

KS WORK AETNA: Guide to Creating and Editing Participant Profiles

1. Type in the web address provided below into your browser (it is recommended that you “favorite” this address in your web browser): <http://fms.publicpartnerships.com>
2. Log into the BetterOnline™ Web Portal.

PPL Login

User Name:

Password:

Save Your User Name On This Computer

[Online User Registration](#)
[Forgot Username or Password](#)
[Download Adobe Acrobat Reader](#)

PPL Overview

Public Partnerships, LLC (PPL) was established in 1999 as an affiliate of Public Consulting Group (PCG), a management consulting firm. PCG has been consulting to the public sector since 1986 and focuses on improving financial management and operations of publicly-funded health care, education, and human service programs. PCG employs 950 staff members in 31 offices across the U.S., in Montreal, Canada, and in Lodz, Poland, with experience in all 50 states. PPL was initially formed to provide assistance to the Robert Wood Johnson Foundation's national pilot demonstrations in Self-Determination. PPL offers a rich array of financial management and related administrative services to public agencies and participants seeking to develop consumer-directed services and supports. Currently, PPL serves more than 35,000 consumers in 20 states and the District of Columbia.

3. Select your program and role.

Program and Role Selector

You have access to more than one program. Please select a program and role you want to use.

Program:

Role:

4. Once in the Portal, you will default to the “Participant Search Page”. To find a participant’s profile, enter any identifying search criteria to find the participant for whom you plan to create the authorization.

ILC Search
Provider Payment Setup
Authorization Approval
Participant Search
Provider Search
Invoice

Provider View Timesheet
Participant View Timesheet
Care Coordinators
Contact Us

Participant Search

Participant Last Name

Participant First Name

Participant PPL ID

Medicaid ID

SSN

EIN Number

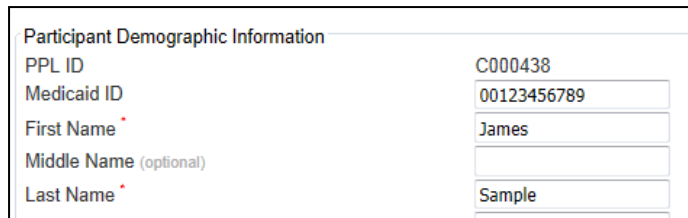
Employer First and Last Name

ILC Last Name

5. To create a new participant profile, click the Enroll a New Participant button.

6. You will default to a page titled “Add Participant – Fiscal Agent Request Form”. Enter the Medicaid ID, First Name, and Last Name.

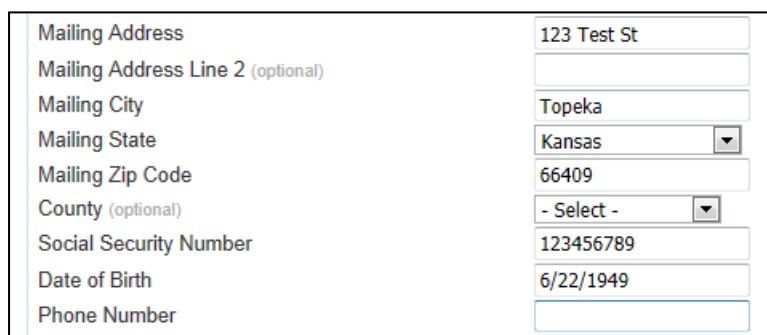
- To save the participant’s profile, you must enter in the participant’s first name, last name, and subscriber ID.



Participant Demographic Information

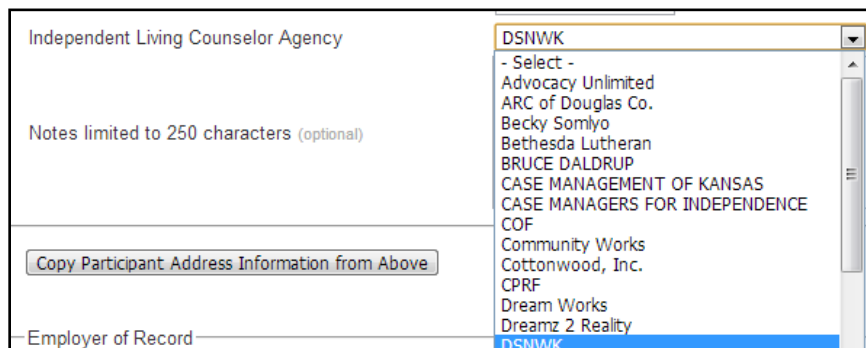
PPL ID	C000438
Medicaid ID	00123456789
First Name *	James
Middle Name (optional)	
Last Name *	Sample

- For the Participant to reach good to serve status, you need to enter the following demographic data: Mailing Address, Social Security Number, Date of Birth, Phone Number, Enrollment Start date, and Employer of Record information.
 - You should enter the Enrollment Start date after the participant’s start date is confirmed by Jennifer Smith, the KS WORK program, through PPL, and KDHE.



Mailing Address	123 Test St
Mailing Address Line 2 (optional)	
Mailing City	Topeka
Mailing State	Kansas
Mailing Zip Code	66409
County (optional)	- Select -
Social Security Number	123456789
Date of Birth	6/22/1949
Phone Number	

- If you know the ILC agency, you should select it from the dropdown menu. In our example, our ILC is John Smith and he works for DSNWK.



Independent Living Counselor Agency

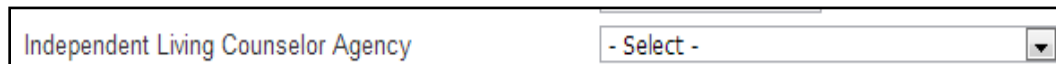
Notes limited to 250 characters (optional)

Copy Participant Address Information from Above

Employer of Record

- DSNWK
- Select -
- Advocacy Unlimited
- ARC of Douglas Co.
- Becky Somlyo
- Bethesda Lutheran
- BRUCE DALDRUP
- CASE MANAGEMENT OF KANSAS
- CASE MANAGERS FOR INDEPENDENCE
- COF
- Community Works
- Cottonwood, Inc.
- CPRF
- Dream Works
- Dreamz 2 Reality
- DSNWK

- If you do not know who the participant’s ILC is or the participant does not have an ILC yet, you can leave the ILC Agency dropdown on “Select”



Independent Living Counselor Agency

- Select -

7. If the participant is going to hire one or more PA(s) to work for them, rather than only use agency services, click on the “Copy Participant Address Information from Above”. If the participant only plans to use agency services, ignore this step.
 - The information will pre-populate to the Employer of Record section.
 - If the participant is planning to hire one or more PAs but is NOT planning to serve as the Employer of Record, then enter the participant's Employer of Record's name and other information into the Employer of Record section (NOTE: This is very rare; normally WORK participants serve as their own Employer of Record).
8. Next, you need to select the Independent Living Counselor (ILC). If you know who their agency was, the names shown will filter for that agency.

The screenshot shows a form section titled "Independent Living Counselor". Below the title is a dropdown menu currently set to "- Select -". The dropdown is open, showing a list of names: "- Select -", "BIGGS, SARA", "DURHAM, SARAH", "HOFFMAN, PATTI", "MARTIN, RAENETTE", "SCHLYER, LEAH", "SHEWEY, LESLIE", and "SMITH, JOHN". The name "SMITH, JOHN" is highlighted in blue. To the left of the dropdown is a "Service Coordinator" field with a "Select" button next to it.

- If you did not know which agency the participant's ILC worked for, you can search for their name from the full list.

The screenshot shows a search interface for the Independent Living Counselor. On the left, there are several input fields: "Phone (optional)", "Email Address (optional)", "Relationship to Consumer (optional)", "Independent Living Counselor", and another "Independent Living Counselor" dropdown. The dropdown menu is open, displaying a list of names: "SLIFER, DEBBY", "SMITH, JOHN", "SOMLYO, BECKI", "SPROUL, JONATHON", "STALEY, BRENDA", "STOWE, BOBBIE", "SWEET, JANE", "TRACY, JULIE", and "WEDD, SHAUNA". The name "SMITH, JOHN" is highlighted in blue. To the right of the dropdown is a "View Independent Living Counselor" button.

- If you do not know who the ILC is, you can leave this option on “Select” and return later to enter the ILC.

The screenshot shows the "Independent Living Counselor" section of the form. The dropdown menu is set to "- Select -". To the right of the dropdown is a "View Independent Living Counselor" button.

9. Next, you want to associate Jim Sample to a Service Coordinator. In this example, Mr. Sample will be associated to Jennifer Smith. First, click on “Search Service Coordinator”.

The screenshot shows the "Service Coordinator" section of the form. Below the title "Service Coordinator" is a "Search Service Coordinator" button.

- A box should appear that requests Service Coordinator information. Type in any identifying data and click search. NOTE: You can click on “Search” to return a full list of Service Coordinators.

- The Service Coordinator’s profile should appear. Click on “Select” to associate them to this participant.

- The participant’s profile should update to show the Service Coordinator that you selected.

10. Click “Save” to save this participant's profile.

11. A confirmation message will appear after the participant details are added successfully.

12. Click back on the Participant Search hyperlink and type in identifying information for Jim Sample and click search. You should then see the profile appear in the search results.

Participant	Participant PPL ID	Medicaid ID	Birth Date	Good To Serve*	Employer of Record Name	Employer No	Independent Living Counselor	Care Coordinator	Phone	Participant Profile	Authorization
SAMPLE, JAMES	C000438	00123456789	06/22/1949	No		Pending		SMITH, JENNIFER		Participant Profile	Authorization

*Good to Serve status is based on today's date 03/31/2014. Please note: The good to serve status may be different for the actual date of service.

Congratulations! You have successfully created the participant’s profile.

Editing an Existing Participant Profile

- Using our example of Jim Sample, after receiving the enrollment start date, you need to enter this information into the participant profile. You would start by logging into the portal and entering any identifying information into the participant search box.

Participant Search

Participant Last Name

Participant First Name

Participant PPL ID

Medicaid ID

SSN

EIN Number

Employer First and Last Name

ILC Last Name

Participant	Participant PPL ID	Medicaid ID	Birth Date	Good To Serve*	Employer of Record Name	Employer No	Independent Living Counselor	Service Coordinator	Phone	Participant Profile	Authorization
SAMPLE, JIM	C000428	00123456789	06/22/1949	No	JIM SAMPLE	Pending	JOHN SMITH	SMITH, JENNIFER		Participant Profile	Authorization

- Click on the “Participant Profile” hyperlink to view the profile.

Participant	Participant PPL ID	Medicaid ID	Birth Date	Good To Serve*	Employer of Record Name	Employer No	Independent Living Counselor	Service Coordinator	Phone	Participant Profile	Authorization
SAMPLE, JIM	C000428	00123456789	06/22/1949	No	JIM SAMPLE	Pending	JOHN SMITH	SMITH, JENNIFER		Participant Profile	Authorization

- Scroll down to the bottom of the profile to click on the “Edit Participant” button

- You will then be given access to edit the participant profile. In this example, we are going to enter in 4/1/2014 as the participant’s enrollment start date. However, this page gives you the option to edit any of the open fields that you need to revise.
- When you are finished editing, scroll down to the bottom of the page and click “Update”.

- You should receive a confirmation message that the participant’s details were edited successfully.

Participant 'Sample' Details Edited Successfully

The Participant details were successfully edited.

Congratulations! You have now successfully edited your participant’s profile!

Thank you for using this guide to successfully create and edit profiles for KS WORK participants! If you have any questions, please contact PPL at 1-833-549-5673 or a plksaetna@pcgus.com.