Self-Direction Questions

Who Do I Contact?

Ohio HomeCare Program

YOUR LIFE
YOUR CARE
YOUR PEOPLE

CUSTOMER SERVICE SUPPORT

1-833-202-6174
M-F 7am-6pm EST

1-833-935-0904

ohiohomecare-cs@pplfirst.com
Please allow 48 hours for email response

**If sending paperwork through email, please allow up to 48 hours before it is received in the system for processing.*

Contact Customer Service for help with:

- Timesheet status, errors, or denied timesheets
- Missing or incorrect payments
- Direct deposit or payment preference questions
- Pay stubs or mailed payment requests
- Time4Care or MyAccount login/password help
- Time4Care or MyAccount technical issues
- W-2 questions
- Employment verification
- Stop-payment requests
- Employee payment preferences
- Questions or concerns about submitted timesheets

PPL ENROLLMENT TEAM SUPPORT

ohiohomecare-cs@pplfirst.com
For enrollment referrals, forms, updates and rate changes

Contact the Enrollment Team for help with:

- Directly assist workers with enrollment in the Program
- Provide instruction and training on timesheets to Members and Employees
- Provide instruction and training on the Time4Care mobile application
- Check on the status of an employee's enrollment packet
- Change an employee rate
- Enroll a new employee
- Change Authorized Representatives
- Report an employee termination of employment



For additional program information click below:

OHIO STATE PROGRAMS

and find forms, FAQ and other helpful resources.

pplfirst.com