

WHAT DO I NEED TO KNOW?

A QUICK GUIDE TO THE CALIFORNIA GGRC PROGRAM

Enrollment

Email (for paperwork):	<u>caggrcenrollment@pcqus.com</u>
Fax (for paperwork):	855-867-1676
Mailing address (for paperwork):	Public Partnerships Attn: CA GGRC 7776 S. Pointe Pkwy W, Suite 150 Phoenix, AZ 85044

ENROLLMENT PROCESS:

1. GGRC Vendorization Department transmits a weekly demographic file to PPL with new participant information.
2. PPL uploads the demographic file into their system and generates the required pre-populated Employer packet and Worker Application for the family to complete.
3. PPL's Enrollment Specialist reaches out to the family to set up a time to help complete the Employer and Worker enrollment packets and answer any questions with the family in their home.
4. Worker calls PPL's Over the Phone Enrollment line (1-877-908-1752) prior to the Enrollment Specialist's meeting with the family.
5. During the home visit, the vendorized family member completes the Employer packet. Enrollment Specialist scans the forms into PPL's system.
6. During the home visit, the worker completes the worker packet. The Enrollment Specialist scans the forms into PPL's system.
7. Should any forms be incomplete or incorrect, PPL mails the forms back to the Employer or worker and highlights the areas that need correction. The Enrollment Specialist calls the Employer/worker to let them know what forms need corrections.
8. Once all forms are complete, PPL notifies the Employer and/or worker that they are Good to Go.
9. PPL sends Go to Go Listing to GGRC Vendorization Unit. The Vendorization Unit notifies GGRC Social Workers of Good to Go status.
10. GGRC Social Worker initiates the POS Authorization and sends a copy to the Employer and a copy to PPL.
11. Services start as of the first day on the authorization.

*****PPL's Enrollment Specialist will also have weekly office hours at each GGRC office location to assist with Enrollment questions.*****

Timesheet submissions

- Timesheets are processed bi-monthly, based on PPL's established pay schedule. Timesheets submitted or approved after the timesheet deadline will be paid on the next available payroll.

Timesheets must be submitted within 30 days of the end of the pay period

- Employers and workers will receive an automated call from PPL if there is a portion of their timesheet that needs attention. Due to security and privacy considerations, detail about the timesheet in question will not be left on the voicemail, only a prompt to call PPL, where the detailed information can be obtained.
- Timesheets can be submitted electronically through the PPL Portal or mobile application or paper timesheets can be faxed or mailed to PPL. If a timesheet is submitted electronically, the PPL Web Portal automatically checks the timesheet for errors and shows the Employer or worker any information that needs correction.

E-timesheets

- Submit e-timesheets via the PPL Web Portal fms.publicpartnerships.com or download the mobile app (Time4Care)
- Receive instant feedback on your timesheets. The Web Portal will check your timesheets for any issues that would prevent a timesheet from being paid, with the opportunity to correct any errors and resubmit the timesheet.
- View the status of timesheets and your budget online at any time

Paper Timesheets

Fax:	855-597-3876
Mail:	Public Partnerships Attn: CA GGRC 7776 S. Pointe Pkwy W, Suite 150 Phoenix, AZ 85044

PPL processes faxed timesheets according to an internal payroll schedule. Unlike e-timesheets, Employers and workers who fax or mail paper timesheets will not be able to receive immediate notification of any errors on their timesheet.

- If paper timesheets are used, the service code must be selected, and a separate timesheet must be submitted for each pay period worked.
- Paper timesheets must be signed and dated by the Employer and worker and faxed or mailed to PPL. **The Employer signature date must be on or after the last date worked on a timesheet.**

Invoice submissions

- Invoices must be submitted within 30 days of the end of the month
- There are two separate transportation invoices: Transportation (Mileage, per Trip) and Transportation (passes)
- Employers and workers will receive an automated call from PPL if there is a portion of their invoice that needs attention. Due to security and privacy considerations, detail about the invoice in question will not be left on the voicemail, only a prompt to call PPL, where the detailed information can be obtained.
- Invoices can be submitted electronically through the PPL Portal or paper invoice can be faxed or mailed to PPL. If an invoice is submitted electronically, the PPL Web Portal automatically checks the invoice for errors and shows the Employer or worker any information that needs correction.

E-invoices

- Submit invoices via the PPL Web Portal fms.publicpartnerships.com
- Receive instant feedback on your invoices. The Web Portal will check your invoices for any issues that would prevent a invoice from being paid, with the opportunity to correct any errors and resubmit the invoice.
- View the status of invoice and your budget online at any time

Paper Invoices

Fax:	855-867-1676
Mail:	Public Partnerships Attn: CA GGRC 7776 S. Pointe Pkwy W, Suite 150 Phoenix, AZ 85044

PPL processes faxed invoices according to an internal payroll schedule. Unlike e-invoices, Employers and workers who fax or mail paper invoices will not be able to receive immediate notification of any errors on their invoice.

If paper invoices are used, the service code must be selected, and a separate invoice must be submitted for each service (if applicable). Copies of the receipts must be submitted along with the invoice as well.

Customer Service

Phone number:	877-522-1053 (English) 877-522-1054 (Spanish) 877-522-1055 (Cantonese)
E-mail:	caggrc@pcgus.com
Hours:	8:30 – 5:00pm, PST Mon-Fri

- PPL will respond to calls from participants, Employers, workers and social workers within one business day.
- For special program notifications, PPL may use an automated outbound call to reach Employers and/or workers.
- Customer Service uses Support Tickets to track all calls. The tickets document who made the call, who received the call, the reason for the call, any actions taken and the final resolution. You can call Customer Service at any time to receive an update on a ticket. The Customer Service Representative will be able to see the ticket history, even if you have not spoken to that specific representative previously.

OTHER HELPFUL DOCUMENTS

Visit our Program website to download program materials and reference guides: <http://www.publicpartnerships.com/programs/california>. Select the California Golden Gate Regional Center Program link and then select Program Documents. Some documents we think will be a good reference are listed below. Please note, these documents are also available in Spanish, Chinese (Traditional) and Tagalog.

- Enrollment Flowchart
- Timesheet Flowchart
- Glossary of Terms
- FAQ Document Sample Worker Packets