

Welcome to My Account

This document will provide a brief walk through of what Providers can expect in the My Account.

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USER REGISTRATION

This document will outline how to set up your Username and Password so that you can begin using My Account.

As a Provider, once you are registered you will be able to use My Account to:

- Complete Enrollment
- Submit your E-Timesheets
- View the status of your E-Timesheets
- Update your account details

These instructions are online at publicpartnerships.com.

- Select **Programs** on the top menu.
- Select **OH** (OHIO) on the map.
- Select Ohio Department of Medicaid (ODM): [ODM MyCare Ohio Waiver Program](#)
- Select the **Program Documents** tab.

Step 1: VERIFY CREDENTIALS

An invitation link will be sent to your email once you are approved to be hired. When you click on the link you will need to verify your credentials:

- **First Name**
- **Last Name**
- **Social Security Number** SSN must be entered in a XXX-XX-XXX format.
- **Date of Birth:** DOB must be entered in a MM/DD/YYYY format.

Helpful Tips: Internet Explorer is not supported and should not be used. Please use the following web browsers: Chrome, FireFox, or Edge.

Helpful Tip: This website can be added as a Favorite in your web browser for quick access.

Helpful Tip: Ensure the correct information is entered. If the system is unable to verify your information the issue could be that the information in our system is different than the information you are entering in the registration. To resolve this, please call customer service so that PPL can verify the demographic information on file.

Step 2: START REGISTRATION

Next, Select the **Start Registration** button at the bottom of the registration page. Fields on the next few pages have been pre-populated for you based on information provided by your Employer on the new hire form.

- You can enter additional information on the **Personal Details** page or click the **Next** button at the bottom of the page to continue.
- Enter your account password, security questions and answers on the **Account Details** page, then click the **Next** button.
- You can enter additional information or update the pre-populated information on the **Contact Details** page.
- Once you are done, click the **Finish** button.

Step 3: ACCOUNT ACTIVATION

Once you have finished your account registration, you will receive an email with a confirmation link. When you click on the link you will be directed to your **My Account Dashboard** to complete your enrollment. From here you can:

- Add your electronic signature
- View your details
- Complete your enrollment

CONGRATULATIONS!

You are now registered and ready to log in to My Account and view your Dashboard at any time!

MY ACCOUNT DASHBOARD

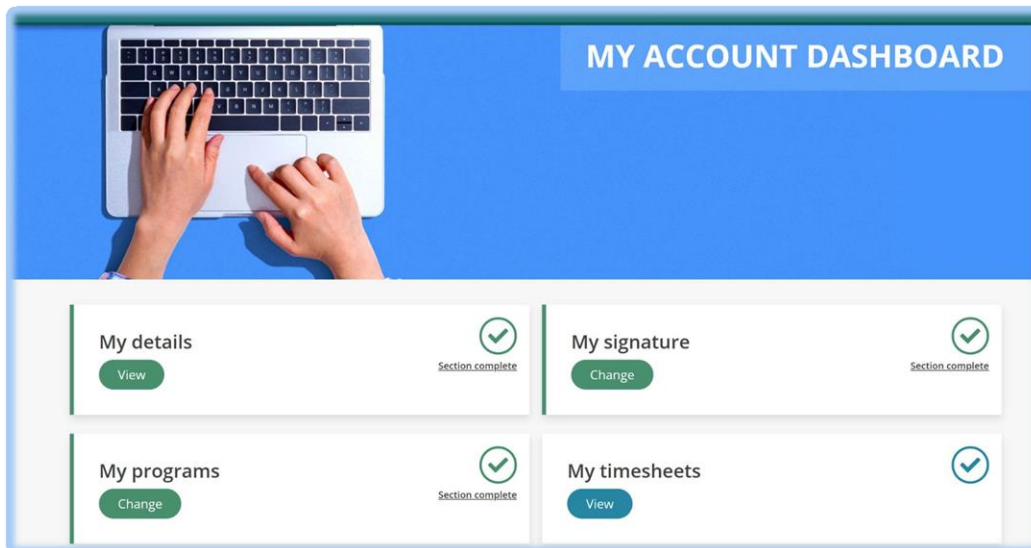
When you login, you will first see your Dashboard. From this location you can access the following:

- Add/Update your Details
 - Personal Information
 - Account Details:
 - Password
 - Security Questions
 - Security Question Answers
 - Contact Details
 - Home phone or Alternate phone
 - Mobile
 - Physical and Mailing Address
- Add/Update your electronic signature
- View and submit timesheets
- View your programs
 - View associated participants
- Complete your enrollment
 - If you have already completed your enrollment during your account activation, then you will be able to access your completed enrollment forms here.

Helpful Tips: Internet Explorer is not supported and should not be used. Use the following web browsers when accessing My Account Chrome, FireFox, or Edge.

Helpful Tip: Enter the following URL into the web browser: account.publicpartnerships.com. This website can be added as a Favorite in your web browser for quick access.

Helpful Tips: To navigate back to the Dashboard home page, click on **Dashboard** on the top center of the page next to Public Partnerships.



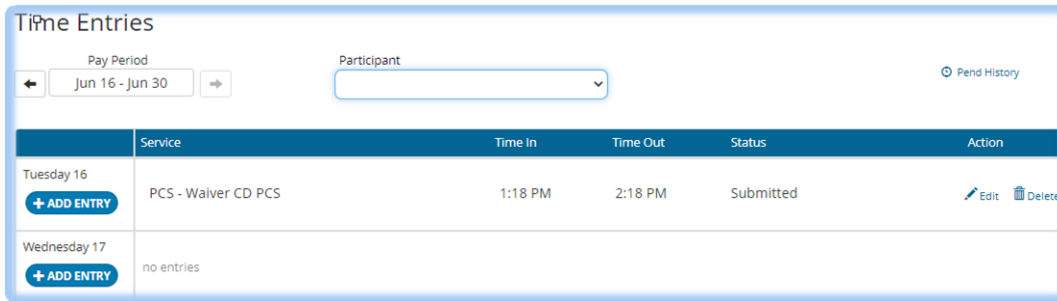
TIME ENTRIES

In the **Time Entries** page, you can:

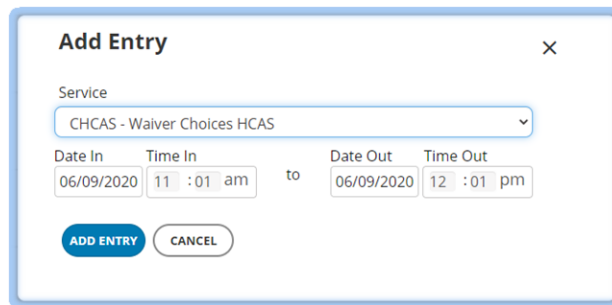
- Create new timesheets
- See any timesheets that you have been submitted;
- Monitor the payment progress for each of the timesheets that you have submitted;
 - If a timesheet is in **SUBMITTED** status, it is awaiting your Employer's approval before PPL can process it.

How to Submit a Timesheet

- To create a timesheet, select **TIME ENTRIES** in the menu header.
- Choose the appropriate **Pay Period** by using the left and right selectors, or by clicking on the date itself and selecting the appropriate Pay Period
- Choose the appropriate Participant you want to submit a timesheet for, by using the **Participant** drop down box
- Select the **+ADD ENTRY** button under the date you want to submit a time entry for



- On the **Add Entry** popup page:
 - Choose the appropriate Service and Time In/Out information for the service provided
 - When complete, click on the **ADD ENTRY** button and the service. You will see this entry on the **Time Entries** page



Helpful Tips:

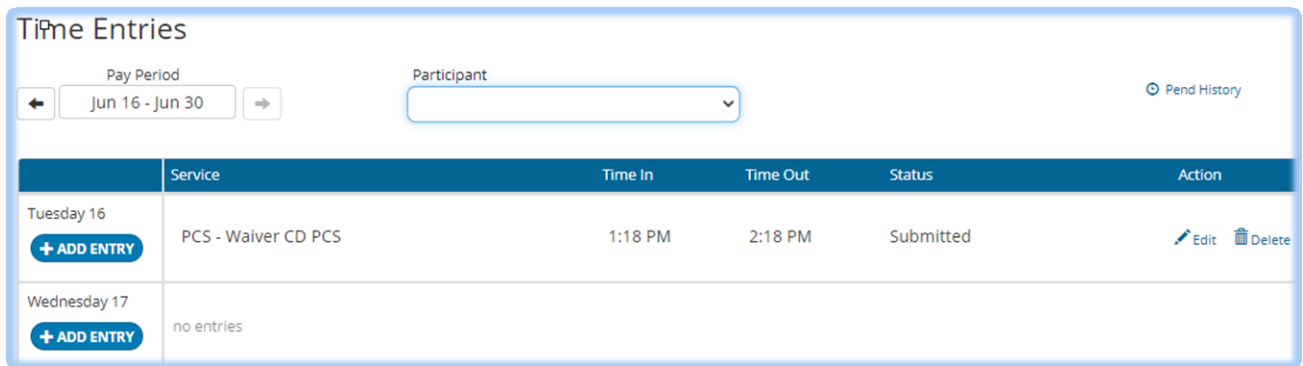
- ✓ The electronic timesheet will allow you to put in multiple shifts a day and select multiple services without creating a new timesheet for the pay period.

✓ You can enter the exact time in and out, including minutes worked.

- When you have entered your time entries, click the **SUBMIT ENTRIES** button at the bottom of the **Time Entries** page and this will make the time entries available for your Participant to approve
 - The attestation checkbox must be read and checked off prior to submitting
- If there are any issues processing your timesheet, the system will let you know by showing you a message in **RED**.
- Your timesheet will be processed once the Participant approves it. You can monitor the status of your timesheet on this same page.

Viewing Timesheets

- When you select **TIME ENTRIES**, the page will show all timesheets you have submitted for payment.



- You can scroll through Pay Periods by using the left and right arrows, or by clicking on the date itself and selecting a different Pay Period
- This page also shows you the status of each submitted time entry, so you can track the progress of your timesheet through to payment

Time Entry Status	What does it mean?
SUBMITTED	This time entry has been submitted and has successfully passed all the timesheet rules. It is now awaiting the Participant's approval before PPL can process it.
APPROVED	This time entry has been approved and will be processed in the next pay cycle.
IN PROCESS	This time entry is currently being processed by PPL's payroll team.
GOOD TO PAY	This time entry is one step away from payment.
PAID	This time entry has been paid, if the Check # starts with RA it has been paid via direct deposit; if it has a number value it has been paid via paper check.
REJECTED	This time entry has been rejected by the Participant. It requires that you correct the time entry and resubmit it for approval.
PENDING	This time entry has been submitted via paper and currently breaks a timesheet rule that must be corrected before payment can occur.
DENIED	This time entry cannot be paid or processed and has denied.

CONTACT US

The contact us page is a helpful tool where you can:

- ❖ View the customer service center hours of operation
- ❖ Retrieve contact information such as phone number, fax and email for the program
- ❖ Submit a question or comment directly to the program email box from My Account

To navigate to this page, select '[Contact Us](#)' on the website's footer.

Contact Us

Hours of Operation: Monday - Friday; 8:00 AM to 7:00 PM Eastern Time
Phone Customer Service: 1-866-886-1818
Fax: 1-833-920-0703
Email: PPLODMMycare-cs@pcgus.com

Submit a question or comment

Your PPL ID: CM-0010031
State: OH
Program Name: OH MyCare
User Role: Case Manager

Your Name*

Your Contact Phone*

Your Email*

Subject*

Comments*

SUBMIT

We hope you enjoy using My Account!

If you have any questions, please feel free to contact our customer service center.