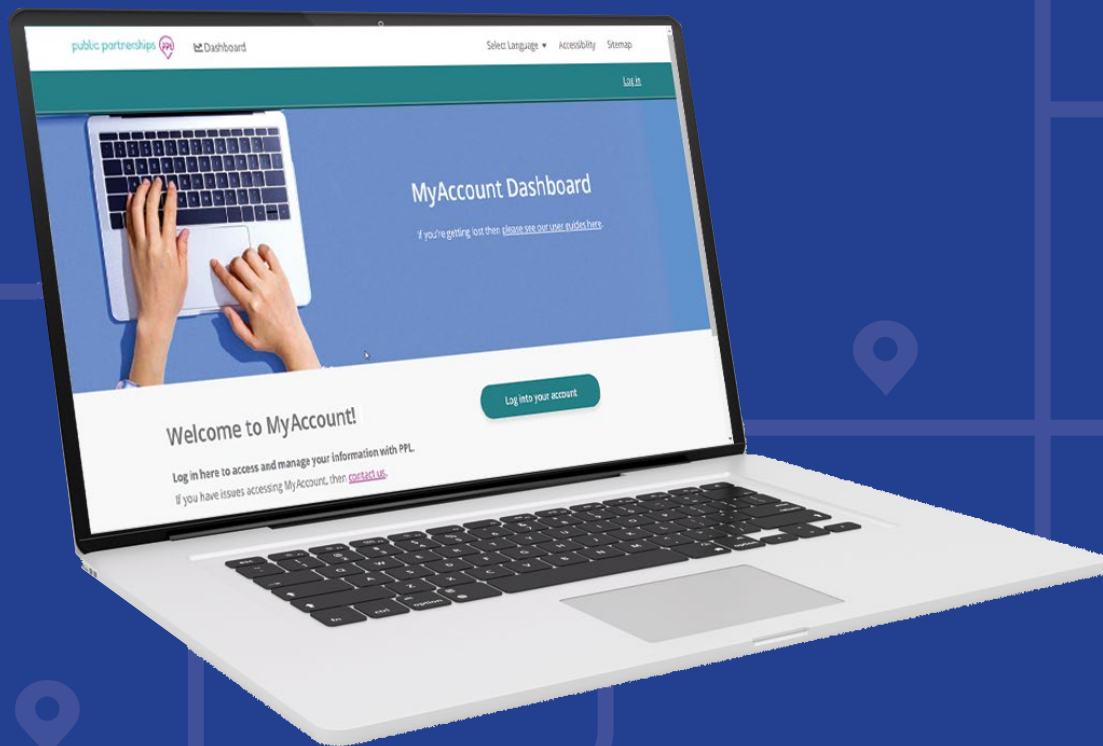


MYACCOUNT

Guide for Providers



USER GUIDE

at a glance

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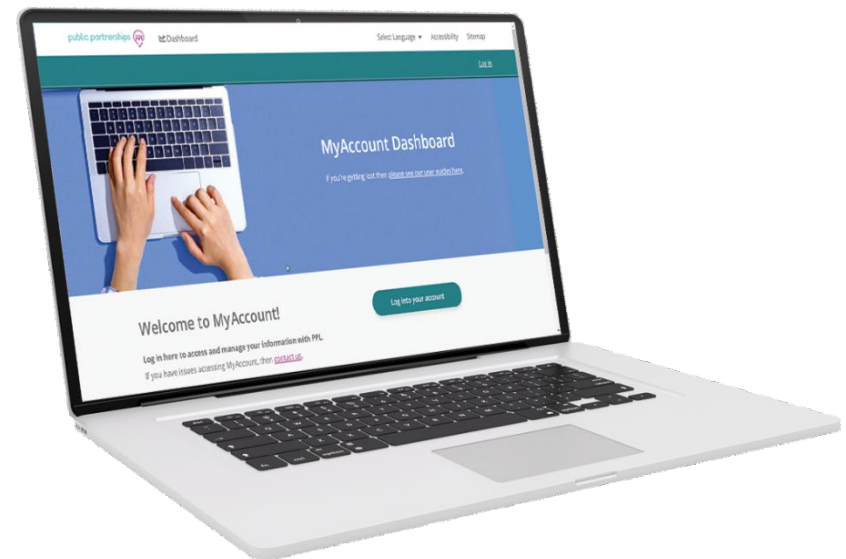
WELCOME

WELCOME

As a care Provider, the MyAccount platform from Public Partnerships (PPL) is where you'll keep and manage your employment information.

This guide provides:

- How to set up your MyAccount access
- How to enroll as an employee if you haven't yet enrolled
- How to view and manage your earnings



Set Up Your MyAccount Access

You will receive an automatic email notification asking you to register for MyAccount.

1. In your email invitation, open the MyAccount link.
2. In MyAccount, review and edit your information.
3. Under **Account Details**, type a new password and set your security questions.

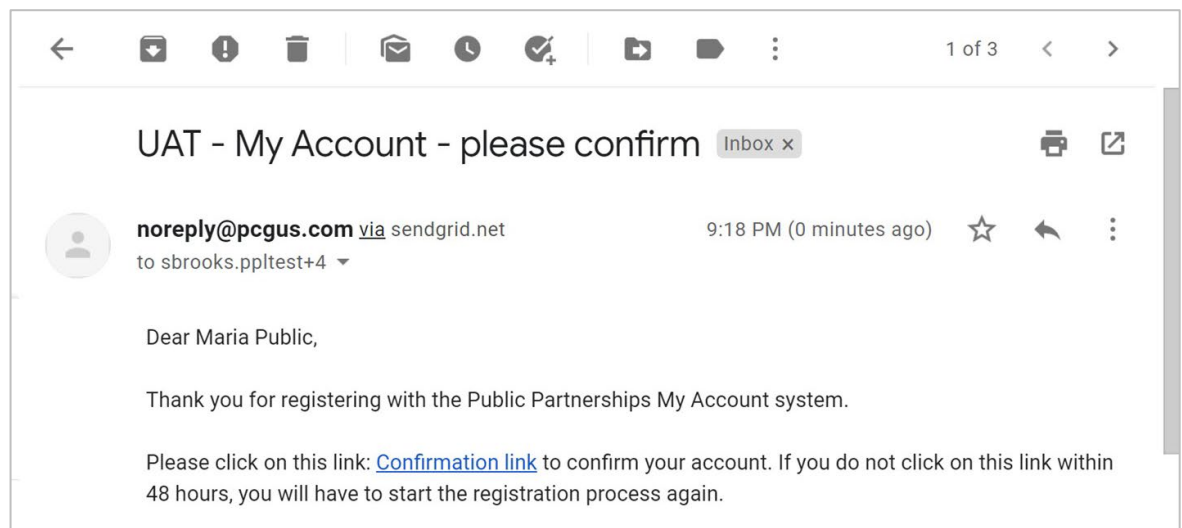
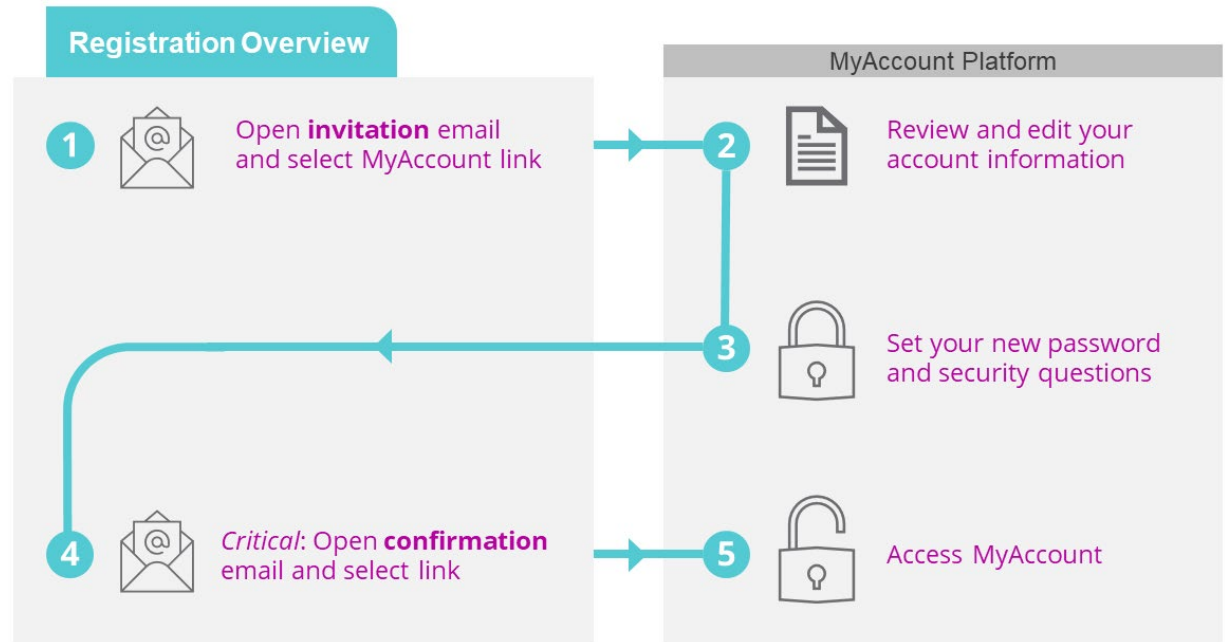
NOTE: Your new password will also apply to the Time4Care™ app, after you complete these steps.

4. Look for a confirmation email and open the *Confirmation link*.

NOTE: Must confirm within 48 hours.

5. Now you have MyAccount access, so you can continue with enrollment or other tasks.

NOTE: If you previously used BetterOnline, your enrollment is already completed.



Set Up Your Signature

To complete enrollment, you will use an electronic signature. You can get assistance, but no other person can create it for you.

1. On your MyAccount dashboard, select **My signature**.
2. Under *Who will be signing*, select **Employee**.
3. Choose between these options:
 - **Select a Style** – Useful if you can only type your name. You can select different styles and sizes to your liking.
 - **Draw It** – Useful if you have a touch screen device.
4. Select **Save signature**.

The screenshot shows a grid of six dashboard cards. The 'My signature' card is highlighted with a purple border. It contains a 'View' button and an 'Add my signature' button. Other cards include 'My details' (Section complete), 'My Enrollment' (Continue), 'Time Entries and Earnings' (View), 'My W-2' (View), and 'PPL Connect' (View).

The left screenshot shows the 'Who will be signing:*' dropdown set to 'Participant/Employer'. The 'Select a style' button is highlighted with a purple box. Below it, the 'Your name:' field contains 'John Smith'. The 'Signature style' preview shows a cursive signature of 'John Smith'. There are 'Change Style' and 'Text size:*' options (Small, Medium, Large) with 'Medium' selected. At the bottom are 'Save signature' and 'Delete' buttons.

The right screenshot shows the same setup, but the 'Draw It' button is highlighted with a purple box. The 'Signature style' preview shows a handwritten signature of 'John Smith'. There is a 'Clear' button above the preview. At the bottom are 'Save signature' and 'Delete' buttons.

Complete Your Enrollment

When you are just starting with Public Partnerships (PPL), you need to complete your enrollment.

NOTE: If you previously used BetterOnline, your enrollment is already completed.

1. On the MyAccount dashboard, select **My Enrollment**.
2. If you serve multiple Participants, select which enrollment you are completing.

Each Participant requires a separate enrollment.

NOTE: Checkboxes on the Participant tile show you the progress of your enrollment.

The screenshot shows a grid of enrollment sections. Each section has a 'View' button and a status indicator. The 'My Enrollment' section is highlighted with a purple border and has a 'Change' button. All sections have a 'Section complete' indicator.

My details View	My signature Add my signature
My Enrollment Change	Time Entries and Earnings View
My W-2 View	PPL Connect View

3. Complete questions in all the sections that appear.

Questions with an asterisk * are required. For details, see the next section on 8.

4. After you agree to the terms and conditions, select **Finish** at the bottom of the page.

The screenshot shows the completion screen for TN ECF Provider Enrollment. A light blue banner at the top says 'Congratulations! Your enrollment has been completed'. Below this, the title 'TN ECF Provider Enrollment' is followed by a note: 'Once you have completed a section you can go back to view or edit from here. Fields marked with * are required to move on to the next section.' A sidebar on the left lists the sections: Employment Details, Payment Details, Employment Eligibility, Tax Information, Background Check, and Terms and Conditions. The main content area is titled 'TRANSPORTATION' and contains three questions with radio button options:

- Will you accompany the participant into the community?*
 Yes
 No
- Will you provide transportation to the participant?*
- Will you drive your own car?*

A 'Next' button is located at the bottom left, and a 'Close' button is at the top right.

5. In the summary page, make any final edits and choose **Confirm**.
6. In the next section, you can review PDF documents that MyAccount generates from your answers.

NOTE: You do not need to print the forms; they will remain available at any time.

7. Select **Sign and submit**.

MyAccount will automatically apply your digital signature to each individual form.

NOTE: If your electronic signature is not yet created, a button appears for you to do that now.

8. Wait for your Participant to review and sign your enrollment forms.

If your Participant is not online:

You can either print the forms or ask Public Partnerships to mail the completed and signed documents to you. Your Participant can then physically sign the documents and you will need to fax them back to PPL.

Authorization and signature

You agreed to the PPL terms and conditions and confirmed that the statements in this application are true and correct.

Edit

Confirm

Enrollment documents

- [TN ECF Addendum to the Consumer Direction Service Agreement](#)
- [OLD TN Worker services and rates](#)
- [TN ECF Worker Enrollment](#)
- [TN EC Background Check Consent](#)
- [TN ECF Worker Services and Rates](#)
- [TN ECF Difficulty of Care](#)
- [TN ECF Tax Exemptions](#)
- [TN ECF W-4](#)
- [TN ECF I-9](#)
- [TN ECF Participant and Worker Agreement](#)

Enrollment Questions

Here are the sections you will complete for enrollment:

SECTION	EXPLANATION
Employment details	Specify what you agree to provide the Participant.
Payment Details	<p>You can choose between:</p> <ul style="list-style-type: none"> • Direct Deposit – Payments going directly into your bank account. You need to provide your bank information. • Debit Card – Payments going onto an ADP pay card. NOTE: Expect initial payments to come via paper check. • Paper Check – Payment issued to a paper check and mailed to you (slowest method of payment).
Employment Eligibility	<p>For the documents you choose to use, you need to provide the name, document number, and issuing authority. For more information on documentation requirements, see: List of Acceptable Documents.</p> <p>NOTE: You will not upload the proof of documentation to MyAccount. You must provide copies of these documents to your Employer for their review.</p>
Tax Information	<p>Answer questions related to these federal tax forms:</p> <ul style="list-style-type: none"> • Tax Exemptions • W-4: Employee's Withholding • Difficulty of Care Federal Income Exclusion • FLSA Live-In Exemption
Background Check	The information in this section will be used for PPL to apply for a criminal background check on your behalf.
Authorization and Signature	<p>This is an important section. Please read it carefully. Once you have completely read and agreed, check the agreement box at the end of the terms and conditions.</p> <p>You may update your enrollment after it is completed; see the next section.</p>

Change Your Enrollment Details

You can change your enrollment information at any time. Start by selecting **My Enrollment** on the MyAccount dashboard and choosing the Participant. The steps you take depend on your situation:

If your enrollment is not yet complete:

1. Make your edits and choose **Confirm**.
2. When the PDF forms appear, verify your changes.
3. Select **Sign and submit**.

If you are only editing bank or payment information:

1. Select **Edit Enrollment**:
2. Update the Payment Details section.
3. Select **Save**.


You do not need to resubmit the PDF forms.

If you are changing other information:

1. Select **Edit Enrollment**.
2. Update your information.
3. Select **Save**.
4. Select **Finish**.
5. Select **Sign and submit**.


My programs


To learn about the self-directed home care programs PPL may offer in your home state, click on the state name to show our available programs.




Your #1 choice for self-directed care.

For details and documentation on each program, click the program name for more information, such as: eligibility requirements, program-specific information, educational information, and more.

 Completed enrollments will be reviewed and verified by the PPL team to check compliance.

 Close

 Congratulations! Your enrollment has been completed

[Edit enrollment](#)

Manage Your Earnings

For submitting timesheets, you must use the **Time4Care™ app, not MyAccount.**

Using Time4Care ensures you're in compliance with Electronic Visit Verification (EVV) requirements.

Use MyAccount to view interactive charts and to make certain corrections.

Open **Time Entries and Earnings** from your dashboard.

In the tabs that appear, use filters to see the information you need:

- **Earnings Summary**—Interactive chart. For example, change the pay period to see earnings from a certain month.
- **Work History**—Includes filters for dates, services provided, and status.
- **Paystubs**—Lists all your payments. To see the detailed time entries, select **View** next to the payment.

NOTE: In the **Time Entry** tab you could create or correct time entries. However, if you do, the entry will not be compliant with EVV program requirements.

My details View	Section complete	My signature Add my signature	
My Enrollment Change	Section complete	Time Entries and Earnings View	
My W-2 View		PPL Connect View	

Earnings Summary
Work History
Paystubs
Time Entry

⏪ Next pay day: Friday, 19 August

▲ \$10.00	Submitted
● \$20.39	Approved
■ \$0.00	Processing for Payment
◆ \$0.00	Paid
Total Potential Earnings: \$30.39	

Filter Options

Service:

Participant:

Pay Period:

Time Entry Status

Here are the status labels you will see, shown in order:

ORDER	STATUS	DESCRIPTION
1	SAVED	Time entries that are started but not yet submitted. Time entries in this status are not yet available for processing.
2	SUBMITTED	Time entries that are submitted and meet the timesheet rules. In this status, the Participant must next approve payment.
3	APPROVED	Time entries that the Participant has approved. They are ready to be processed in the next pay cycle.
4	IN PROCESS	Time entries currently being processed by PPL's payroll team.
5	GOOD TO PAY	Time entries that are one step away from payment.
6	PAID	If the check number starts with "RA," then it has been paid via direct deposit. If it has only a number, it has been paid via paper check.
	REJECTED	This time entry has been rejected by the Participant. You must 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.

View Your W-2 Earnings Summary

To prepare your annual taxes, you need to generate a W-2 form.

To access it, select **My W-2** on your dashboard.

NOTE: This option does not appear until the January after the year you worked.

My details View	Section complete	My signature Change	Section complete
My Enrollment Change	Section complete	Time Entries and Earnings View	
My W-2 View		PPL Connect View	

Connect with New Participants

With MyAccount, you can choose to advertise for additional work opportunities within the program. This feature is completely optional.

You would set up a profile in the **PPL Connect** directory. Interested Participants can then find you and you can exchange messages.

1. On the MyAccount dashboard, select the **PPL Connect** tile.
2. Select **Create or Edit Account**.
3. Complete the questions, beginning with *Would you like to be a part of PPL Connect?*

By selecting **Yes**, Participants up to 50 miles away can find your profile and send you messages within PPL Connect. (They do not have access to your personal contact information.)

NOTE: You can switch your answer to **No** at any time and Participants will not see you in the directory.

4. Select the checkbox to show you agree to the disclaimer.
5. Complete the remaining questions and select **Finish**.

NOTE: You can select multiple choices for Services, Availability, and other questions. Pick whatever fits the type of work you want.

NOTE: When you choose the *Distance willing to travel*, then only Participants who live within that distance will see your profile when searching the directory.

6. Return to PPL Connect to review any messages you receive.

My details View	 <small>Section complete</small>	My signature Add my signature	
My Enrollment Continue		Time Entries and Earnings View	
My W-2 View		PPL Connect View	

Edit and create your account

- ✓ PPL Connect
- ✓ Services
- ✓ Skills & Licenses
- ✓ Personal Info

SERVICES

The info in the fields below will be displayed directly in your profile for browsing participants to view.

Services

IADL: Meal Preparation x IADL: Shopping x x | v

Availability

Tuesday x Wednesday x Friday x x | v

Time of Day

Day x x | v

Distance willing to travel 15 miles*

0 50