

KS WORK UnitedHealthcare: Guide to Creating and Editing Participant Profiles

1. Type in the web address into your browser: <http://fms.publicpartnerships.com>
2. Log into the BetterOnline™ Web Portal.

3. Select your program and role.

4. Once in the portal, you will default to the “Participant Search Page”. To find a participant’s profile, enter any identifying search criteria to find the participant for whom you plan to create the authorization.

5. To create a new participant profile, click the Enroll a New Participant button.

6. You will default to a page titled “Add Participant – Fiscal Agent Request Form”. Enter the Medicaid ID, First Name, and Last Name.
- To save the participant’s profile, you must enter in the participant’s first and last name.

Participant Demographic Information	
PPL ID	C000438
Medicaid ID	00123456789
First Name *	James
Middle Name (optional)	
Last Name *	Sample

- For the Participant to reach good to serve status, you need to enter the following demographic data: Mailing Address, Social Security Number, Date of Birth, Phone Number, Enrollment Start date, and Employer of Record information.
 - You should enter the Enrollment Start date after the participant’s start date is confirmed by the KS WORK program through PPL and KDHE.

Mailing Address	123 Test St
Mailing Address Line 2 (optional)	
Mailing City	Topeka
Mailing State	Kansas
Mailing Zip Code	66409
County (optional)	- Select -
Social Security Number	123456789
Date of Birth	6/22/1949
Phone Number	913-234-5678

- If you know the ILC agency, you should select it from the dropdown menu. In our example, our ILC is John Smith and he works for DSNWK.

Independent Living Counselor Agency	DSNWK
Notes limited to 250 characters (optional)	
<input type="button" value="Copy Participant Address Information from Above"/>	
Employer of Record	DSNWK

- If you do not know who the participant’s ILC is or the participant does not have an ILC yet, you can leave the ILC Agency dropdown on “Select”

Independent Living Counselor Agency	- Select -
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7. If the participant is going to hire one or more PA(s) to work for them, rather than only use agency services, click on the “Copy Participant Address Information from Above”. If the participant only plans to use agency services, ignore this step.
 - The information will pre-populate to the Employer of Record section.
 - If the participant is planning to hire one or more PAs but is NOT planning to serve as the Employer of Record, then enter the participant's Employer of Record's name and other information into the Employer of Record section (NOTE: This is very rare; normally WORK participants serve as their own Employer of Record).
8. Next, you need to select the Independent Living Counselor (ILC). If you know who their agency was, the names shown will filter for that agency.

The screenshot shows a form section titled "Independent Living Counselor". Below the title is a dropdown menu currently set to "- Select -". The dropdown is open, showing a list of names: "- Select -", "BIGGS, SARA", "DURHAM, SARAH", "HOFFMAN, PATTI", "MARTIN, RAENETTE", "SCHLYER, LEAH", "SHEWEY, LESLIE", and "SMITH, JOHN". The name "SMITH, JOHN" is highlighted in blue. To the left of the dropdown, there are two "Care Coordinator" labels, one of which has a "Select" button next to it.

- If you do not know which agency the participant's ILC worked for, you can search for their name from the full list.

The screenshot shows a search interface for the Independent Living Counselor. On the left, there are labels for "Phone (optional)", "Email Address (optional)", "Relationship to Consumer (optional)", "Independent Living Counselor", and another "Independent Living Counselor". A search dropdown menu is open, displaying a list of names: "SLIFER, DEBBY", "SMITH, JOHN", "SOMLYO, BECKI", "SPROUL, JONATHON", "STALEY, BRENDA", "STOWE, BOBBIE", "SWEET, JANE", "TRACY, JULIE", and "WEDD, SHAUNA". "SMITH, JOHN" is highlighted. To the right of the dropdown is a "View Independent Living Counselor" button.

- If you do not know who the ILC is, you can leave this option on “Select” and return later to enter the ILC.

The screenshot shows the "Independent Living Counselor" section of the form. The dropdown menu is set to "- Select -". To the right of the dropdown is a button labeled "View Independent Living Counselor".

9. Next, you want to associate James Sample to a Care Coordinator. In this example, Mr. Sample will be associated to Debra Smith. First, click on “Search Care Coordinator”.

The screenshot shows a form section titled "Care Coordinator". Below the title is a "Search Care Coordinator" button.

- A box should appear that requests Care Coordinator information. Type in any identifying data and click search. NOTE: You can click on “Search” to return a full list of Care Coordinators.

- The Care Coordinator’s profile should appear. Click on “Select” to associate them to this participant.

System ID	First Name	Last Name	City	State	Phone
SF00000017	Debra	Smith	Overland Park	MO	

- The participant’s profile should update to show the Care Coordinator that you selected.

10. Click “Save” to save this participant’s profile.

11. A confirmation message will appear after the participant details are added successfully.

12. Click back on the Participant Search hyperlink and type in identifying information for James Sample and click search. You should then see the profile appear in the search results.

Participant	Participant PPL ID	Medicaid ID	Birth Date	Good To Serve	Employer of Record Name	Employer No	Independent Living Counselor	Care Coordinator	Phone	Participant Profile	Authorization
SAMPLE, JAMES	C000438	00123456789	06/22/1949	No		Pending		SMITH, DEBRA		Participant Profile	Authorization


Good to Serve status is based on today's date 03/31/2014. Please note: The good to serve status may be different for the actual date of service.

Congratulations! You have successfully created the participant’s profile.

Editing an Existing Participant Profile

- Using our example of James Sample, after receiving the enrollment start date, you need to enter this information into the participant profile. You would start by logging into the portal and entering any identifying information into the participant search box.

Participant Search

Participant Last Name 

Participant First Name

Participant PPL ID

Medicaid ID

SSN

EIN Number


Employer First and Last Name

ILC Last Name

Participant	Participant PPL ID	Medicaid ID	Birth Date	Good To Serve	Employer of Record Name	Employer No	Independent Living Counselor	Care Coordinator	Phone	Participant Profile	Authorization
SAMPLE, JAMES	C000438	00123456789	06/22/1949	No		Pending		SMITH, DEBRA		Participant Profile	Authorization

Good to Serve status is based on today's date 03/31/2014. Please note: The good to serve status may be different for the actual date of service.

- Click on the “Participant Profile” hyperlink to view the profile.


Participant	Participant PPL ID	Medicaid ID	Birth Date	Good To Serve	Employer of Record Name	Employer No	Independent Living Counselor	Care Coordinator	Phone	Participant Profile	Authorization
SAMPLE, JAMES	C000438	00123456789	06/22/1949	No		Pending		SMITH, DEBRA		Participant Profile 	Authorization

Good to Serve status is based on today's date 03/31/2014. Please note: The good to serve status may be different for the actual date of service.

- Scroll down to the bottom of the profile to click on the “Edit Participant” button



- You will then be given access to edit the participant profile. In this example, we are going to enter in 4/1/2014 as the participant’s enrollment start date. However, this page gives you the option to edit any of the open fields that you need to revise.
- When you are finished editing, scroll down to the bottom of the page and click “Update”.



- You should receive a confirmation message that the participant’s details were edited successfully.

Participant 'Sample' Details Edited Successfully

The Participant details were successfully edited.

Congratulations! You have now successfully edited your participant’s profile!

Thank you for using this guide to successfully create and edit profiles for KS WORK participants! If you have any questions, please contact PPL at 1-877-908-1747 or a pplks-unitedhealthcare@pcgus.com.