

## **PPL's Automated Timesheet System**

The automated phone system allows you to obtain timesheet status 24 hours a day, 7 days a week. It's easy – Call the Customer Service at 1-833-549-5672 and select option number 1.

Customer Service can answer your questions using e-mail. email VA Cardinal Care, through Public Partnership LLC (PPL) at [pplva@pcgus.com](mailto:pplva@pcgus.com).

## **Sign up for the BetterOnline Web Portal**

1. Type <https://fms.publicpartnerships.com/PPLPortal/Login.aspx> into your browser
2. Click "Online User Registration" and enter the following
  - State: **Virginia**
  - Program: **VA Cardinal Care**
  - Role: **Provider**
3. Enter your Consumer ID#, mailing zip code, and last name
4. Create a user name
5. Create a password it must be 6 characters long and have 1 letter and 1 number

## **Self-Service using the BetterOnline Web Portal**

### **Submit your timesheets**

1. Click "Timesheets"
2. Click "Create Timesheet".
3. Click "Create Timesheet" next to the Consumer for whom you are submitting hours worked
4. From the dropdown select the correct Service Code (Attendant, Respite, or Companion)
5. Click the "Calendar Icon" and choose one date that you worked to start your timesheet
6. Enter your hours worked
7. Once completed, you can click "Save My Work", "Edit", or "Submit"

### **View your Paystub**

1. Under the "timesheets" tab, select Timesheet Status "paid"
2. Click on "search"
3. All paid timesheets will appear. To the right of the paid timesheet, the "check number" column displays your pay stub number. Click on the pay stub number
4. A popup screen will appear to ask whether you want to open or save your pay stub
5. If you want to view it but do not wish to save it to your computer right now, click "open"
6. If you would like to save the pay stub to your local computer for your records, click "save"

### **Turn Off the Pay Stub**

7. Under the "My Profile" tab, scroll to the middle of the screen
8. Under Preferences, Stop Mailing Remittance Advice, Click "Yes"
9. Click "Submit" at the bottom of the page

### **Update your information**

1. Under "My Profile", update your address, phone number, and provide VA Cardinal Care, through PPL with your email address
2. Click "Submit" at the bottom of the page

PPL Customer Service 1-833-549-5672  
Monday to Friday 8:00AM to 5:30PM and Saturday 9:00AM to 1:00PM Eastern Standard Time  
For those who are speech and hearing impaired, call Virginia Relay Dial 7-1-1  
Fax Number: 1-866-709-3319 (toll-free) Website: [www.publicpartnerships.com](http://www.publicpartnerships.com)