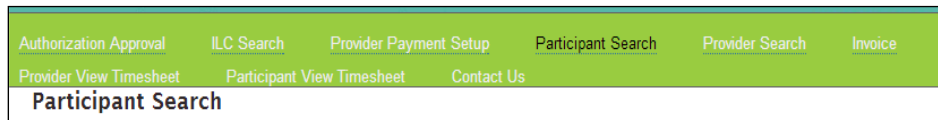


How to Update Independent Living Counselor Information

The purpose of this guide is to demonstrate how you can let PPL know who a participant's Independent Living Counselor (ILC) is or when their ILC changes. This information allows PPL to determine which ILC to follow up with on matters related to that participant. For example, PPL has used ILC contact information to follow up on paperwork issues experienced by a participant.

1. Log in to the PPL Web Portal using your pre-assigned username and password at fms.publicpartnerships.com
2. You will default on the “Participant Search” page.



3. Select the “ILC Search” menu option. You will see the ILC Search page below:

A screenshot of the 'Independent Living Counselor Search' page. The page title is 'STATE OF KANSAS | Work Opportunities Reward Kansans (WORK)'. The navigation menu includes Authorization Approval, ILC Search, Provider Payment Setup, Provider View Timesheet, Participant View Timesheet, and Contact Us. The main heading is 'Independent Living Counselor Search'. There are two input fields: 'Independent Living Counselor Last Name' (empty) and 'Independent Living Counselor Agency' (dropdown menu showing '- Select -'). A 'Search' button is below the fields. At the bottom, there is an 'Add New Independent Living Counselor' button.

4. The ILC Search Page will show all of the current and former ILCs who work for the KS WORK Program.
 - In the example below, you are looking for an ILC with the last name “Smith”. Type in “Smith” to the ILC Last Name box and then click “Search”.

A screenshot of the 'Independent Living Counselor Search' page. The page title is 'Independent Living Counselor Search'. The 'Independent Living Counselor Last Name' field contains the text 'smith'. The 'Independent Living Counselor Agency' dropdown menu shows '- Select -'. The 'Search' button is highlighted.

- If there is an ILC listed with the last name “Smith” the following results will be displayed:

Independent Living Counselor Search

Independent Living Counselor Last Name

Independent Living Counselor Agency

Action	Independent Living Counselor ID	Independent Living Counselor Last Name	Independent Living Counselor First Name	Independent Living Counselor Agency	Phone	Email
<input type="button" value="Edit"/>	CM000164	SMITH	JOHN	DSNWK	123-456-7890	JOHN.SMITH@GMAIL.COM

- If your search for ILC John Smith did not give you any results, you will need to create their profile. **Skip to Step 12 of this guide to learn how to do this.**

5. Now that we know that John Smith is in Portal, we want to associate this ILC profile to a participant. To do this, please click on the “Participant Search” hyperlink and search for your participant. In this example, your participant is QA TestConsumerEH.

Authorization Approval
ILC Search
Provider Payment Setup
Participant Search
Provider Search
Invoice

Provider View Timesheet
Participant View Timesheet
Contact Us

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	Service Coordinator	Phone	Participant Profile	Authorization
TESTCONSUMEREH, QA	C000291	3333333333	12/14/1982	No	QA TESTCONSUMEREH	012345678		DIAZ, ALISSA	123-123-1234	Participant Profile	Authorization

6. Click on the “Participant Profile” link next to the participant’s profile.

Participant	Participant PPL ID	Medicaid ID	Birth Date	Good To Serve*	Employer of Record Name	Employer No	Independent Living Counselor	Service Coordinator	Phone	Participant Profile	Authorization
TESTCONSUMEREH, QA	C000291	3333333333	12/14/1982	No	QA TESTCONSUMEREH	012345678		DIAZ, ALISSA	123-123-1234	Participant Profile	Authorization

7. You will then be taken to the Participant Profile. Scroll down to the end of the participant profile to click on the “Edit Participant” button.

Edit Participant

Authorizations

Associated Providers

Checklist

- You will need to edit the participant's profile in two locations to update their ILC. First, you want to look for the Independent Living Counselor Agency in the dropdown menu. For John Smith, we want to look for DSNWK.

Independent Living Counselor Agency

Notes limited to 250 characters (optional)

Copy Participant Address Information from Above

Employer ID Number (EIN)

Employer of Record

DSNWK

- Select -

Advocacy Unlimited

ARC of Douglas Co.

Becky Somlyo

Bethesda Lutheran

BRUCE DALDRUP

CASE MANAGEMENT OF KANSAS

CASE MANAGERS FOR INDEPENDENCE

COF

Community Works

Cottonwood, Inc.

CPRF

Dream Works

Dreamz 2 Reality

DSNWK

Duke Larson

- NOTE:** If the ILC does not have an agency specified on their profile or you do not know which agency they work for, you do not need to select an agency. You will simply leave the section for ILC Agency on "Select".

Independent Living Counselor Agency

- Select -

- Now, you want to select the ILC's name from the "Independent Living Counselor" dropdown menu at the bottom of the page. In our example, you would look for John Smith. If the ILC's agency was specified, your name choices will be filtered to all ILCs that work for that agency. In this example, you can choose from all ILCs who work at DSNWK.

Independent Living Counselor

Independent Living Counselor

Service Coordinator

Service Coordinator ALISSA

View Independent Living Counselor

Search Service Coordinator

SMITH, JOHN

- Select -

- Select -

BIGGS, SARA

DURHAM, SARAH

HOFFMAN, PATTI

MARTIN, RAENETTE

SCHLYER, LEAH

SHEWEY, LESLIE

- NOTE:** If there was no agency specified, you will need to search for the ILC's name from the full list of Independent Living Counselors.

Phone (optional)

Email Address (optional)

Relationship to Consumer (optional)

Independent Living Counselor

Independent Living Counselor

View Independent Living Counselor

SHEWEY, LESLIE

SIMPSON, HOLLY

SLIFER, DEBBY

SMITH, JOHN

SOMLYO, BECKI

SPROUL, JONATHON

STALEY, BRENDA

STOWE, BOBBIE

SWEET, JANE

TRACY, JULIE

WEDD, SHAUNA

- Select -

- After you have indicated the ILC's name, click "Update" at the bottom of the page.

- After you click the "Update" button, you should receive this message:

Participant 'TESTCONSUMEREH' Details Edited Successfully

The Participant details were successfully edited.

- John Smith is now the ILC listed on QA TestConsumerEH's profile. The participant has successfully been associated to the ILC.

Participant	Participant PPL ID	Medicaid ID	Birth Date	Good To Serve*	Employer of Record Name	Employer No	Independent Living Counselor	Service Coordinator	Phone	Participant Profile	Authorization
TESTCONSUMEREH, QA	C000291	33333333333	12/14/1982	No	QA TESTCONSUMEREH	012345678	JOHN SMITH	DIAZ, ALISSA	123-123-1234	Participant Profile	Authorization

12. How to Create an ILC Profile

This step is for when you are entering a brand new ILC who has not worked with a WORK participant before, that means you could not find the ILC in the Web Portal using search steps 1-4 in this guide

- In this example, you searched for ILC John Smith. However, there were no ILCs that matched your search criteria.
- It is **extremely important** that you search for the ILC before you create a new profile; it will cause problems if you add a duplicate ILC.

- Since the ILC is not already in the Web Portal, you would need to create a new profile for ILC John Smith. Click on the “Add New Independent Living Counselor” button.

13. After selecting the “Add New Independent Living Counselor” button, you will be taken to this page.

14. Enter in the ILC's first name, last name, email address, and telephone number. These are all **required** fields and you will not be able to save their profile without this information. If you have their mailing address, please add that too (but it is not required).

Add Independent Living Counselor

Please enter the following information. * fields are required to save the form.

Independent Living Counselor Demographic Information

ILC First Name * John

ILC Last Name * Smith

Address Line 1 (optional)

Address Line 2 (optional)

City (optional)

State (optional) Kansas

Zip (optional)

Email Address * John.Smith@gmail.com

Phone Number * 123-456-7890

Fax Number (optional)

- If you know the ILC's Agency, you should select it from the dropdown menu. It is not required information, but it is a useful reference. In this example, we are looking for DSNWK (NOTE: if this ILC works for an ILC Agency not already in portal, please email PPL at pplks-unitedhealthcare@pcgus.com and ask PPL to add this new "ILC Agency" to the Web Portal ILC Agency dropdown list)

Add Independent Living Counselor

Please enter the following information. * fields are required to save the form.

Independent Living Counselor Demographic Information

ILC First Name *

ILC Last Name *

Address Line 1 (optional)

Address Line 2 (optional)

City (optional)

State (optional)

Zip (optional)

Email Address *

Phone Number *

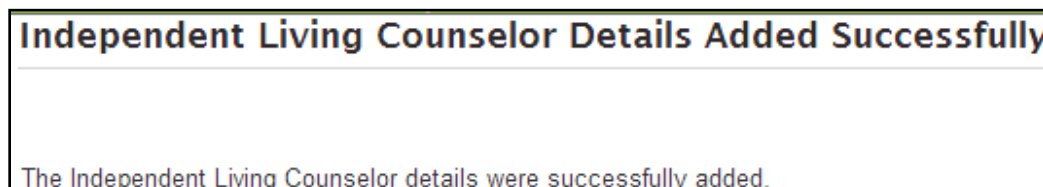
Fax Number (optional)

Independent Living Counselor Agency (optional)

- Select -
Advocacy Unlimited
ARC of Douglas Co.
Becky Somlyo
Bethesda Lutheran
BRUCE DALDRUP
CASE MANAGEMENT OF KANSAS
CASE MANAGERS FOR INDEPENDENCE
COF
Community Works
Cottonwood, Inc.
CPRF
Dream Works
Dream 2 Reality
DSNWK
Duke Lorson
HARDEN COMMUNITY CARE KANSAS
IN YOUR HOME CASE MANAGEMENT, LLC
JCDS
Jenian Inc
- Select -

15. After you enter in all the correct information for the ILC, click the "Save" button at the bottom of the page.

16. After you click the "Save" button, the following message will be displayed:



- If you click on the ILC Search hyperlink and you type “Smith” into the search box, you should find a link to John Smith’s profile.

The screenshot shows a web portal interface for searching Independent Living Counselors. At the top, there is a navigation bar with links: Authorization Approval, ILC Search, Provider Payment Setup, Participant Search, Provider Search, and Invoice. Below this is a secondary navigation bar with links: Provider View Timesheet, Participant View Timesheet, and Contact Us. The main heading is "Independent Living Counselor Search".

The search form includes:

- Independent Living Counselor Last Name:
- Independent Living Counselor Agency:
- A "Search" button.
- An "Add New Independent Living Counselor" button.

Below the form is a table with the following data:

Action	Independent Living Counselor ID	Independent Living Counselor Last Name	Independent Living Counselor First Name	Independent Living Counselor Agency	Phone	Email
Edit	CM000164	SMITH	JOHN	DSNWK	123-456-7890	JOHN.SMITH@GMAIL.COM

17. After you finish this step, send an email to pplks-unitedhealthcare@pcgus.com to PPL to inform PPL that you have added a new ILC. PPL will create this ILC’s username/password and email that information to the ILC.

Thank you for reviewing this web portal guide! If you have any additional questions, please contact PPL at 1-877-908-1747 or by email at pplks-unitedhealthcare@pcgus.com.