

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