

WHO DO I CALL FOR QUESTIONS?

Rhode Island Independent Provider Program

When you need an answer to a question, think about the reason you are calling. With the Independent Provider program there are many partners to help you. The chart below shows a possible call reason and who can help!

Reason You Are Calling	Who Can Help
<p>1</p> <ul style="list-style-type: none"> • To get copies of Earnings Statements • To get Authorization Balances for Members • To update details. This can include name, address, or phone number, etc. • To update payment details. Example: Bank account number • To update W-4 deductions for tax purposes 	<p>MyAccount at account.publicpartnerships.com</p>
<p>2</p> <ul style="list-style-type: none"> • MyAccount registration, login assistance, or training • Understanding timesheets, payments, or Earnings Statement • Verification of Employment or Income (VOE/VOI) • Payment Concerns • Enrolling a new provider after enrollment period ends • Questions regarding dismissing a provider • All other topics not listed in another category 	<p>Public Partnerships Customer Service</p> <ul style="list-style-type: none"> • Phone: 833-976-1856 • TTY: 800-360-5899 • Email: RI_IP-cs@pcgus.com.
<p>3</p> <ul style="list-style-type: none"> • When a New Member Enrolls • When a New Provider Enrolls • Inquiries not resolved by customer service 	<p>A PPL Enrollment Specialist will contact you to begin the enrollment process</p>
<p>4</p> <p>Data mismatch related to:</p> <ol style="list-style-type: none"> 1. Member Eligibility 2. Member Authorization 	<p>Your Seven Hills Service Provider at 401-229-9700</p>