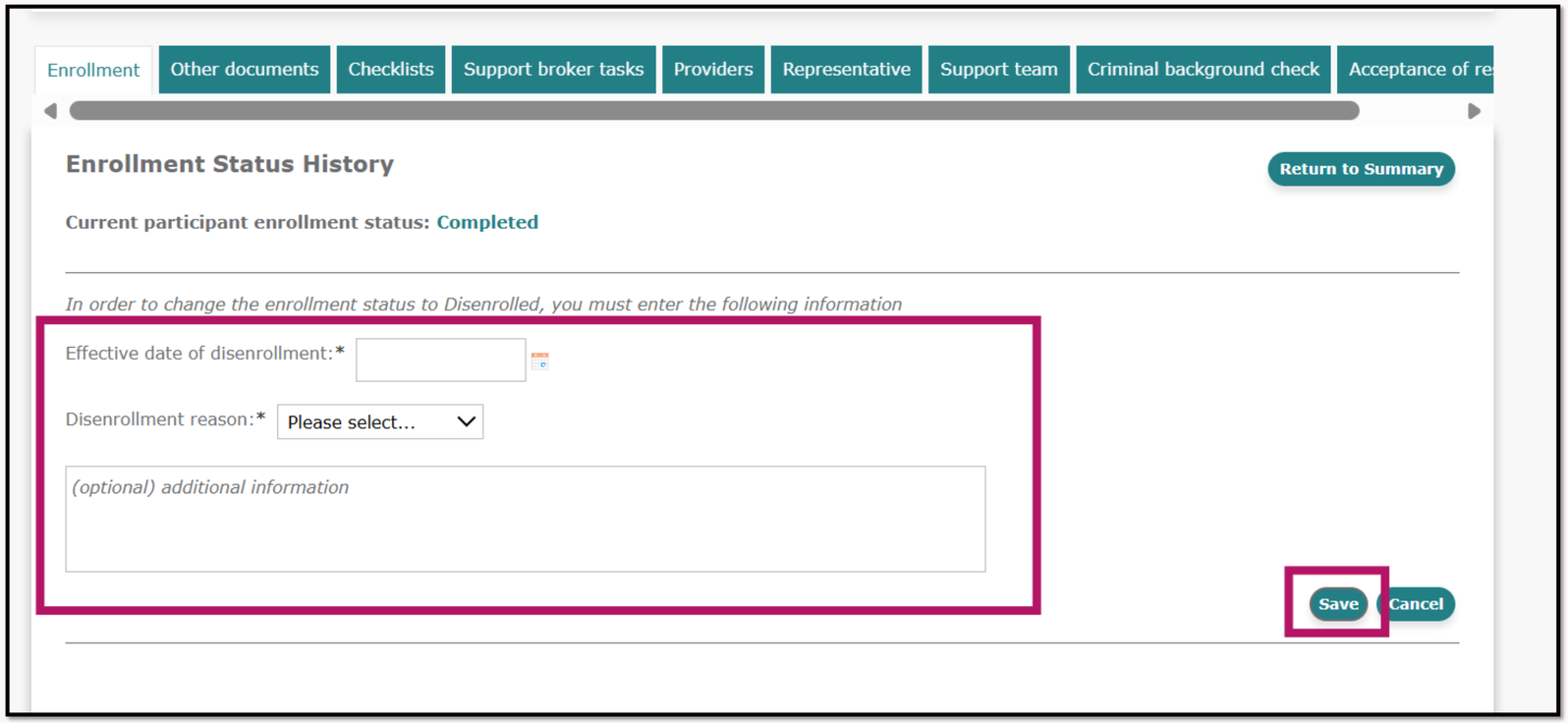
Agree and Sign

06

Disenrolling a Participant

How to Disenroll a Participant

- Search for the Participant,
- Click on Manage Participant Status,
- Click Disenroll,
- Enter the Effective Date of Disenrollment,
- Select the Disenrollment Reason,
- You can also add additional information if you want,
- Then click Save.



07

Assisting the Participant

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Enrollment

Assisting the Participant

During Enrollment

During the enrollment process, the Participant and CLE would work with their ES through PPL. The ES would assist the Participant, CLE, and one SSP to enroll within the PA ODP self-directed program.

Customer Service / General Questions:
1-800-249-0861

Customer Service Email:
PAODP-CS@pplfirst.com

After Enrollment

The Participant/CLE or SSPs would reach out to Customer Service (CS) if issues arise after initial enrollment.

If new SSPs have issues enrolling, they would also reach out to CS.

If there is no resolution by CS the caller should receive a Case number. The caller should use the FULL Case number when requesting an update.

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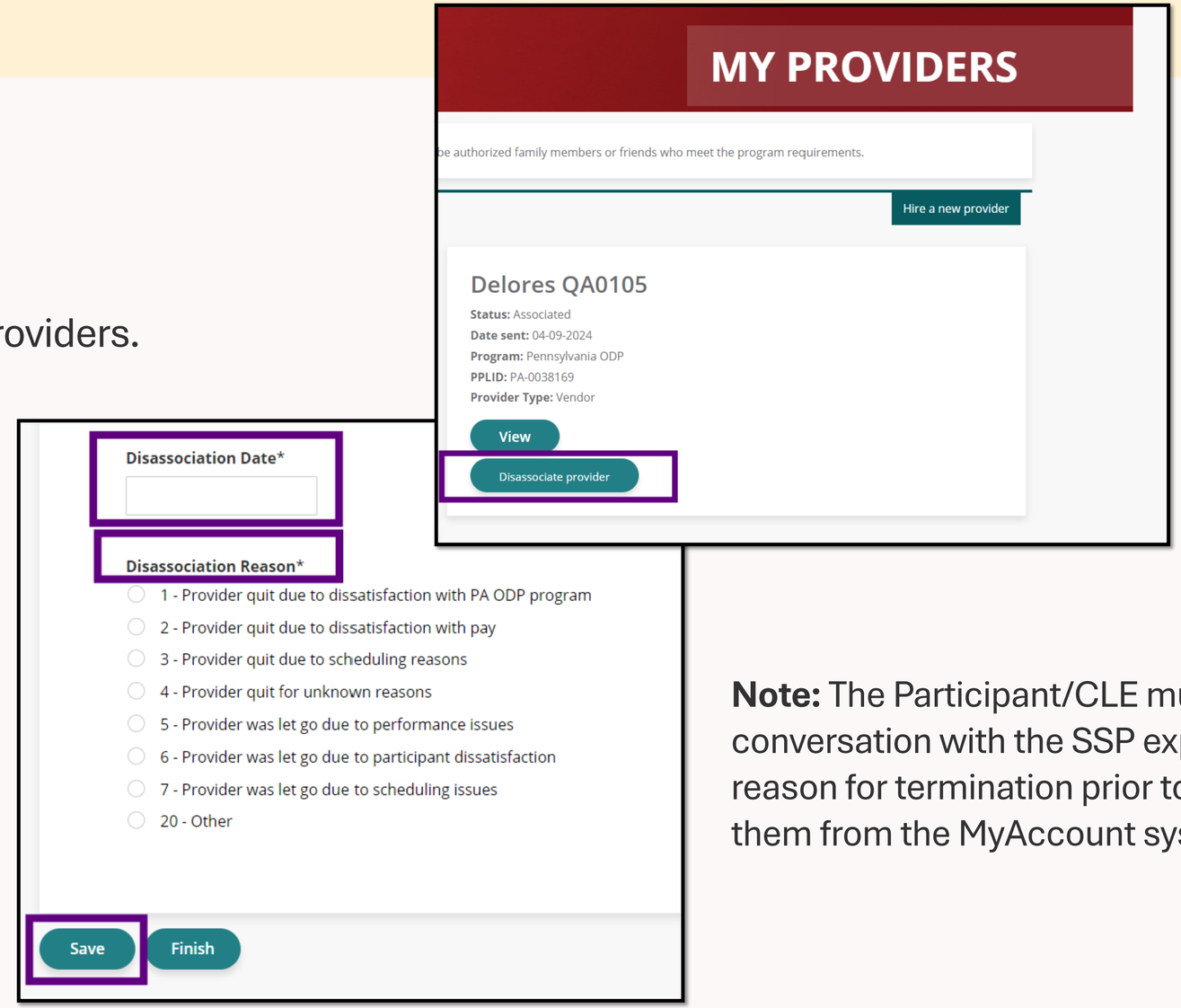
Terminating & Hiring an SSP or Vendor

Assisting the Participant

Terminating & Hiring an SSP

Terminating an SSP

1. The participant should click, My providers.
2. Click Disassociate provider.
3. Enter a Disassociation Date.
4. Click on a Disassociation Reason.
5. Click Save.



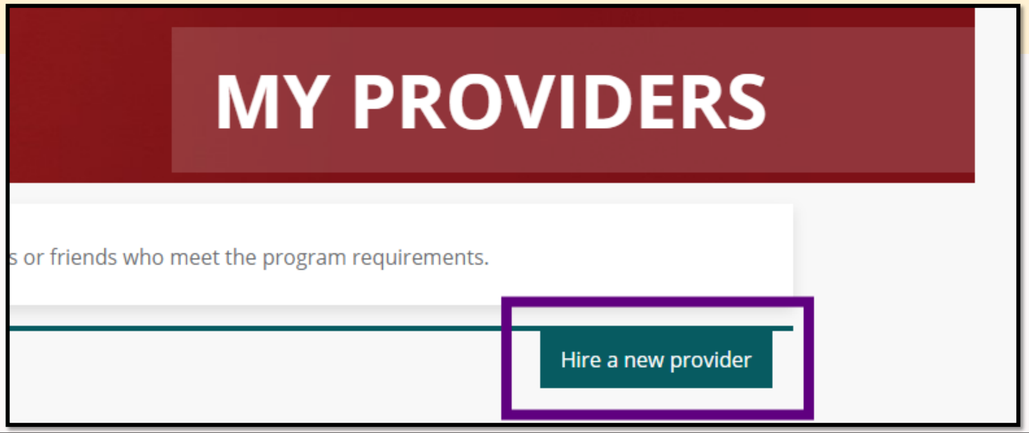
Note: The Participant/CLE must have a conversation with the SSP explaining the reason for termination prior to terminating them from the MyAccount system.

Assisting the Participant

Terminating & Hiring an SSP

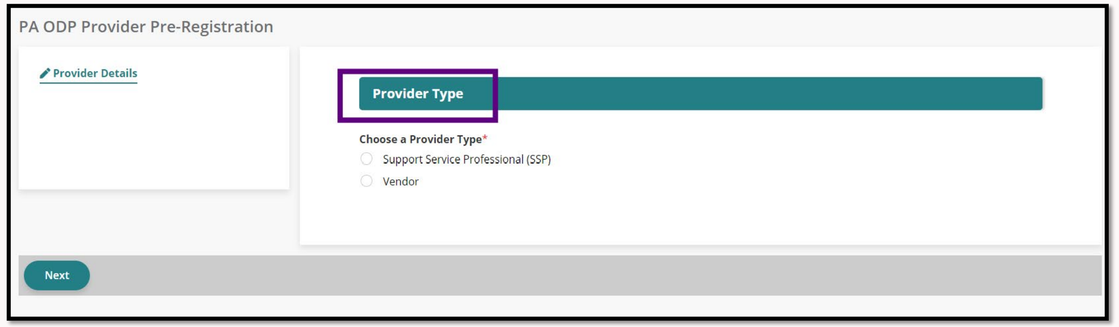
Hiring an SSP/Vendor

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.

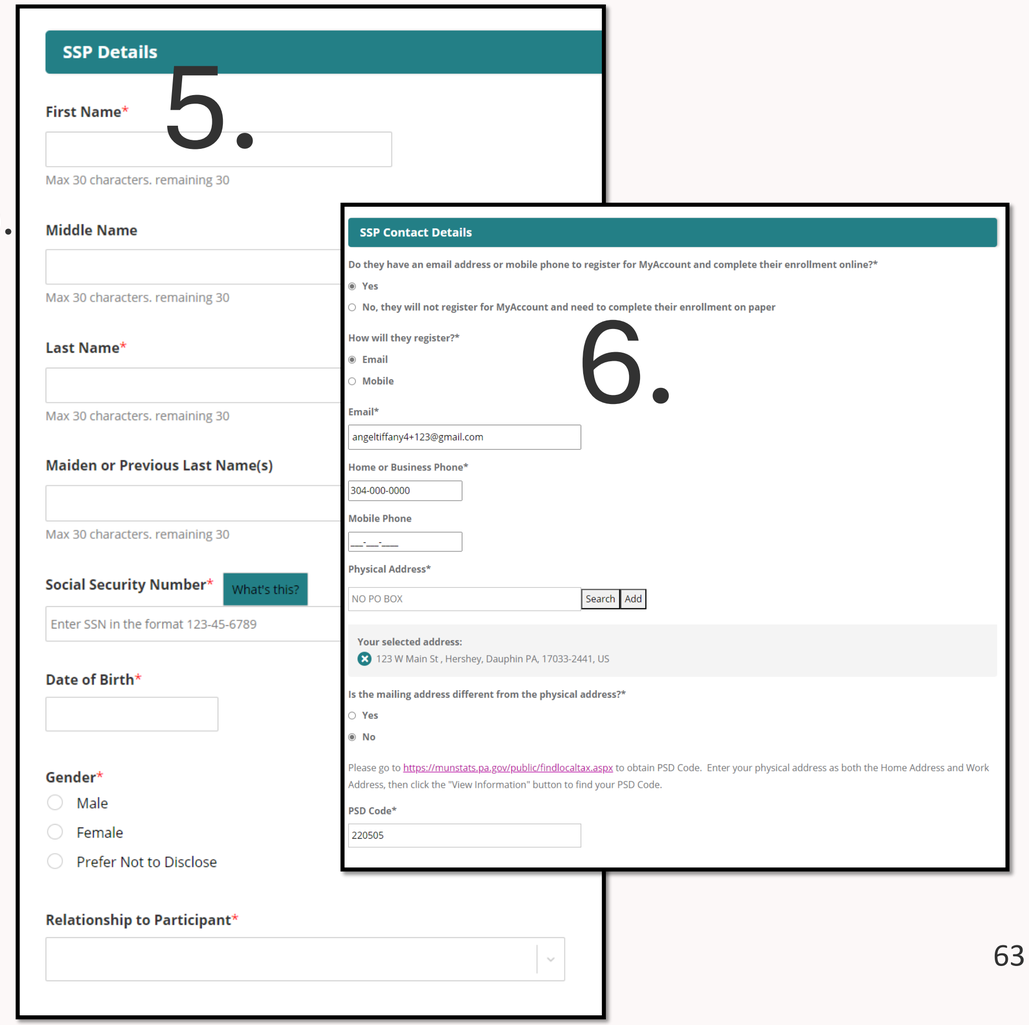


Assisting the Participant

Terminating & Hiring an SSP

Hiring an SSP/Vendor

5. Once you choose SSP or Vendor, fill in the information (SSP Details).
6. Complete the SSP Contact Details.



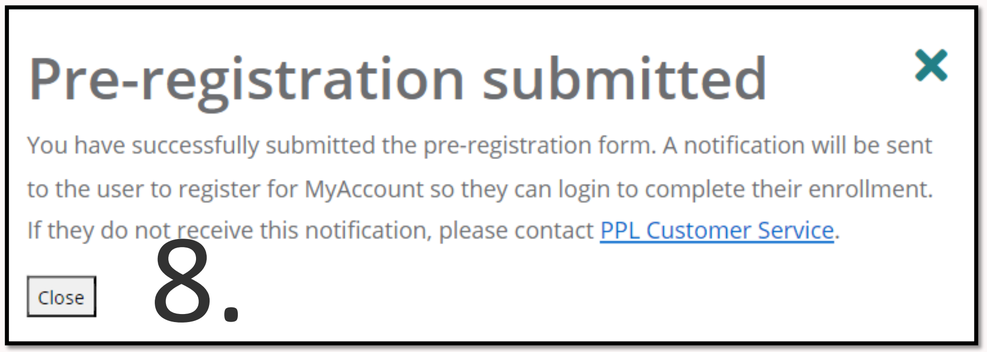
Assisting the Participant

Terminating & Hiring an SSP

Hiring an SSP/Vendor

7. Complete the Support Service Professional (SSP) Services.

8. Click Complete, Submit and a Pre-registration submitted will appear.





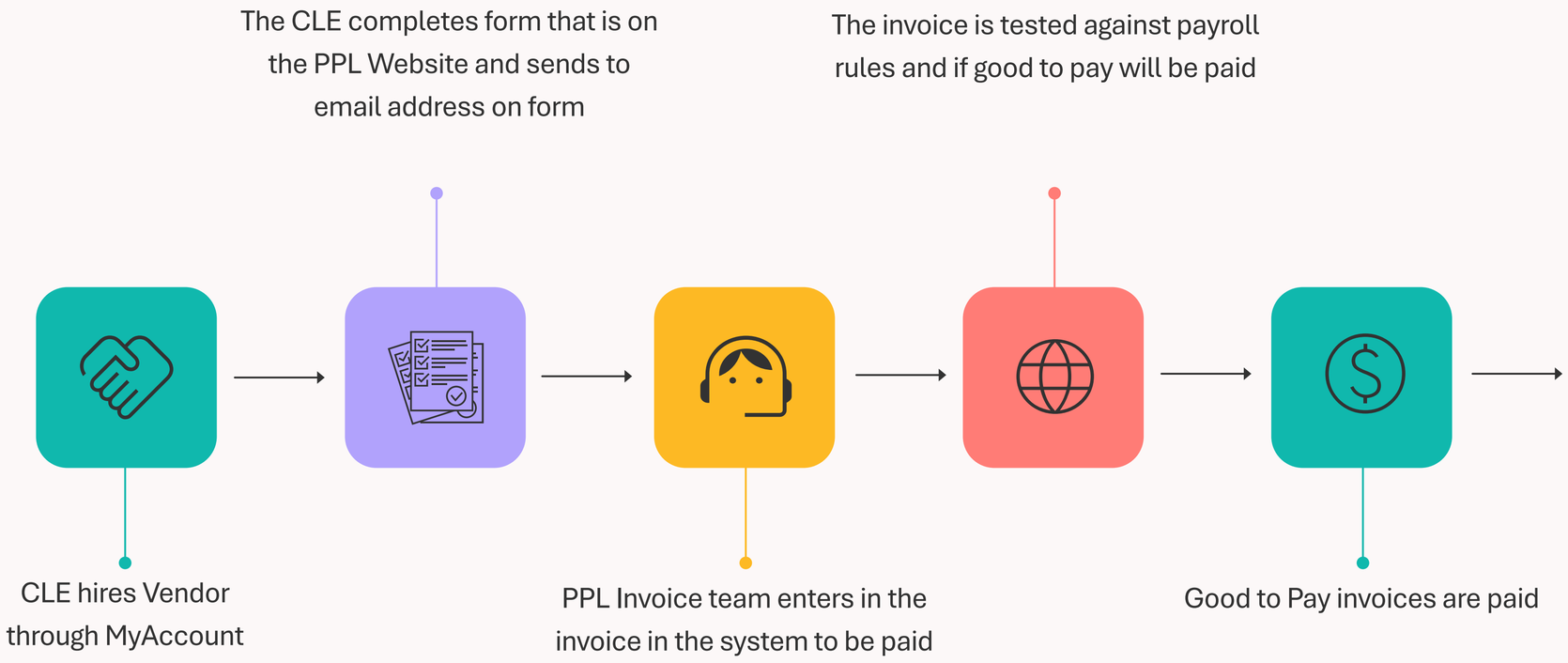
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Vendor Payments

Assisting the Participant

Vendor Payments

- After the CLE has hired the Vendor through MyAccount, the following steps are taken for vendor payments.



Assisting the Participant

Payment to Vendors - Tips



- The PPL system will pend the request if the date of service (date on the invoice) does not match the active authorization period. For example, if the invoice for a fall semester has a date of 11/1/2025; but the authorization is from 1/1/2025 through 10/31/25 the system would pend this request.

- There are two separate forms for payments to vendors. One for purchase requests and one for vendor payments.
  - Complete the ODP-Vendor-Payment-Form-and-Instructions.pdf if there is an invoice.
  - Complete the ODP-Purchase-Request-Form-and-Instructions.pdf if the item or service will be paid online.

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EVV Compliance

EVV Compliance

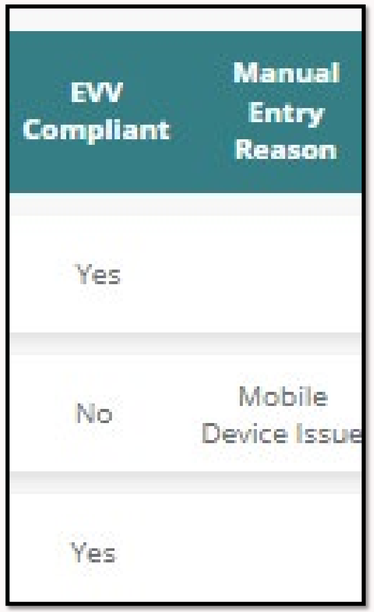
- Electronic Visit Verification (EVV) is a federal requirement for participation in Participant Directed Services and manual entries are not EVV compliant.
    - Manual entries should only be used on exception and not as the primary method of visit capture.
    - A manual visit is any verified visit 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.

Assisting the Participant

EVV Compliance

When the CLE/Participant is logged in to MyAccount:

- Click Dashboard or Log in to MyAccount
- Click My Budget and Time Entries
- Click on Spending History
- There is now two new columns:
  - **EVV Compliant**
    - If yes, the Manual Entry Reason will also show.
    - If no, the Manual Entry Reason will be blank.
  - **Manual Entry Reason**
    - This will give the reason the Manual entry was required.



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Service Codes

Service Code Requirements



Some service codes have requirements that have to be met prior to the SSP providing them. Here are a couple of examples:

W7069

- **W7069 Definition:** The provision of the service at a staff-to-individual ratio of 2:1 with one staff member who is certified or has a bachelor's degree or is a nurse and one staff member with at least a high school diploma.
- **TD Modifier:** Must be provided by a Registered Nurse (RN.)
- **TE Modifier:** Must be provided by a Licensed Practical Nurse (LPN.)
- **U1 Modifier:** Staff proficient in sign language.

Service Code Requirements

W7069

- **For Medical Needs:** If providing Level 2 or Level 3 enhanced services to participants age 21 or older: Registered Nurse (RN) or Licensed Practical Nurse (LPN).
- For Behavioral Needs: Enhanced levels of service are based on the participant's behavioral or medical support needs. The Support Service Professional must have one of the following certifications or degrees to provide Level 2 or Level 3 enhanced services to participants who do not require a nurse:
    - NADD Competency-Based Clinical Certification
    - NADD Competency-Based Dual Diagnosis Certification
    - NADD Competency-Based Direct-Support Professional Certification
    - Registered Behavior Technician
    - Certified Nursing Assistant
    - Board Certified Assistant Behavior Analyst
    - Bachelor's degree or higher in Psychology, Education, Special Education, Counseling, Social Work, Gerontology, or Therapeutic Recreation

Service Code Requirements

W7271

- **Automobile Requirements for the car that will be driven when providing the service:**
  - Active automobile insurance.
  - Active automobile registration.
  - Active copy of front and back of the inspection sticker.

- The Transportation mileage logs can be added through MyAccount or through paper Transportation Mileage logs.
  - **Submitting Your ODP Mileage Log**
  - **Transportation Mileage Log - Fillable**
  - **Transportation Mileage Log – Printable**

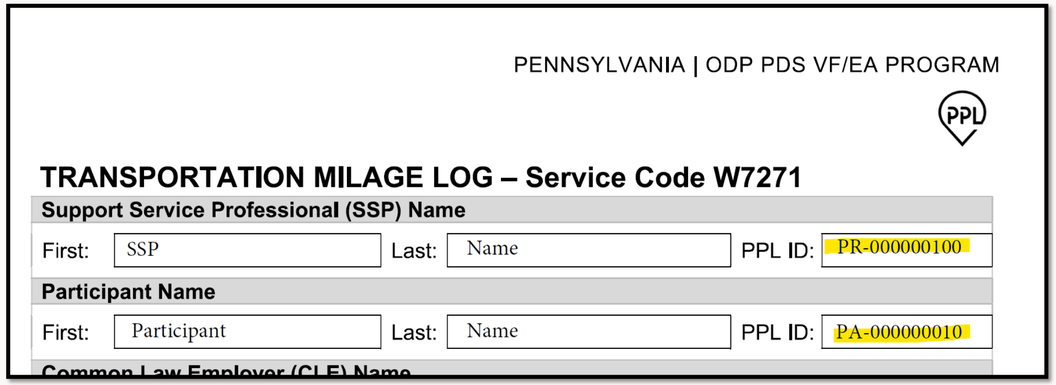
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Quick Tips

Other Quick Tips

Quick Tips

- SSPs should not begin working until the CLE has received an email with a start date.
  - **SSP start dates cannot be back dated if an SSP starts working prior to the CLE receiving the email of the start date.**
- Any other person who has enrollment paperwork issues will receive an email of issues that need resolved.
- The PPL ID is required when completing any PPL document. Please always include the PA- or PR- at the beginning of each PPL ID.



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TRANSPORTATION MILAGE LOG – Service Code W7271

Support Service Professional (SSP) Name					
First:	SSP	Last:	Name	PPL ID:	PR-000000100
Participant Name					
First:	Participant	Last:	Name	PPL ID:	PA-000000010
Common Law Employer (CLE) Name					

Other Quick Tips



- White out cannot be used on documents. They will be rejected, and new forms will need to be submitted.
- When signing documents within MyAccount, use the small font option if you have a long name.
- During Enrollment, if there is an existing EIN the Participant or CLE will need to reach out to the IRS for a 147C letter (instructions will be sent to the CLE on how to complete this.)
  - **PPL cannot use an EIN for an active business.**
- If a Participant is their own CLE but needs assistance communicating with PPL, permission must be provided before PPL can speak with someone on the Participant's behalf. Without the Participant's consent, PPL cannot share information with another person.

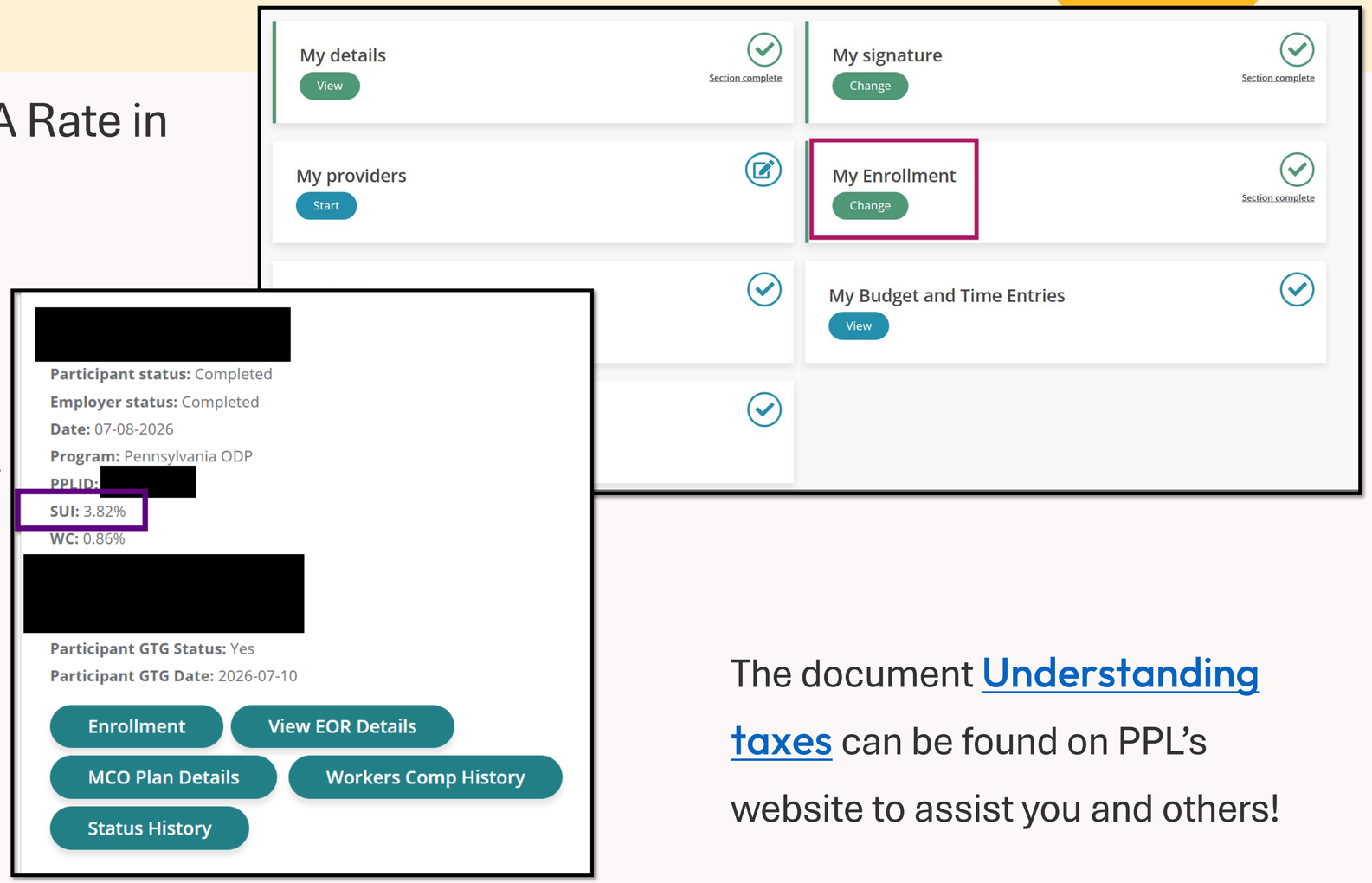
Other Quick Tips

How to find the SUI/SUTA Rate for the Participant

Quick Tips

As a Participant to review the SUI/SUTA Rate in MyAccount:

- Log in to MyAccount.
- Click on My Enrollment.
- SUI/SUTA is at the top of the screen.



The document [Understanding taxes] can be found on PPL's website to assist you and others!

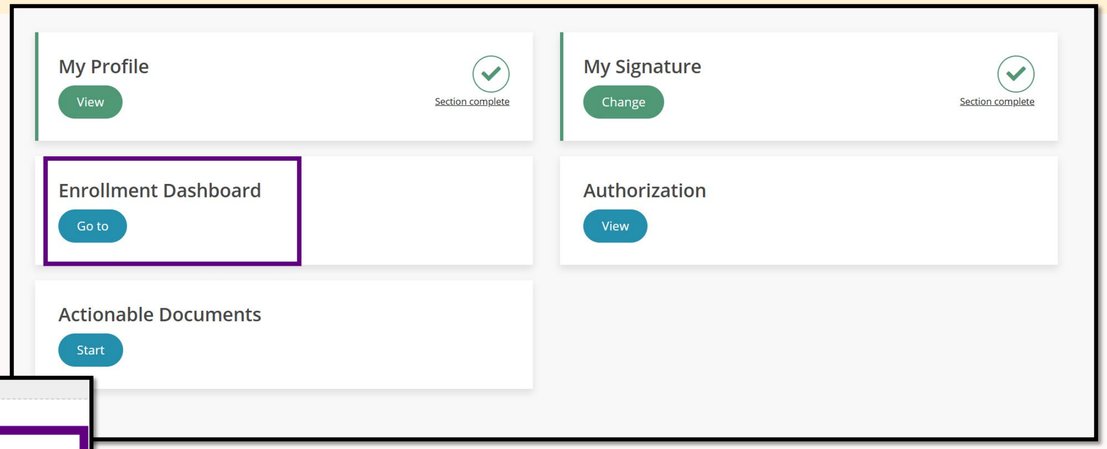
Other Quick Tips

How to find the SUI/SUTA Rate for the SC/AE

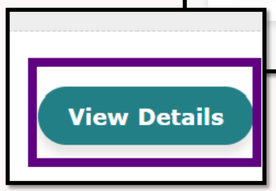
Quick Tips

As an SC or AE to review the SUI/SUTA Rate in MyAccount:

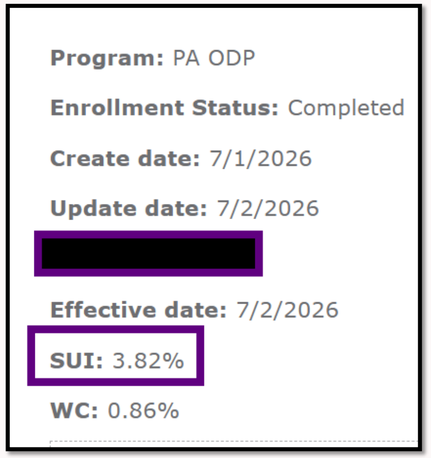
- Log in to MyAccount.
- Click on Enrollment Dashboard.



- Search for the appropriate Participant.
- Click View Details.
- Click Enrollment.
- SUI/SUTA rate is under Enrollment Details at the top of the page.







Other Quick Tips

How to Change the Common Law Employer (CLE)



1. The Participant Referral form must be completed to update the CLE.
   a. **participant-referral-form.pdf (pplfirst.wpenginepowered.com)**
2. Once a completed form is received, the PPL Enrollment team will update this information in the system within 3 business days.
3. Everyone will need to resign their paperwork and will receive an email once it is their turn to review and sign the documents.

08

Other Information

PA ODP, PPL Website

PA Office of Developmental Programs (ODP) | PPL First

Menu Title	Definition
What's New	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. An SC/AE training will be recorded and uploaded soon.
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.

Trainings & How to Guides

2 to 1 Fact Sheet
Guide to Understanding Taxes
How to Edit a Shift
How to Read your Utilization Report
How to Review an SSP Rate for Participant and Common Law Employer (CLE) NEW
How to Review an SSP Rate for Supports Coordinator (SC) & Administrative Entity (AE) NEW
How to find the SUI SUTA Rate for Participant and Common Law Employer (CLE) NEW
How to find the SUI SUTA Rate for Supports Coordinator (SC) & Administrative Entity (AE) NEW
NEW CLE TRAININGS-SESSION 1 Getting to Know PPL
NEW CLE TRAININGS-SESSION 2 Common Law Employer
NEW CLE TRAININGS-SESSION 3 Common Law Employer
NEW CLE TRAININGS-SESSION 4 MyAccount Training
NEW CLE TRAININGS-SESSION 5 Participant CLE Review
NEW CLE TRAININGS-SESSION 6 Support Service Professional
ODP Roles and Responsibilities
PPL New Employer Training
Respite Fact Sheet
SC & AE Training – MyAccount & PPL
Submitting Mileage in MyAccount
Support Broker Training
Tips on Electronic Visit Verification (EVV) NEW

Referral & Enrollment Process

Automobile Requirements Form
Enrollment Checklist Participant & CLE
Enrollment Checklist SSP
ODP CLE Resource Guide
Pre-Enrollment Journey Infographic NEW
Supports Broker Choice Form NEW
Temporary Participant Referral Form

MyAccount

Guide to Submit a Rate Change
MyAccount Guide for Support Service Professionals
MyAccount Guide for the Participant or Common Law Employer
MyAccount ODP Guide for Vendors
PA ODP MyAccount Guide for Administrators
Resetting Your Password

PA ODP Customer Service



Phone Number

1-800-249-0861



Hours of Operation

The PA ODP CS team is available from:

9 am – 7 pm EST Monday – Friday

9 am – 1 pm EST Saturday



Email Address

PAODP-CS@pplfirst.com

Communication – Voicemail/Email

If requesting an update or if you have questions, please include the following information on the email or in the voicemail:

- **Your Name, Title, & Phone number (for phone calls)**
- **Participant Name:**
- **Participant's DOB:**
- **Participant's Last 4 of their SSN:**
- **Participant PPL ID: (if you have it)**
- **Provider Name:**
- **Provider PPL ID: (if you have it)**
- **Question or detailed description**

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

Communication – Approved Individuals

The following individuals can be copied on emails or given information over the phone.

- **PA ODP Staff**
- **Common Law Employer (CLE)**
- **Brokerage Agency (must be listed within MyAccount system)**
- **Supports Coordinator (SC) & SC Lead(s)**
- **Administrative Entity (AE) & AE Lead(s)**

09

Lead Role

PA ODP, Lead Role

The Lead Role within the Supports Coordinator Organization (SCO) or AE will help to complete Actionable documents on your Enrollment Dashboard.

Examples

- If the SC/AE is out of the office the Lead Role would help to complete their actionable documents within their Enrollment Dashboard.
- Unlock an SC or AE from MyAccount.
- Create SC or AE within MyAccount.

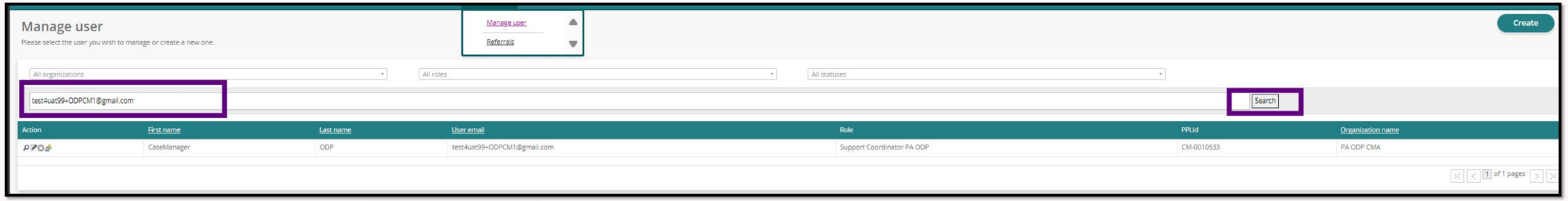
PA ODP, Lead Role

Unlocking an SC or AE from MyAccount

1. Click Work as at the top of the dashboard.



2. Click inside the search bar. You can search by email address, first and last name, or last name.



3. Click on the Pencil.

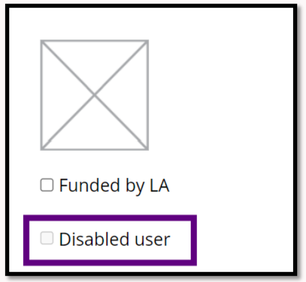


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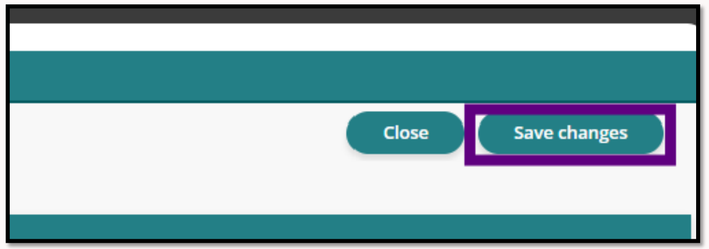
Unlocking an SC or AE from MyAccount

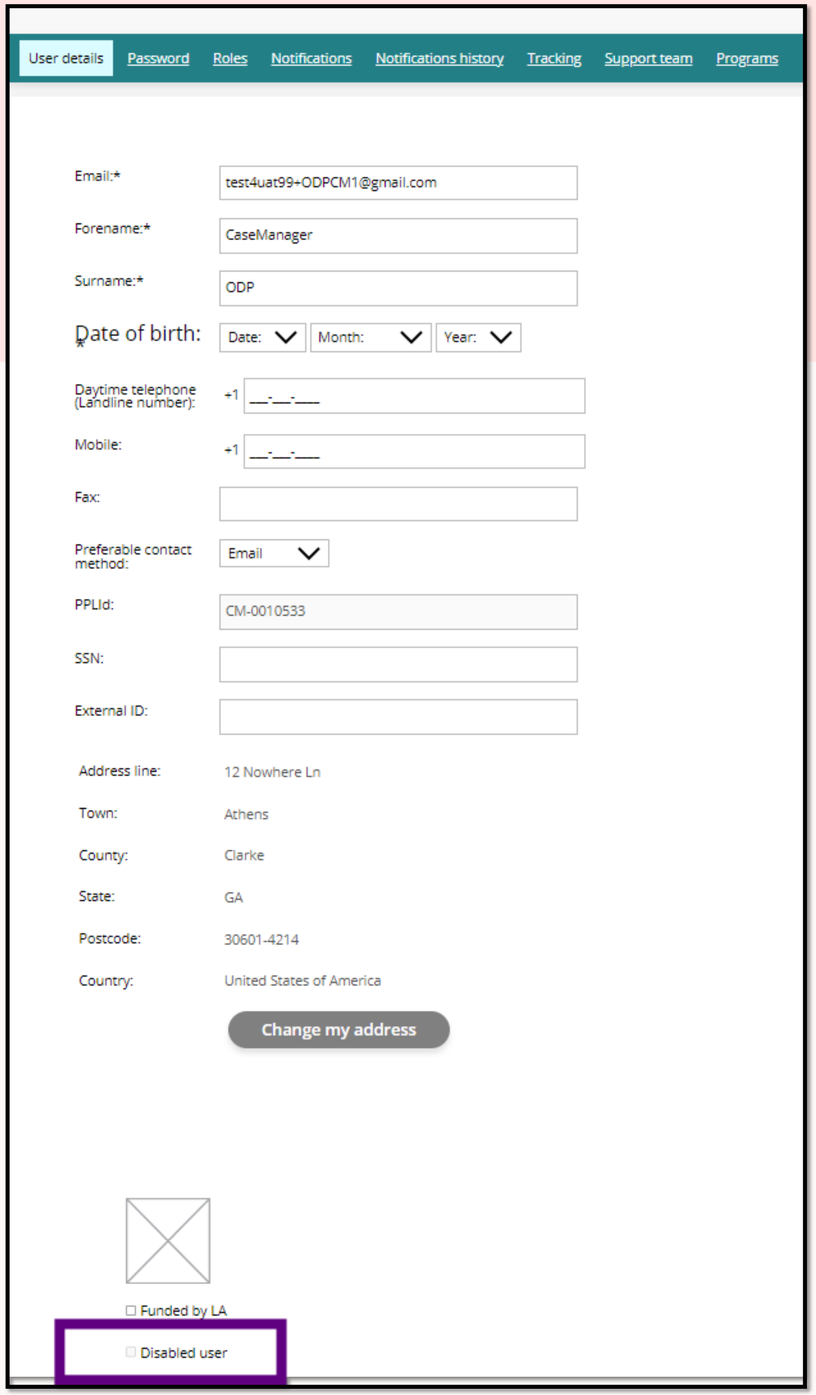
4. If they are locked out, the toggle button beside of Disabled user will be checked.

5. Uncheck the box.



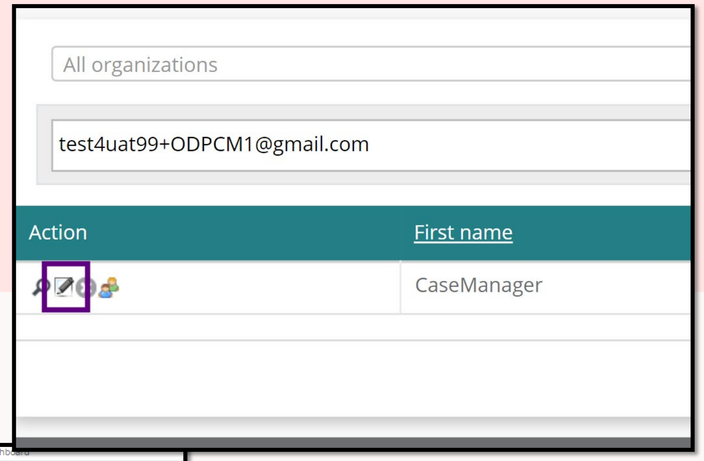
6. Click Save changes at the top.



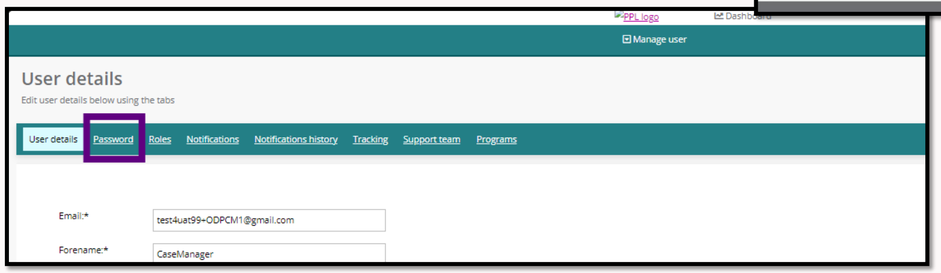


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Unlocking an SC or AE from MyAccount



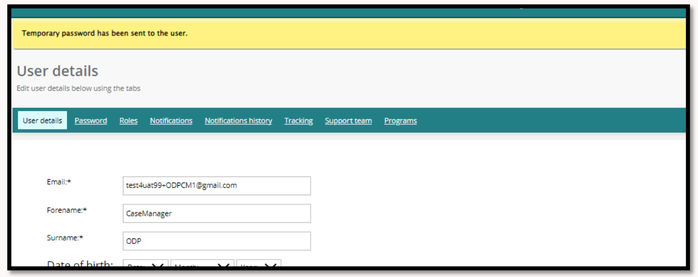
6. Send a temporary password by clicking the pencil.



7. Click Password at the top.



8. Click, Send temporary password.

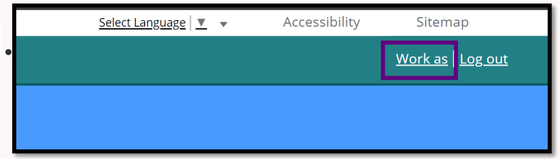


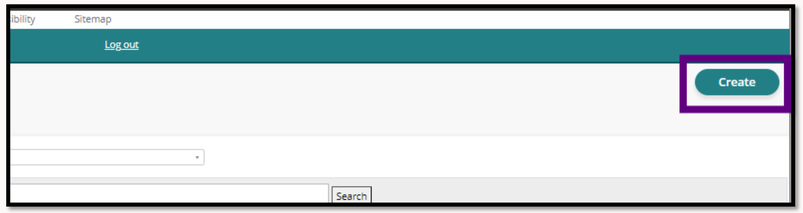
9. You will receive a message that the temporary password was sent.

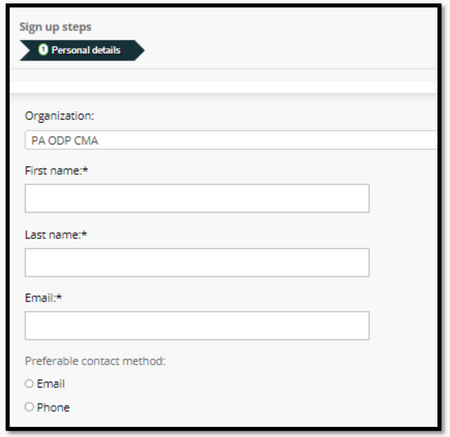
PA ODP, Lead Role

Adding an SC or AE to MyAccount

1. Click Work as at the top of the dashboard.
2. Click inside the search bar. You can search by email address, first and last name, or last name.
    - If the SC or AE is not already entered click Create.
    - If the SC or AE is already entered, check to see if they are locked out.
3. Enter the: First Name, Last Name, and Email.
4. Click Email under, Preferable contact method.



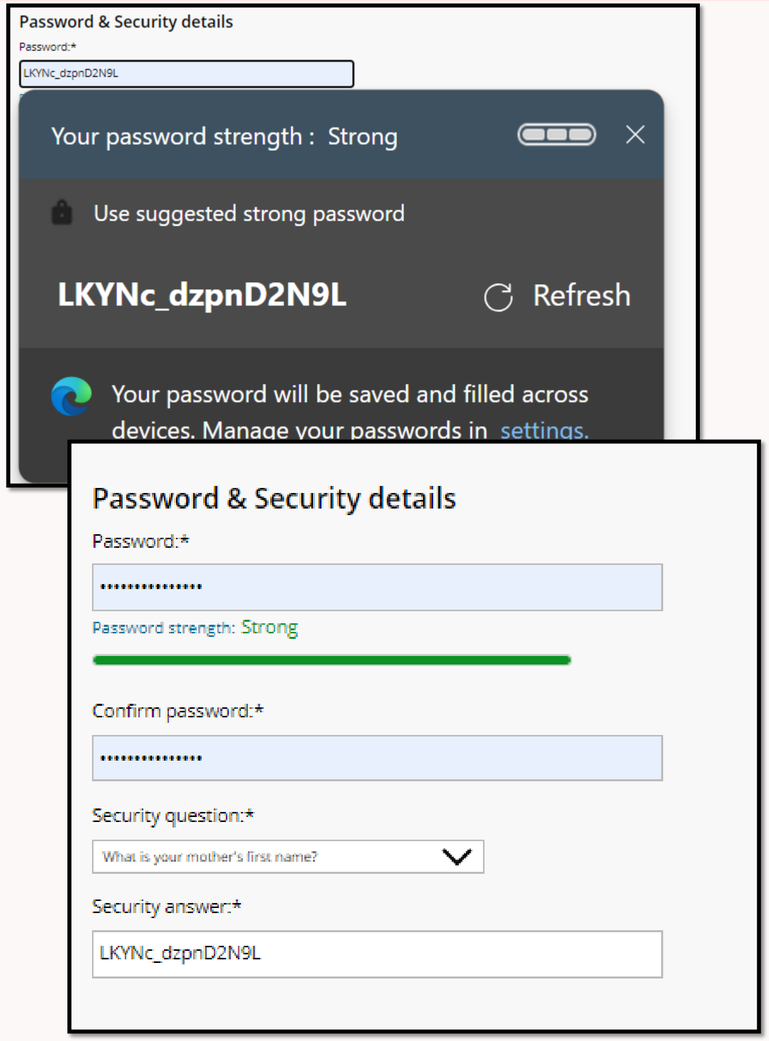




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Adding an SC or AE to MyAccount

5. Under Password & Security Details, click on Password and create a temporary password for the SC or AE. I use the Microsoft suggested password. The system is set up so that the SC or AE will have to update this password once they receive the email.
6. Click on Security Question and choose the first one.
7. Security Answer, copy and paste the temporary password. This also must be changed once the SC or AE receives the email.

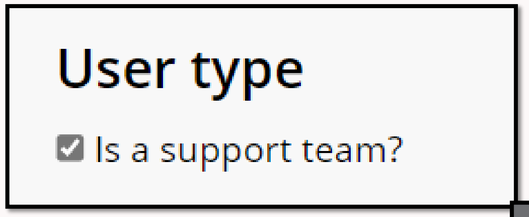


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Adding an SC or AE to MyAccount

8. Click on address and enter the SC or AE mailing address and click Find Address.
9. Click Select Address beside the correct address. If you cannot find it, just click Add Address and enter all information.
10. Click is a Support Team.





11. Click Create account.
12. Complete steps to send a temporary password.



Thank you!