Frequently Asked Questions and Operational Guidelines for the ODP Program

Enrollment Processing

1. I am interested in the self-directed VF/EA model, what should I do?
   a. The first step is contacting the Supports Coordinator to further discuss the option and whether it is appropriate for the participant.
   b. If the Participant continues to want to self-direct after meeting the SC and other team members, the SC will complete a Referral Form and fax to Public Partnerships. The AE has copies of the VF/EA FMS Informational Packet, which can also be downloaded from the PPL Website, that should be provided to the participant.
   c. Public Partnerships will then mail an Enrollment Forms Packet to the Common Law Employer within 2 business days of receipt. The Employer tax forms are pre-filled and two blank Support Service Workers enrollment packets.

2. Who can be a Surrogate?
   a. Individuals, age 18 and older, may designate a surrogate to assist them in self-directing their services. If an individual is under the age of 18, the individual’s guardian is his/her surrogate. If a legal guardian has been designated by a court, he or she is the individual’s surrogate unless the legal guardian designates another individual to perform the surrogate functions. If you have a power of attorney, he or she is the individual’s surrogate unless the power of attorney designates another individual to perform the surrogate functions. You and your ISP team will help you decide whether you would benefit from having a surrogate and who you might like to have fulfill this role. If you designate a surrogate, that person is common law employer of your qualified Support Service Workers.

3. Why do I need to sign the Common Law Employer Agreement Form?
   a. When you sign the Common Law Employer Agreement you are confirming the following:
      i. You understand what is being required of you as a common law employer and agree to abide by the terms and conditions described in the agreement. As a common law employer, you take on additional responsibilities when you choose to use the participant-directed services option.
      ii. You understand that you must complete, sign and return the Agreement to the statewide VF/EA FMS organization as a condition of enrolling in the participant directed services option and using the VF/EA FMS model.
4. What are the employer tax rates for ODP in 2013?

<table>
<thead>
<tr>
<th>Tax Type</th>
<th>Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Social Security*</td>
<td>6.2%</td>
</tr>
<tr>
<td>Medicare*</td>
<td>1.45%</td>
</tr>
<tr>
<td>Federal Unemployment</td>
<td>0.6%</td>
</tr>
<tr>
<td>State Unemployment (New Employer Rate)</td>
<td>3.703%</td>
</tr>
<tr>
<td>Workers’ Compensation</td>
<td>5.0%</td>
</tr>
<tr>
<td>Total Employer Tax Rate</td>
<td>16.953%</td>
</tr>
</tbody>
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*Social Security and Medicare, when taken together are often referred to as FICA

5. How long does it take to get a new Support Service Worker started?
   a. The length of the process depends on whether all enrollment forms are properly completed upon submission and whether an FBI and Child Abuse History Clearance are required. A properly completed SSW packet with only a state background check required will generally take approximately 7 business days.
   b. If an FBI check and Child Abuse check are also required, the length is generally 21 business days.

6. I do not know if the SSW would be a Legally Responsible Individual as defined in section C-2-d of the waiver- should they say yes or no?
   A legally responsible individual is any person who has a duty under State law to care for another person and typically includes: (a) the parent (biological or adoptive) of a minor child or the guardian of a minor child who must provide care to the child or (b) a spouse of a waiver participant. Except at the option of the State and under extraordinary circumstances specified by the State, payment may not be made to a legally responsible individual for the provision of personal care or similar services that the legally responsible individual would ordinarily perform or be responsible to perform on behalf of a waiver participant.

7. On the Support Service Worker Qualification Form, what do I do on page 2?
   Page two records the employer’s acknowledgement that the Support Service Workers is qualified to provide services authorized in the Individual Supports Plan. You need to acknowledge that each qualification was verified by checking the “white” area under each service the SSW provides.
   a. Documentation must be provided to verify all of the boxes checked. The SSW Agreement verifies that the SSW agrees to carry out the ISP responsibilities (the 3rd check box).
b. At a minimum, the fields under the appropriate service type should be checked off for the following:
   1. 18 yrs of age or older
   2. Legal Resident of PA (or contiguous state)
   3. Agreement to carry out ISP responsibilities

c. PPL will enter the CBC Dates upon receiving the results (boxes 4-6)

d. If Enhanced services are authorized, documentation must be submitted and the Licenses/Degree field and/or Training and Experience fields must be marked.

e. If the Support Service Worker will be providing transportation, the following fields must be marked (and license, registration and proof of insurance must be submitted):
   1. Automobile Insurance
   2. Valid Driver’s License
   3. Current State Motor Vehicle Registration


8. Do I need to identify a Back-Up Support Service Worker and/or a Natural Support?
   a. Each Common Law Employer is required to develop a Back-Up Plan to ensure services and supports are rendered when regularly scheduled staff is not available to provide services. Emergency back-up plans can involve the use of paid staff and natural or community supports.
   b. As a Common Law Employer, you will need to develop and maintain an emergency back-up plan and designate one or more qualified emergency back-up SSWs, natural supports and/or provider-managed services, as needed.

9. How do I designate a Back-Up Support Service Worker and/or Natural Support Staff?
   a. The Support Service Worker Enrollment Packet contains a Qualified Back-up Support Service Worker (SSW) and/or Natural Support Staff Designation Form. This form must be completed and describes the qualified emergency back-up SSWs and/or natural supports you have determined to provide coverage should your regular qualified SSW not report for work and if the service needs to be delivered on that schedule.
   b. If you are designating a Support Service Worker (SSW) as the Back-Up, you must have them complete a full SSW Enrollment Packet during start up to ensure that they are fully qualified in the event you need them to provide services in the home and be paid by using waiver funds.

10. When do Support Service Workers need FBI checks?
    a. When the Participant is under the age of 18 or;
    b. When the SSW has not lived in PA for at least two years
    c. Both statements are responded to on the SSW Employment Agreement in section in the first section of the form.
11. When do Support Service Workers need a Child Abuse History Clearance?
   a. When the Participant is under the age of 18.

12. Who pays for the Criminal Background Checks?
   a. Public Partnerships.

13. If the Support Service Worker returns a criminal history, can I still hire them?
   a. There are lists of excluded offenses that prohibit an individual from providing services in
      the program. If the record contains one of these offenses, the SSW can only be hired if
      they meet the requirements in OCYF Bulletin 3490-08-03.

14. If the SSW does not live in PA or one of the contiguous states, can I still hire them?
   a. The SSW cannot be hired, qualified and paid with ODP/DPW funds.

15. How will I know whether the enrollment forms submitted to PPL were completed correctly?
   a. Public Partnerships Customer Service will call the Employer if any of the forms are
      incomplete. Or missing for either the Common Law Employer or Support Service
      Worker.

16. My SSW and I have completed the Rate Sheet; do I submit it to Public Partnerships?
   a. The Rate Sheet must be submitted to your SC or AE for approval. The SC or AE will then
      fax the signed Rate Sheet to Public Partnerships.
   b. If a new wage is being selected for a current employee the effective date must be in the
      future and must fall on the beginning of a pay cycle.

17. Does the Participant and Support Service Worker need an ID?
   a. Yes, each Participant and SSW is assigned a unique (randomly generated) ID.
   b. PPL assigns these IDs in the Welcome Letter and Employers can get them by calling
      Customer Service.

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**Payment Processing**

1. Can SSWs work overtime?
   a. While there is a legal requirement to pay all time worked including time and a half for
      hours for 40, no Support Service Worker should work more than 40 hours per week
      without prior authorization from their Supports Coordinator.

2. What is a work week?
   a. The work week for ODP runs from 12:00AM Sun- 11:59PM Sat
3. When are payments made?
   a. **Paper Checks**: Paper Checks are mailed from Boston, Massachusetts on the Pay Date/Mailed Date printed on the payroll schedule. The reason that we only state when we mail the checks is because we cannot control United States Postal Service mail times to Pennsylvania.
   b. **Direct Deposit**: Direct Deposit transactions will be made on the stated Pay Date/Mailed Date and SHOULD be in the account the same day, however, PPL cannot control when local branches post payments.

4. Where should Paper Timesheets be sent?
   a. Paper timesheets should be faxed to the number in the upper right hand corner of the timesheet: **1.855.838.6850** or mailed to:
      
      **Public Partnerships, LLC**
      **ATTN: ODP**
      **6 Admirals Way**
      **Chelsea, MA 02150**

5. I submitted my timesheet late; will I be paid on time?
   a. Public Partnerships makes every attempt to process all timesheet received prior to our bi-weekly pay run, however, if a timesheet is submitted past the deadline and we are unable to process it, the payment will be made the following week in the “off cycle” pay run.

6. I faxed my timesheet several days ago, to the fax number provided on the timesheet; can I find out whether it has been received?
   a. You can obtain timesheet information by using PPL’s automated telephone system at the Customer Service number 1-877-634-6805.
      i. Press 1 for automated timesheet information. It can take about 48 hours, from when you faxed your time sheet, until this information is available if there are no issues with the timesheet. It can take longer if we need to do manual entry or research issues.

7. How should SSWs enter 24 hour Respite on their timesheet?
   a. SSWs should enter the shift on a single line on the timesheet.
   b. The time should be entered on the day the shift began.
   c. The time should be recorded for the actual number of hours worked with a minimum of 16.25hrs.

8. How should I enter more than two shifts of the same service in one day on the timesheet?
   a. You can enter up to two shifts on one timesheet for the same service. If more shifts are worked for the same day, you must complete another timesheet.

9. I provide multiple services in the same pay cycle, how do I enter this on the timesheet?
   a. The timesheet is a single service timesheet. If more than one service is provided by the same SSW then a timesheet will have to be completed for each service that is provided.
10. What is the Mileage Reimbursement Rate for 2013?
   a. 56.5 cents per mile.
   b. The individual must be authorized for transportation on their ISP.
   c. The Mileage code is W7271 Transportation Mile

11. How can I submit for Mileage Reimbursement?
   a. Request for Vendor Payment: Transportation Mile Log can be Mailed or Fax ed to the following:

      FAX: 1.855.405.7037            MAIL: Public Partnerships, LLC
                                      ATTN: ODP
                                      6 Admirals Way
                                      Chelsea, MA 02150

   b. Request for Vendor Payment Forms and Request for Vendor Payment: Transportation Mile Log can be faxed to the admin fax, mailed to Chelsea Address or emailed to the general in-box at PADPW_ODP@pcgus.com.
   c. If a person, including the common law employer, only provides transportation mile and is submitting for reimbursement, they need to submit a Request for Vendor Payment Forms and Request for Vendor Payment: Transportation Mile Log
   d. SSWs submitting for mileage only need to submit the Mileage Log.

12. How do I sign up for Direct Deposit?
   a. There is a direct deposit enrollment form on the Public Partnerships Web site and is included in the SSW Enrollment Packet. The form must be submitted with a Voided Check to ensure we have the correct acct number.

13. How long does it take before the Direct Deposit will become effective?
   a. Upon receiving the Direct Deposit sign up form and cancelled check, PPL will process the form within two business days. Upon processing, it will take one full pay cycle due to PPL running account verification.

14. Should I submit Progress Notes with each timesheet?
   a. At this time, Progress Notes should be completed and kept for the Common Law Employer’s records. Progress notes document the outcomes included in the ISP and confirm that services have been provided.

15. Can I submit for Mileage online?
   a. Not at this time. All mileage must be submitted (via fax or mail) on a Mileage Log.

16. If a rate change was approved by the SC/AE and PPL did not incorporate the change per the effective date, will you issue a supplemental check?
   a. Yes, PPL will issue a check for the difference.
1. PPL is aware that the authorization screen and detail under the Participant role is flawed. Employers should be aware that their authorized units and dollars may not be reflected accurately. PPL anticipates an upgraded display to be released in the coming month.

2. Support Service Workers who were not qualified by 2/9/13, and their common law employers, received a letter stating that they can no longer be paid using Waiver funds after 2/9/13 because the SSW was not qualified. Any time worked between 2/9/13 and when the SSW Qualification form is returned to PPL cannot be funded with waiver dollars. The common law employer is responsible for payment during this timeframe. If the common law employer wants the SSW to provide waiver-funded services, the employer will need to complete and return necessary paperwork to PPL. Please contact PPL to determine what information is needed.

3. Please contact your SC or AE for more information.

4. PPL is aware that when submitting 24hr Respite online, the display indicates negative hours. We expect this issue to be resolved in the coming weeks and when the employer is prompted to submit the timesheet (even though there is an error) they should respond, yes.

5. We are now using the Chelsea address on all forms going forward. All mailings should go to Chelsea.

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**Public Partnerships, LLC Contact List**

Program Manager: Mark Altieri  
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Assistant Program Manager: Lori Webber  
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717-884-7748

Business Analyst: Matthew Smith  
mssmith@pcgus.com  
617.336.2904

**Key Contact Info**

- PPL Teleforms Number (i.e. number to fax timesheets to located in the upper right hand of the timesheet): **1.855.838.6850**
- PPL Administrative Fax (can be used for all documentation submission including SSW documentation, CLE documentation, Mileage Logs and Payment Request Forms): 1.855.405.7037

- PPL Customer Service: 1.877.634.6805

- PPL General Email: PADPW_ODP@pcgus.com

- PPL Website: www.publicpartnerships.com > Who We Are > Pennsylvania > ODP

- **Mailing Address**:
  
  Public Partnerships  
  ATTN: ODP  
  6 Admirals Way  
  Chelsea, MA 02150