

Office of Long-Term Living  
Financial Management Services - Public Partnerships (PPL)  
FAQ #4 for Service Coordinators

1. How do I refer a Services My Way (SMW) participant to PPL?

*Similar to any participant referral, a SMW participant referral is entered into the PPL Web Portal. Please contact Robin Fetter @ [rfetter@pcgus.com](mailto:rfetter@pcgus.com) for information necessary for the Service Coordinator (SC) to complete the spending plan.*

2. How do I make a referral to PPL for a PA Department of Aging, Options participant who is currently self directing?

*For participants transitioning from Options to the Aging Waiver you would enter the referral in the PPL Web Portal. Because the participant was self directing in Options, they will have an existing Employer Identification Number (EIN). Please request an **'Existing Employer Identification Number (EIN) Tool Kit'** and an updated **referral form for Options** transfers from the regional enrollment manager. These forms are also attached to this FAQ.*

3. How is the maximum wage determined for existing or new Common Law Employers (CLEs)?

*The maximum wage is specific to each participant-CLE and is determined by considering all employer tax and workers compensation components. The basic (non-SMW) formula is:*

*Maximum Billable Rate for the participant's region **minus** Employer Expenses (Employer Federal Taxes, State Unemployment Tax and workers compensation expense) **equals** the Maximum Wage available for the CLE to offer.*

*Employer expense components are subject to change each year which is why the max wage may vary year to year.*

4. What is the procedure a SC should follow in cases where copies of time sheets are needed for fraud investigation?

*SCs can obtain information related to timesheets in the PPL Web Portal. For an active investigation, if the Bureau of Program Integrity (BPI) requests timesheets, PPL will provide this information directly to BPI.*

5. Will PPL be able to provide SCs with a report showing dates and times worked so that the SC can monitor and audit non-medical mileage transportation against those reports?

*No, PPL will not be providing a report. SCs can currently view the information in PPL's Web Portal. In PPL's Web Portal, search for the participant and click on the Authorization button to the right of the participant display. Click on the Display Detail icon button under the Actions Header. This will take you to the Authorization Detail screen. Select the Show Detail button and this will list dates/times worked for timesheets submitted.*

6. Will PPL be able to provide SCs with a report showing dates and times worked for Act 150 consumers who have been assessed weekly fees so that the SC provider can monitor and issue invoices to participants based on utilization?

*See response to #5 above.*

7. When an override is made in PPL's system to pay out overlapping time, does this need to be requested to continue every pay period if this is on-going or can PPL's system make this re-occurring indefinitely?

*As a general rule, PPL does not pay overlapping hours. There are some instances when overlapping hours on the participant's service plan have been approved by OLTL. In these cases the SC should notify the Enrollment Manager that a participant may utilize multiple workers during the same timeframe. PPL maintains a list of these cases, and it is not necessary to make a request every pay period.*

8. What is the biggest reason for delay in getting newly hired DCWs "good to go"?

*The biggest reason for delay in getting newly hired DCWs "good to go" is incomplete information on required forms.*

9. Can the initial packets be made clearer so that the paperwork can be completed on the first try?

*Changes have been made to the initial packets for clarification. Questions can always be referred to PPL's Customer Service staff.*

10. What should a participant do when they receive different answers to the same question from different customer service representatives?

*If a participant is unsure of an answer they should ask to speak to a supervisor for further clarification.*

11. If a participant loses their primary DCW and back-up workers at the same time and have to hire a new worker quickly, are there any adjustments to the "good to go" policy especially if the participant does not have an informal support system to rely on for back-up while they wait 4-8 weeks for the paperwork to be processed?

*It would be unusual for the enrollment process to take 4-8 weeks. However, in the event that delays occur, participants should have adequate back up plans for emergency situations. Additionally, participants should contact their SC to arrange for agency model services until the participant can hire their own worker(s).*

12. A participant can hire someone with a record under participant directed model. If they can hire who they want, why do they have to wait until the clearances come back before they can start working?

*Clearances are performed in order to ensure that participants can make informed decisions about who they are hiring.*

13. Can participants still hire who they want on participant directed model with PPL just as they were able to before?

*Yes.*

14. What is the easiest way for transitioning from agency model with a provider to participant directed with PPL?

*The SC should enter the referral through PPL's Web Portal and submit a service plan to OLTL for the services.*

- If the participant knows who they want to hire, the SC should enter a 30-day effective date on the service plan. This should allow adequate time for PPL to process the Common Law Employer and Direct Care Worker enrollment forms.*
- If the participant needs to recruit workers, the SC should enter an effective date longer than 30 days on the service plan. The effective date should be based on the SC's conversation with the participant about advertising and interviewing workers.*

*In any case, agency model services will remain in place until the Common Law Employer is enrolled with PPL and the direct care worker is determined good to go.*