

Telephony Option for EVV Instructions (Landline Option)

The telephony option is for employees who do not have access to a smart device, such as a smart phone or tablet, to clock-in and clock-out via the PPL mobile application. In order to use the telephony option, the Participant's landline must be stored in the Participant's PPL Profile and the Participant must call Customer Service to advise PPL that they want their employee to use the telephony option for EVV. The Participant's phone number and address must be updated and accurate in PPL's portal.

Telephony will *not work* until after Customer Service has been contacted to register the landline. If you call the telephony number from any phone that is not registered or stored in the Participant's profile, you will not be able to submit or approve shifts through the system.

Step 1: Phone Line Registration

Participants should first call PPL customer service to register their landline phone. Customer Service can be reached at: [844-880-8702](tel:844-880-8702)

Step 2: Submitting and Approving Shifts

To submit a shift as an employee or approve/reject a shift as a Participant you will call this dedicated telephony number: [833-598-6638](tel:833-598-6638)

Step 3: Attendants will

1. Dial [833-598-6638](tel:833-598-6638)
 1. Employees will need to "Select option 1 to indicate that you are the individual delivering care"
 2. Participants will need to "Select option 2 to indicate that you are the individual receiving care"
2. Enter last 4 digits of your Social Security Number (SSN) and Date of Birth
3. Select Program Participant from list
4. Follow prompts to start new, modify, or end shift
5. If needed follow prompts to correct and resubmit entries

Step 4: Participant/Authorized Representative will

1. Dial [833-598-6638](tel:833-598-6638)
 1. Employees will need to "Select option 1 to indicate that you are the individual delivering care"
 2. Participants will need to "Select option 2 to indicate that you are the individual receiving care"
2. Verify identity by entering Last 4 digits of SSN and DOB
3. Select employee from list
4. Follow prompts to review and approve or reject any submitted shifts