



Program Information Packet

This Packet has helpful information about the MI Health Link Program. The packet is a tool to help you get to know the program better. The information in this packet includes:

- Roles and Responsibilities
- Program Rules
- Cost to You
- PPL Contact Information

If you have any questions about the information in this Packet feel free to call PPL's Customer Service Team at 1-855-388-4097.

Roles and Responsibilities

Case Manager

The Member's key support, who explains SDO options and makes referrals, maintains the ongoing relationship with member, and provides ongoing needs assessments.

- Introduces the SDO to Members or their representatives
- Identify and refer interested Members
- Offer SDO to Members or their representatives at least yearly
- Develop and update the Plan of Care as needs of the Member change
- Monitor the delivery of SDO services and supports during regularly scheduled visits

Member and Employer

The Member is the individual receiving services. The Member can be their own Employer or designate someone else to be the Employer. The Employer decides how, when, where and by whom services are delivered.

- Identify employees who meet the Member's unique needs
- Recruit, hire, manage, and dismiss Providers
- Ensure that Providers complete the enrollment requirements
- Instruct Provider(s) in providing services described in the Member's Plan of Care
- Approve and submit all timesheets to PPL

Provider

An individual hired by the Employer to provides services to the Member.

- Complete required PPL enrollment forms
- Complete requirements to complete fingerprint clearance check
- Maintain required certifications per program and enrollment rules
- Record worked hours accurately
- Submit timesheet to Employer for review and approval
- Provide services as instructed by their employer

PPL Enrollment Specialist

A support to the Member, Employer, Provider and Case Manager. The PPL Enrollment Specialist explains and assists with enrollment paperwork, provides orientation and clarifies roles and responsibilities.

- Pre-populates forms
- Answer questions on enrollment
- Clarify benefits of SDO
- Provide in-home visit upon referral
- Explain SDO models to members, representatives, and Providers
- Provide training on the Program and PPL's Web Portal

PPL

The Fiscal/Employer Agent, which completes payroll and tax filings on behalf of the Employer and provides customer service for ongoing support.

- Troubleshooting of incorrect timesheets
- Spending & authorization balances
- Over The Phone Enrollment
- Issuing W-2s and 1099s annually to
- Bi-weekly processing and payment of correctly submitted timesheets
- Payment for authorized services only
- Withholding and filing of taxes

PROGRAM RULES

General Rules

- Timesheets must be submitted in accordance with the bi-weekly Pay Schedule.
- Only accurately submitted timesheets will be paid on the scheduled pay date.
- All timesheets shall require the Providers to select/write the appropriate service code.
- Both the Provider and the Employer (member or representative) must review, sign and date each bi-weekly timesheet.
- Hours will be rounded to the nearest 15 minute increment.

Providers are paid bi-weekly after:

- The Provider has completed all enrollment requirements,
- The Provider's Employer has completed all enrollment requirements, and
- PPL has received the Member's service authorization.

Providers may not:

- Work overlapping hours.
- Submit the same hours for different Members at the same time.
- Work while a different Provider is also working for the same Member.
- Work more than 40 hours per week for the same Employer.
- Work while the Member is hospitalized.
- Be paid for dates work past 45 days from the dates of service.
- Be reimbursed differential wage rates for Holiday Pay or Weekend Pay.
- Provide Respite service to a Member if the Provider is the Member's the Member's usual caregiver who provides other waiver services to the same Member.
- Work more than 2 hours per visit for the same Member if providing Preventative Nursing services.
- Work more than 16 hours per day if providing Private Duty Nursing services.
- Submit Unskilled Respite Care/Not Hospice- 15 min (\$5150) if providing 12 or more hours of Respite. If 12 or more hours of Respite will be provided on 1 dates of service, then the Provider will submit service type Unskilled Respite Care/Not Hospice- PER DIEM (\$5151).

PPL will pay the Provider for dates of service according to:

- The Member's service authorization (dates and available funds),
- The Member's eligibility dates,
- The Provider's hire dates according to their enrollment forms,
- The Provider's service rates start dates, and
- The Provider's certification dates (if applicable per the service provided).

Pending Timesheets:

- If the timesheet is breaking any of the program rules it will pend until the issue is resolved.
- If PPL does not receive an authorization for a Member, we are unable to make payment on a timesheet; the timesheet will pend.
- If a Member does not have enough units in his or her authorization, PPL is unable to make payment on the timesheet; the timesheet will pend until the authorization is updated with additional units.
- If a Member's authorization is for a different service than the one provided on the timesheet, PPL is unable to make payment on the timesheet; the timesheet will pend until the authorization for the service submitted on the timesheet is sent to PPL.
- After the timesheet has been pending for 45 days or more, PPL will deny the timesheet for payment.

2015 Cost to You - MI HEALTH LINK

What is the cost to you?

All employers must pay an employer tax percentage. The employer tax percentage is called the “cost to you.” It includes employer taxes. The total "cost to you" is the amount that will come out of your MI Health Link budget. PPL will pay the cost of these withholdings on your behalf. The amount of each tax and workers' compensation costs are below:

| Social Security | Medicare | FUTA | SUTA | Cost to You |
|-----------------|----------|---------|---------|-----------------|
| \$0.062 | \$0.0145 | \$0.006 | \$0.027 | \$0.1095 |

It will cost your budget an additional \$0.1095 for every dollar you pay your provider.

How is the Total Cost to You calculated?

| Provider Pay Rate | Social Security | Medicare | FUTA | SUTA | Total Cost to You |
|-------------------|-----------------|------------|-----------|-----------|-------------------|
| \$1.00 + | \$0.062 + | \$0.0145 + | \$0.006 + | \$0.027 + | = \$1.1095 |

Example:

| Provider Pay Rate | Social Security | Medicare | FUTA | SUTA | Total Cost to You |
|-------------------|-----------------|--------------|------------|-------------|-------------------|
| \$8.15 + | \$0.5053 + | \$0.118175 + | \$0.0489 + | \$0.22005 + | = \$9.04 |

The following chart will show you how much a provider's pay rate will cost your budget.

| Pay Rate Range for Chore Services, Personal Care and Expanded Community Living Supports | | | | | |
|---|---------------|-------------------|----------------|-------------------|----------------|
| Provider Pay Rate | Cost to You | Provider Pay Rate | Cost to You | Provider Pay Rate | Cost to You |
| \$8.15 | \$9.04 | \$8.80 | \$9.76 | \$9.45 | \$10.48 |
| \$8.20 | \$9.10 | \$8.85 | \$9.82 | \$9.50 | \$10.54 |
| \$8.25 | \$9.15 | \$8.90 | \$9.87 | \$9.55 | \$10.60 |
| \$8.30 | \$9.21 | \$8.95 | \$9.93 | \$9.60 | \$10.65 |
| \$8.35 | \$9.26 | \$9.00 | \$9.99 | \$9.65 | \$10.71 |
| \$8.40 | \$9.32 | \$9.05 | \$10.04 | \$9.70 | \$10.76 |
| \$8.45 | \$9.38 | \$9.10 | \$10.10 | \$9.75 | \$10.82 |
| \$8.50 | \$9.43 | \$9.15 | \$10.15 | \$9.80 | \$10.87 |
| \$8.55 | \$9.49 | \$9.20 | \$10.21 | \$9.85 | \$10.93 |
| \$8.60 | \$9.54 | \$9.25 | \$10.26 | \$9.90 | \$10.98 |
| \$8.65 | \$9.60 | \$9.30 | \$10.32 | \$9.95 | \$11.04 |
| \$8.70 | \$9.65 | \$9.35 | \$10.37 | \$10.00 | \$11.10 |
| \$8.75 | \$9.71 | \$9.40 | \$10.43 | | |

Customer Service Contacts

Phone Number: 855-388-4097

Email Address: mihealthlink@pcgus.com

Web Portal: <https://fms.publicpartnerships.com/PPLPortal>

PPL Contact Information

Our Customer Service Center can help with questions about enrollment, timesheets, and many other topics concerning the MI Health Link Self-Determination Option.

How to Contact Us

Customer Service Telephone: 1-855-388-4097

Customer Service E-mail: mihealthlink@pcgus.com

TTY: 1-800-360-5899

Over The Phone Enrollment Telephone: 1-877-908-1752

Paperwork Fax: 1-855-671-5300

Paperwork E-mail: mipplfax@pcgus.com

Timesheet Fax: 1-855-671-5296

Web Portal: <https://fms.publicpartnerships.com>

Hours of Operation

Monday – Friday: 8:30 AM to 5:00 PM

Busy, or on the go?

E-mail us at mihealthlink@pcgus.com. Our customer service team will quickly respond to your e-mail and you may read our reply when it's convenient for you.

Need Timesheets, Mileage, or Enrollment Forms?

Visit our website at www.publicpartnerships.com. You can access forms by selecting "Who We Serve," selecting Michigan from the map of the United States, and then choosing the *MI Health Link Self-Determination Options* link.

Have you visited the PPL Web Portal?

Visit the PPL Web Portal at <https://fms.publicpartnerships.com>. You'll find many great and easy-to-use resources available to you, such as:

- Creating, reviewing, and submitting Electronic Timesheets
- Checking the status of your past and present timesheets
- Getting a real-time report on the balance of your service plan (*Member/Employers only*)
- Viewing and Printing pay stubs

Please contact us if you have any questions!