



Enrollment

Q: How do I start services?

- A:
1. Speak to your social worker – you will need to become “vendorized” with the Regional Center
 2. GGRC will send your information to Public Partnerships, LLC (PPL) – name, address, phone number, etc.
 3. PPL will add you to the BetterOnline Web Portal and send you a personalized employer registration packet in the mail.
 - a. Fill out the employer packet and return it to PPL.
 - b. Ask your worker to call the PPL Over the Phone Enrollment Line to get their enrollment started
 4. Once you *and* your worker have completed registration, your Social Worker will create the Service Authorization and services can begin.

For more information, check out the “How Your Enrollment Works” flowchart available on the PPL Program Website: <http://www.publicpartnerships.com/programs/california>. Select the *California Golden Gate Regional Center Program* link and then select *Program Documents*.

Q: How does my worker sign up with PPL?

- A: Workers have two options to sign up with PPL. They can:
1. Call the *PPL Over the Phone Enrollment* line (1-877-908-1752)
 2. Complete the *Worker Application Request form* and fax it back to PPL (1-855-867-1676)

PPL will add them to the BetterOnline Web Portal and send them a personalized worker registration packet in the mail.

Q: When can my worker start providing services?

- A: Your worker can begin providing services once your social worker gives you the start date of the authorization. Both the vendorized family member and the worker need to be “Good to Go” before the authorization is entered.

Timesheet/Invoices

Q: How do I know if my worker is supposed to submit a timesheet or an invoice?

- A: It is based on what service your worker is providing –
- Use a *timesheet* if your worker is providing respite and/or nursing services
 - Use an *invoice* if your worker is providing transportation services
 - There are two different invoice templates: one for mileage and per trip and one for passes. Make sure your worker uses the right one!

Q: When are timesheets and invoices due?

- A: Timesheets and invoices are due 3 days after the end of the pay period. Our pay periods are always the 1st – 15th of the month and the 16th – end of month, so make sure your workers submit on time to avoid a delay in payment!

All timesheets and invoices must be submitted within 30 days from the end of the pay period to ensure they get paid by PPL.

Frequently Asked Questions

California Golden Gate Regional Center: Enrollment and Timesheet/Invoices



Q: How do we submit timesheets and invoices?

- A: You have three options to submit timesheet and invoices to PPL—
1. online via our BetterOnline Web Portal (<https://fms.publicpartnerships.com>)
 2. smartphone via our mobile app, Time4Care (timesheets only)
 3. mail/fax a paper timesheet or invoice

For more information on submitting timesheets, check out the “Submitting Timesheets and Getting Paid!” flowchart available on the PPL Program Website: <http://www.publicpartnerships.com/programs/california>. Select the *California Golden Gate Regional Center Program* link and then select *Program Documents*.

Q: Why should I sign up for PPL’s BetterOnline Web Portal?

- A: PPL’s BetterOnline Web Portal gives you 24/7 access to program information. You will be able to answer many of your questions *without* calling Customer Service!

PPL’s BetterOnline Web Portal:

- allows you to track paperwork and timesheets/invoices in real time
- offers e-timesheets. You will save time and money because there is no need to fax or mail timesheets. You will also know right away if there is an error on the timesheet so your worker can fix it quickly.

Q: How do I sign up for PPL’s BetterOnline Web Portal?

- A: 1. Visit <https://fms.publicpartnerships.com>
2. Select the “Sign Up” button
3. Select CA GGRC program and confirm your PPL ID, Last Name and Date of Birth
4. Create a unique username and password

Once you create your username and password, you will be able to log into the BetterOnline Web Portal to view your information and submit/approve timesheets. It’s that easy!

Additional Questions?

- Call PPL Customer Service at (877) 522-1053 for English, (877) 522-1054 for Spanish, or (877) 522-1055 for Cantonese
- Visit our Program website to download program materials and reference guides: <http://www.publicpartnerships.com/programs/california>. Select the *California Golden Gate Regional Center Program* link and then select *Program Documents*.