

Office of Long-Term Living

Financial Management Services - Public Partnerships (PPL)

FAQ #3 for Service Coordinators

1. What do the timesheet PEND codes mean in PPL's web portal?

- "NCAUTH" means that PPL must receive approval from the state to authorize your payment before we can process it. We will work with the state to process your paycheck as quickly as possible. **There is nothing you need to do.**
- "PSD" means that we are missing the code and rate for your local taxes. We are researching the code and will get your paycheck processed as soon as possible. **There is nothing you need to do.**
- "Missing Rate" means that we did not receive your hourly pay rate from your former F/EA. We will call you to obtain this information. Or, you may call us at 1-877-908-1750 to provide it to us.
- "EOR Not Established" means "Employer of Record Not Established" and indicates that there is no Common Law Employer identified with your file. We can't process your paycheck without this information. **We will call you to obtain this information.**
- "Overlapping Time" means your timesheet has been flagged because: (1) The caregiver is working for two participants during the same times; or (2) Two caregivers are working for one participant during the same times. While this may in some cases be valid, both issues must be investigated before the paycheck may be issued. We are researching the matter and will issue your paycheck as soon as possible. **There is nothing you need to do.**
- "Wrong Pay Cycle" means your timesheet has been submitted for a different pay cycle than the one that was assigned to you by PPL. **PPL will contact you to correct the problem.**
- "Duplicates" means your timesheet has been flagged as a duplicate submission. We are researching this issue to eliminate the duplicate, then processing your paycheck.
- "Future date" means you have submitted a timesheet for a date in the future. We are not able to process paychecks ahead of time, but we will clear the timesheet at the right time to be paid. **There is nothing you need to do.**

2. Can Service Coordinators (SCs) still use paper referral forms?

Yes, for a limited time, only. When your administrator provides your unique username and password for the portal, you should enter referrals into the PPL Web Portal. Web Portal Instructions for Service Coordinators is located on the PPL Website. Saved WEBX Training for Service Coordinators is available on PPL's website.

3. When will SCs get their username and passwords?

Usernames and passwords for Service Coordinators have been provided to the Administrator of your SC Organization.

4. When will SCs see our transitioned participants in PPL's web portal?

You should begin seeing this in the web portal beginning of February 2013.

5. How does a participant hire a new direct care worker?

New direct care worker packets are available on the PPL Website or by requesting them from Customer Service at 1-877-908-1750.

6. How do SCs report temporary service stops?

Please continue to email this information to the padpw-olti@pcgus.com email box and provide the following information:

SC Agency

Service Coordinator

Participant Name

Participant Medicaid ID

Stop Service date from ____/____/____ to ____/____/____

7. How do SCs refer a Services My Way participant to PPL?

Please contact the PPL Enrollment Manager for your region:

Eastern Region: Linda Sheerin lsheerin@pcgus.com

Central Region: Terri Reeser treeser@pcgus.com

Western Region: Jen Spear jspear@pcgus.com

8. What payroll schedule should the participant use to submit payroll?

Payroll Schedules for transferring participants are available on the PPL Website. Please follow the FEA Transfer Chart to determine the correct schedule for the participant.

Payroll Schedules for new participants is as follows.

- Use Payroll Schedule A for new participants who have PPL ID numbers ending in an even number.
- Use Payroll Schedule B for new participants who have PPL ID numbers ending in an odd number.
- Participants will be provided the correct Payroll Schedule in their Payroll Packet when they are 'Good to Go'.

9. Can PPL staff conduct onsite training for SCs?

Yes. Please contact your PPL Enrollment Managers to arrange on site training.

10. How do I access the PPL Website?

Click on the hyperlink: <http://www.publicpartnerships.com/programs/pennsylvania/padpwoltl> and enter the following to access materials and information.

User Name: PADPWOLTL

Password: PPLDPW56

11. I missed the earlier FAQs. How can I access them?

These are available on OLTL's Website. Click on the hyperlink:

<http://www.dpw.state.pa.us/dpworganization/officeoflongtermliving/providers/index.htm>

12. The participant received incorrect information from PPL Customer Service. Who do I report this to?

Please contact the Enrollment Manager for your region. It is useful if you are able to provide the phone number and time the participant called the customer service phone number. It is important that PPL be informed if customer service representatives are not giving out correct information.

13. How can the participant/DCW verify that PPL received their timesheet?

Participants and DCWs can verify receipt of their timesheet using the following methods:

- They can verify in the web portal if they have set up their user name and password
- During non-business hours, callers to the PPL Customer Service Line will be able to access the automated system. Once reaching the automated system, callers should take the following steps to obtain timesheet information: (For faxed in timesheets – turnaround for verification 24-48; mail in is 72 hours or greater.)

WORKER

1. To continue in English, Press 1
2. For status of timesheets, Press 1
3. Provider checking own timesheet, Press 1
4. Enter the primary phone number and last 4 SSN of the worker
5. The system will provide a list of all processed and/or paid timesheets associated with the worker within the last 20 days, listed by Consumer and date

CONSUMER/Common Law Employer

1. To continue in English, Press 1
 2. For status of timesheets, Press 1
 3. Consumer or CLE checking timesheet status, Press 2
 4. Enter the primary phone number and last 4 SSN of the consumer
 5. The system will provide a list of all processed and/or paid timesheets associated with the Consumer within the last 20 days, listed by worker and date
- They can verify by calling PPL Customer Service.

14. How does the participant obtain a new direct care worker packet?

New DCW packets are available on line or by calling PPL Customer Service.

15. How does a participant obtain a transition packet if they did not receive one?

Transition packets are available on line or by calling PPL Customer Service. PPL will be following up with participants who have not returned completed packets.

16. How does PPL receive authorization for services from OLTL?

The following steps must occur before services are considered "authorized" for PPL:

1. Services are approved by OLTL in SAMS and HCSIS. For the Aging Waiver only, service orders are issued by the SC.
2. A report is extracted from HCSIS indicating approved services. A report is also extracted from SAMS containing approved services orders. OLTL sends the reports to PPL according to a pre-determined schedule. This step means PPL does not always have the authorization as soon as services are approved.
3. When PPL receives the report from OLTL, then PPL is authorized to issue payments for services. In the near future, PPL will have the ability to pull the reports themselves.

17. When should the SC submit a referral to PPL?

For new participants, SCs should submit a referral after a participant has chosen a participant-directed model of service. The referral should be submitted to PPL at the same time the service plan is submitted to OLTL.

18. What begin date of service should the SC enter for participant-directed services?

- **FMS Start-Up Fee** (Procedure Code W7341 U4): The begin date of service should be the date the SC made the referral to PPL. The referral should be submitted to PPL at the same time the service plan is submitted to OLTL.
- **FMS Administrative Fee** (Procedure Code W7341 or W7341 U2): The begin date of service should be the first day of the month following the FMS Start-Up Fee.
- **PAS** (Procedure Code W1792); **Respite** (Procedure Code S5150); **Participant Directed Community Supports** (Procedure Code W1900); and **Participant Directed Goods and Services** (Procedure Code W1901) are direct services:
 - The begin date of service should be 30 days from the date the plan was submitted to OLTL and the referral was made to PPL.
 - In most cases this will allow adequate time for the service plan to be reviewed by OLTL and all background checks and necessary paperwork to be completed by PPL. If the background checks and paperwork are completed earlier or later than anticipated, then the SC can revise the begin date of service accordingly.
 - It is the SC's responsibility to manage the service plan during this process. This would include initiating informal supports or agency services to provide services until the "good to go" date is received from PPL.