

Public Partnerships, LLC  
Fiscal/Employer Agent  
One Cabot RD, Ste 102  
Medford, MA 02155



**Toll Free Numbers**

**Phone:** 1-888-866-1154

**TTY:** 1-800-360-5899

**Administrative Fax:** 1-877-432-4103

Choices.achoice@pcgus.com

## **PPL CUSTOMER SERVICE**

PPL has a Customer Service Center. This is for consumers, employees and Support Brokers. The Customer Service Center can be reached by calling toll-free at 888-866-1154. Dedicated Customer Service Specialists will answer this number. The Customer Service Center is open between 9:00AM and 5:00 PM EST, Monday through Friday.

PPL has a separate phone line (800-360-5899) that connects callers to our TTY system. This is for people with hearing and/or speech impairments who use text telephones. We also have a toll-free fax number (877-432-4103) and project specific e-mail address (choices.achoice@pcgus.com).

Our Customer Service Center telephone system has voice mail. This is used as a back up during business hours. It is also used on nights, weekends and holidays. PPL will return any calls left on voice mail during business hours within one business day of the message.

PPL's Customer Service Center has experienced Customer Service Specialists. They are trained to communicate with a diverse group of people. Over half of our Customer Service Specialists speak both Spanish and English. We also have access to translation services through our Language Line. This is used to help people who speak other languages. PPL does not charge callers for translation services.

PPL enters all calls received, including complaints, into our computer system. We identify the consumer, the complaint and the date it was made. We also track how we addressed the issue, and date it was resolved.

**Please call us at 888-866-1154 if you have any questions. TTY users please dial 800-360-5899.** We look forward to serving you.