

Public Partnerships, LLC
Fiscal/Employer Agent Services
7776 S. Point Pkwy West, STE #150
Phoenix, AZ 85044

Informational Form



Toll Free Numbers
Phone: 1-866-886-1818
TTY: 1-800-360-5899
Administrative Fax: 1-866-205-4334

PPL CUSTOMER SERVICE

PPL has a Customer Service Center located in Phoenix, AZ. This center supports members, attendant care workers, and case managers and can be reached by calling toll-free 866-886-1818. The Customer Service Center is open between 8:00AM and 5:00 PM MST, Monday through Friday. At all other times, a messaging system is available.

PPL has a separate phone line (800-360-5899) that connects callers to our TTY system. This is for people with hearing and/or speech impairments who use text telephones. We also have a toll-free fax number (866-205-4334) and a program specific e-mail address (PPLAZ_EVERCARE@pcgus.com).

Our Customer Service Center telephone system has a voicemail system, which is used as a back up during regular business hours. It is also used on nights, weekends, and holidays. PPL will return all calls left on voicemail during business hours within one business day of receiving the message.

PPL's Customer Service Center has experienced Customer Service Specialists. They are trained to communicate with a diverse population of people. Over half of our Customer Service Specialists speak both Spanish and English. We also have access to translation services through our Language Line. This is used to help people who speak other languages. PPL does not charge callers for translation services.

PPL enters all calls received, including any complaints that we may receive, directly into our computer system. We identify the caller, the reason for the call, and the date received. We also track how we addressed the issue and the date it was resolved. This allows for easy reporting and tracking of calls so that we can provide the best service to you possible.

Please call us at 1-866-886-1818 if you have any questions.
We look forward to working with you!