



KS STEPS: What to Expect- New Referral Enrollment Timeline



1 Referred to PPL | Managed Care Organization (MCO) refers the Participant (you) to Public Partnerships (PPL) via MyAccount.

2 PPL Enrollment Specialist Assigned | PPL assigns an Enrollment Specialist to you within 24-48 hours.

3 Welcome Call | PPL Enrollment Specialist will complete Welcome Call to the Participant, Provider (PR), or Authorized Representative (AR). During the call, they explain the Kansas Supports and Training for Employing People Successfully (STEPS) program. They will schedule a time to complete your paperwork in MyAccount. This step occurs within 3 days.
Note: Calls will come from 1-833-771-1838, please save this number in your phone.

4 Enrollment Call | PPL Enrollment Specialist will call you and your Provider to inform and train you on responsibilities, program rules, and complete paperwork. The call may take up to 2 hours. **Note:** Correspondence from PPL will come directly from your assigned Enrollment Specialist. Emails from the MyAccount system will come from noreply@pcgus.com. Please check your spam if expecting an email from this address.

5 Weekly Updates | PPL Enrollment Specialist will call you weekly with updates on your paperwork. They will also make sure your provider has cleared all background checks.

6 Start Date Notification and Timesheet Training Call | PPL Enrollment Specialist will email the Care Coordinator and Community Service Coordinator to provide the Good to Go email. This notifies you that your Provider can begin working. The MCO will send the authorization to PPL. PPL Enrollment Specialist will then train you (Participant/Authorized Representative and Provider) on how to clock in and out of work using the Time4Care application on your smart device.



7 Enrollment Success Call | PPL Enrollment Specialist will inform you (the Participant) that you have completed enrollment. PPL Enrollment Specialist will work with you until your Provider has received their first payment. Following this step, Customer Service will assist your needs going forward.



Customer Service Phone: 1-833-771-1838



Customer Service Email kssteps-cs@pcgus.com