

West Virginia Personal Options Aged and Disabled Waiver Program

Web Portal Instructional Manual

V.8-30-2017

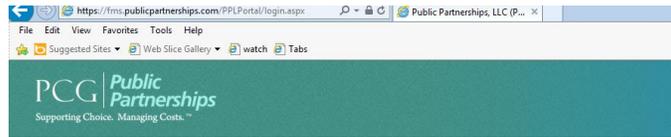
Table of Contents

	Page
How to Register Your User Name and Password on PPL Web Portal	3
➤ For Participant User Role	4
➤ For Provider/Employee User Role	5
How to View, Approve, Reject Electronic Timesheets	6
How to View Electronic Paystubs	8
How to Create Electronic Timesheets	9
How to View, Approve, Reject Electronic Transportation Invoices	10
How to Create Electronic Transportation Invoices	11

How to Register Your Username and Password on PPL Web Portal

1. The first thing you should do is type in the web address provided below into your internet browser: (we recommend saving this as a **favorite**, so that you don't have to keep typing it in).

<https://fms.publicpartnerships.com/PPLPortal/login.aspx>



BetterOnline™ web portal

Don't forget to bookmark this page

Enter Your Login Information

Username

Password

[Forgot your username or password?](#)

Remember username

or

2. A log in screen will appear. Select **Sign Up**.
3. This will bring you to the **New User Registration - Step 1. Select Your State, Program and Role**. It will ask you to choose your state. You should select **West Virginia** from the drop down list.
4. After you select your state, two new data fields will appear: **Program** and **Role**.
 - Select your Program – **WV DHHS BMS**
 - Select your Role –
 - **Participant**: If you are a participant or a program representative for a participant
 - **Provider**: If you are a worker/employee

New User Registration

Step 1: Select your State, Program and Role

State

Program

Role

5. After you have selected your role, hit the **NEXT** button to continue on to registration.
 - See page 4 for Participant User Role.
 - See page 5 for Provider/Employee User Role.

For Participant User Role:

1. **New User Registration - Step 2. Enter Credentials** screen: Enter the participant's data fields below:

- **Medicaid ID:** This is the participant's Medicaid number
- **Mailing zip code:** This is the participant's mailing zip code.
- **Last Name:** This is the participant's last name.

2. **New User Registration - Step 3: User Information** screen: Enter the following information.

New User Registration

Step3: User Information

New User to Public Partnerships (PPL)?

Yes No

First Name: QA Test

Username:

Password:

Notes:

Last Name: Consumer 200

Email Address: *Optional

Confirm Password:

Security Questions:

- Select -

- Select -

- Select -

- **Username:** PPL suggests that you use the first letter of your first name and your full last name. Example: Mary Poppins = mpoppins

Please note, if the user name you selected is already in use you will need to select a different username. Example: Mary Poppins = mpoppins2

- **Email Address:** Your email address is an optional field.
- **Password:** Your password must be at least 6 characters long and contain at least 1 numerical character, 1 capitalized character, and 1 lower case character. Please be aware that your password will be case sensitive.
- **Confirm Password:** You need to retype the password you created.
- **Security Questions:** You should choose three questions from the drop down menu. Type your answers to these questions in the data field next to each question. If you ever needed to change your username or password, these questions provide a layer of security to protect your privacy. So that only YOU can change your user registration information.

3. If you are satisfied with all of your information, click the **Submit** button.

For Provider/Employee User Role:

1. **New Registration - STEP 2. Enter Credentials** screen: Enter the employee's the data fields below:

- **Provider ID:** This is the employee's ID number. Please contact your Resource Consultant if you do not know your employee ID.
- **Mailing zip code:** This is the employee's mailing zip code.
- **SSN:** This is the employee's Social Security number
- **Last Name:** This is the employee's last name.

2. **New Registration - Step 3: User Information:** Enter the following information:

Step3: User Information

New User to Public Partnerships (PPL)?

Yes No

First Name:

Username:

Password:

Notes:

Last Name:

Email Address: Optional

Confirm Password:

Security Questions:

- **Username:** PPL suggests that you use the first letter of your first name and your full last name. Example: Mary Poppins = mpoppins

Please note, if the user name you selected is already in use you will need to select a different username. Example: Mary Poppins = mpoppins2

- **Email Address:** Your email address is an optional field.
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- **Confirm Password:** You need to retype the password you created.
- **Security Questions:** You should choose three questions from the drop down menu. Type your answers to these questions in the data field next to each question. If you ever needed to change your username or password, these questions provide a layer of security to protect your privacy. So that only YOU can change your user registration information.

3. If you are satisfied with all of your information, click the **Submit** button.

How to View, Approve, or Reject Electronic Timesheets

1. After you Log in PPL Web portal using your username and password, you will be brought to the **Timesheet List** page.

At this page, you can filter your Search results by changing the **Timesheet Status** using the dropdown menu and modifying the **Timesheet Start Date Range** or **Timesheet Submitted Date Range**.

Create Timesheet [Search Timesheet](#)

Timesheets

Timesheet Status:

Timesheet Start Date Range: -

Timesheet Submitted Date Range: -

All Timesheets (8 results)

Action	Timesheet ID	Employee Name	Timesheet Start Date	Timesheet End Date	Submitted Date	Submitted By	Participant Name	Status
<input type="button" value="View"/> <input type="button" value="Edit"/> <input type="button" value="Delete"/>	WW0207226	QATest Provider101	12/26/2016	01/08/2017	02/17/2017	E0020	QATest Consumer101	SAVED
<input type="button" value="View"/> <input type="button" value="Edit"/> <input type="button" value="Delete"/>	WW0206032	QATest Provider101	12/26/2016	01/08/2017	01/28/2017	E0020	QA TestConsumer9	SUBMITTED

You can see the timesheet's status on the right hand side. Timesheet status includes:

- **Saved:** This timesheet has been entered but has not been submitted for approval yet.
 - **Submitted:** This timesheet has been submitted but has not been approved by the participant/representative yet.
 - **Pending:** This timesheet has been submitted and approved but it is pending due to an error. Timesheets errors may include employee's certifications, participant's authorized budget, etc. You can click View on the timesheet to see the specific pending message.
 - **In Process:** This timesheet has been received and is waiting to be processed.
 - **Rejected:** This timesheet submitted online for approval has been rejected by the participant/representative.
 - **Good to Pay:** This timesheet is Good to Pay.
 - **Denied:** This timesheet has been denied by PPL.
 - **Paid:** This timesheet has been processed for payment. You can click on the **Check Number** on the right hand side to see a copy of the paystub.
2. Click **View** to open a specific timesheet to review the hours.
 3. As a participant, you can **Approve** or **Reject** a submitted timesheet. PPL cannot process electronic timesheets for payment unless they have been approved by you. When you use the Portal to approve timesheets, PPL logs an electronic signature based upon your unique username and password.

4. Select **Approve/Reject** button next to the submitted timesheet. After selecting it, the timesheet details will appear so you can review it. At the bottom of the page, you can choose **Approve** or **Reject** (up to 2 reasons for rejection.)

The **Show printable version (PDF)** button allows you to print the timesheet if you choose to keep a hard copy of your records.

Please do NOT fax PPL the printed timesheet. The print option is available for your personal records. You are NOT required to print electronic timesheets because they will always be maintained electronically for your review.

Reject

Rejection Reasons (Choose up to 2)	
<input type="checkbox"/>	Hours worked are inaccurate
<input type="checkbox"/>	Days worked are inaccurate
<input type="checkbox"/>	Incorrect service code

Additional Rejection Note

5. Once the timesheet is approved, it is automatically entered into PPL's payroll system for payment processing. You can track the progress of the timesheet status anytime.

How to View Electronic Paystubs

1. After you Log in PPL Web portal using your username and password, you will be brought to the **Timesheet List** page.

At this page, filter your Search results by changing the **Timesheet Status** to **Paid** using the dropdown menu. You can also modify the **Timesheet Start Date Range** or **Timesheet Submitted Date Range** for a more specific search. Hit **Search**.

Timesheets

Timesheet Status:

Timesheet Start Date Range: -

Timesheet Submitted Date Range: -

2. The timesheet list now only shows all your timesheets that are in **Paid** status. You can now click the **Check Number** associated with the timesheet you want to review.

Please note that if a **Check Number** starts with an RA, that payment is a Direct Deposit payment. If not, it is a live check.

A new window will pop up allowing you to review the paystub.

Action	Timesheet ID	Employee Name	Timesheet Start Date	Timesheet End Date	Submitted Date	Status	Check Number	Check Amount (net pay)	Timesheet Amount (before tax)
View	WV0		05/15/2017	05/28/2017	08/10/2017	PAID	9084	\$2770.02	\$705.60
View	WV0		05/15/2017	05/28/2017	07/17/2017	PAID	RA23	\$326.25	\$200.00
View	WV0		05/15/2017	05/28/2017	07/13/2017	PAID	RA23	\$288.49	\$327.00
View	WV0		05/15/2017	05/28/2017	06/29/2017	PAID	RA22	\$320.70	\$132.00
View	WV0		05/15/2017	05/28/2017	06/22/2017	PAID	RA22	\$592.97	\$737.04

How to Create Electronic Timesheets

1. Click **Create Timesheet** on the **Timesheet List** screen.
2. This will bring you to the **Submit Timesheet** screen. If you are a participant, it will allow you to choose the employee. If you are an employee, it will allow you to choose the participant.

Click on name of the employee/participant.

3. Enter the **Time Period** and hit Enter on your keyboard. This date will be the Pay Period End Date of the timesheet you want to create. For example: for timesheet 8/7/2017 – 8/20/2017, you will enter 8/20/2017 to the **Time Period** box.

Submit Timesheet

Test Employee Test Employee ID: E0020	Timesheet for QA TestConsumer9 Participant ID: C000486 Participant Phone No: Service: 55130 - Homemaker Services
--	---

Time Period: Begin: Monday, End: Sunday. Please click on the calendar to select the first date for which you wish to submit time. The system will automatically show the entire pay period that corresponds to that date. 8/20/2017

4. A list of dates for the pay period will be populated, you can now enter the specific **Time In** and **Time Out** of your worked shift by using the drop down menu.
5. If you worked more than 1 shift on a day, you can click **There are more hours** to enter more shifts.

Date	Hours																				
08/13/2017 Sunday	<table style="width: 100%; border-collapse: collapse;"> <tr> <td style="text-align: center;">Time In</td> <td style="text-align: center;">Time Out</td> <td></td> <td></td> </tr> <tr> <td style="text-align: center;">8 AM</td> <td style="text-align: center;">10 AM</td> <td style="text-align: center;">30</td> <td style="text-align: center;">00</td> </tr> <tr> <td></td> <td></td> <td style="text-align: center;">Remove Time</td> <td style="text-align: center;">Copy Paste</td> </tr> <tr> <td style="text-align: center;">4 PM</td> <td style="text-align: center;">6 PM</td> <td style="text-align: center;">00</td> <td style="text-align: center;">00</td> </tr> <tr> <td></td> <td></td> <td style="text-align: center;">There are more hours</td> <td style="text-align: center;">Copy Paste</td> </tr> </table>	Time In	Time Out			8 AM	10 AM	30	00			Remove Time	Copy Paste	4 PM	6 PM	00	00			There are more hours	Copy Paste
Time In	Time Out																				
8 AM	10 AM	30	00																		
		Remove Time	Copy Paste																		
4 PM	6 PM	00	00																		
		There are more hours	Copy Paste																		
08/14/2017 Monday	<table style="width: 100%; border-collapse: collapse;"> <tr> <td style="text-align: center;">Time In</td> <td style="text-align: center;">Time Out</td> <td></td> <td></td> </tr> <tr> <td style="text-align: center;">1 PM</td> <td style="text-align: center;">2 PM</td> <td style="text-align: center;">00</td> <td style="text-align: center;">00</td> </tr> <tr> <td></td> <td></td> <td style="text-align: center;">Remove Time</td> <td style="text-align: center;">Copy Paste</td> </tr> <tr> <td style="text-align: center;">7 PM</td> <td style="text-align: center;">9 PM</td> <td style="text-align: center;"></td> <td style="text-align: center;"></td> </tr> <tr> <td></td> <td></td> <td style="text-align: center;">There are more hours</td> <td style="text-align: center;">Copy Paste</td> </tr> </table>	Time In	Time Out			1 PM	2 PM	00	00			Remove Time	Copy Paste	7 PM	9 PM					There are more hours	Copy Paste
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1 PM	2 PM	00	00																		
		Remove Time	Copy Paste																		
7 PM	9 PM																				
		There are more hours	Copy Paste																		
08/15/2017 Tuesday	<table style="width: 100%; border-collapse: collapse;"> <tr> <td style="text-align: center;">Time In</td> <td style="text-align: center;">Time Out</td> <td></td> <td></td> </tr> <tr> <td style="text-align: center;">1 PM</td> <td style="text-align: center;">2 PM</td> <td style="text-align: center;">00</td> <td style="text-align: center;">00</td> </tr> <tr> <td></td> <td></td> <td style="text-align: center;">Remove Time</td> <td style="text-align: center;">Copy Paste</td> </tr> <tr> <td style="text-align: center;">5 PM</td> <td style="text-align: center;">6 PM</td> <td style="text-align: center;">00</td> <td style="text-align: center;">00</td> </tr> <tr> <td></td> <td></td> <td style="text-align: center;">There are more hours</td> <td style="text-align: center;">Copy Paste</td> </tr> </table>	Time In	Time Out			1 PM	2 PM	00	00			Remove Time	Copy Paste	5 PM	6 PM	00	00			There are more hours	Copy Paste
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1 PM	2 PM	00	00																		
		Remove Time	Copy Paste																		
5 PM	6 PM	00	00																		
		There are more hours	Copy Paste																		

6. After you finish entering all the worked hours, click **Next**.
7. After reviewing the hours, you can now choose to **Edit**, or **Save**, or **Submit**. As a participant, you will also have the option to **Submit and Approve**.

Please note that a saved timesheet needs be submitted. Once submitted, it still needs to be approved by the participant before it can be processed for payment.

How to View, Approve, Reject Electronic Transportation Invoices

1. Log in Portal using your account username and password you created when you registered online.
2. Click **Invoice**. Choose **Search Invoice Status**.
3. The screen below will appear.
 - If you are a participant, you can filter your search by searching for your **Employee ID, Service Date Start, Service End Date, Check Number, Invoice ID, or Invoice Status**.
 - If you are an employee, you can filter by searching for your **Participant ID, Service Date Start, Service End Date, Check Number, Invoice ID, or Invoice Status**.

[Create Invoice](#) [Search Invoice Status](#)

Search Invoices

Employee ID: 

Participant ID: C000486 -- QA TestConsumer9

Service Date Start: 

Service Type: 

Check No:

Invoice ID:

Spending Plan ID:

Service Date End: 

Invoice Status: 

4. A list of invoices based on your search will appear. You can click **Details** to view the invoice. If you are a participant, you have the option to approve or reject the invoice after reviewing it.

Action	Invoice ID	Invoice Date(s)	Submitted Date(s)	Employee Name	Submitted By	Total Amount	Check No	Payment Date	Status
Details 	WV02	8/21/2017	08/21/2017			\$93.74			GOOD TO PAY
Details 	WV02	8/21/2017	08/21/2017			\$77.76			GOOD TO PAY
Details 	WV02	8/21/2017	08/21/2017			\$39.15			GOOD TO PAY
Details 	WV02	8/11/2017	08/11/2017			\$84.24			PENDING
Details 	WV02	8/10/2017	08/10/2017		1	\$35.46			PENDING

How to Create an Electronic Transportation Invoice

1. Click **Invoice** and choose **Create Invoice**.
2. This will bring you to the **Submit Invoice** screen. If you are a participant, it will allow you to choose the employee. If you are an employee, it will allow you to choose the participant.

Choose the employee/participant by using the drop down menu.

3. In the **Date of Service** box, enter the date when transportation was provided.
4. In the **Service Referral** box, click the green icon  and choose the appropriate Transportation authorization from the pop up window by clicking the blue hyperlink.

Search for Spending Plans

Created Date	Referral ID	Participant Name	Service	Start Date	End Date	Line Total	Paid	Invoiced	Balance	Status
4/14/2017 11:54:00 AM	AUL0003170	TestConsumer9 QA	A016: Homemaker Transportation	3/1/2015	12/31/2018	\$46,000.00	\$0.00	\$143.64	\$45,856.36	Approved

5. The **Service** box will be populated automatically.
6. Click **Activity** under the **Purpose of Travel** box. Choose the appropriate activities and add additional notes if needed from the pop up window. Click OK.
7. In the **Total Time Traveled (Minutes)**, enter the total time traveled in minutes.
8. In the **Miles Driven** box, enter the total miles driven.
9. The **Rate Requested** will be auto populated based on the agreed rate in the Spending Plan.
10. In the **Departure Address and Destination Address** box, enter the address of your departure point and destination point.

Please make sure to include name of the place and its full physical address. For example: *from participant's home at 123 ABC St., Morgantown, WV 26501 to Walmart at 456 Lane Ave, Morgantown, WV 26501.*

11. The **Rate Approved**, **Invoice Amount Requested**, and **Invoice Amount Approved** will be automatically populated.
12. Click the green arrow button  after you enter the required information to submit the invoice.

Employee ID:

Participant	Date Of Service	Spending Plan	Service	Purpose of Travel	Total Time Traveled (minutes)	Miles Driven	Rate Requested	Departure Address and Destination Address	Rate Approved	Invoice Amount Requested	Invoice Amount Approved	Line Status	Action
QA TestConsumer9	5/2/2017	AUL0003170	A016 -- Homemaker Transportation	Activity	20	10	\$0.54 / MILE	from participant's home at 123 ABC St., Morgantown, WV 26501 to Walmart at				Not Submitted	

13. After you click the green arrow button , a summary of the submitted invoice will appear. You can choose to add more lines, edit, or delete the invoice by clicking one these icons   .

Employee ID:

Participant	Date Of Service	Spending Plan	Service	Purpose of Travel	Total Time Traveled (minutes)	Miles Driven	Rate Requested	Departure Address and Destination Address	Rate Approved	Invoice Amount Requested	Invoice Amount Approved	Line Status	Action
QA TestConsumer9	5/2/2017	AUL0003170	A016 - Homemaker Transportation	Community activities	20	10	\$0.54 / MILE	from participant's home at 123 ABC St., Morgantown, WV 26501 to Walmart at 456 Lane Ave, Morgantown, WV 26501	\$0.54 / MILE	\$5.40	\$5.40	Line Successfully Submitted	  

Total Amount Submitted: \$5.40

14. If you are a participant, you can go back to **Search Invoice Status**, click **Details** to open up a Submitted invoice. You can now approve or reject the submitted invoice.