

FREQUENTLY ASKED QUESTIONS (FAQ)

for Service Facilitators

WHAT IS MYACCOUNT?

PPL's mission is to transform more lives by making self-directed home care easier for all.

Reflecting that mission, is PPL's new web portal, MyAccount, which was designed with simple screens and offers different sources of help, such as videos and written guides.

Within a self-directed program, there is information and documentation that an individual program participant and their care/support worker(s) need to provide and monitor.

PPL's industry leading MyAccount web portal, designed specifically for those involved in self-direction programs, allows users to create and manage their online information with PPL, any time when it is convenient for them – 24/7.

WHO CAN USE MYACCOUNT AND FOR WHAT?

MyAccount was also purposely designed for those roles supporting the self-direction long-term care option including **case managers, care coordinators, support brokers, counselors, or service coordinators, or MCO staff.**

MyAccount enables those roles to:

- Make online referrals of individuals who qualify to be self-directing program participants
- Monitor the enrollment progress of participants and their care/support workers
- Assist participants in budget/authorization management activities and issues

MyAccount enables **self-directing program participants** to:

- Set up a protected online account with PPL
- Complete program participant enrollment paperwork online
- View authorizations and budget information
- Enroll a new care/support worker and view progress to completion
- Approve care/support worker timesheets or manage and review EVV submitted time entries (should your program require EVV.)
- And should they need it, the ability to input/nominate an authorized representative (e.g. a parent) who PPL can communicate with and share information on their behalf

MyAccount enables **self-directing program care/support workers** to:

- Set up a protected online account with PPL
- Enroll as a new care/support worker for a self-directing program participant and view progress to completion
- Enter timesheets for periods worked (if permitted in your program) or review EVV submitted time entries (if the program requires EVV)
- View paystubs
- Set up direct deposits to a bank or other financial institution
- View recent W-2 tax forms

WHERE CAN I FIND MORE INFORMATION ON MYACCOUNT?

Information and training videos can be found at: publicpartnerships.com/tools/myaccount

Additional information including written user manuals can be found at your program page at: publicpartnerships.com/state-programs/virginia

WHAT IS THE MIGRATION BETWEEN THE BETTERONLINE PORTAL AND MYACCOUNT?

On May 10, 2021, PPL opened up registration for MyAccount for VA CCC+ users and sent everyone in the following categories an invitation to join MyAccount. The following user's data has been transferred to MyAccount and are free to join MyAccount anytime.

- All Participants that have ever had an active authorization within the last 18 months.
- All Participants that have ever been good to serve in the last 18 months.
- Any enrollees started in the last 18 months.
- Any Participant that paid a provider in the last 18 months.
- Any Provider associated to a Participant within one of these categories.

IMPORTANT - *If a participant or provider existed in the BetterOnline portal but are not showing in MyAccount, please do not start a new enrollment. Please contact us so we can assist with the migration of their details to MyAccount.*

I'M BEING ASKED IF A PARTICIPANT OR PROVIDER HAS TO RESTART ENROLLMENT IF THEY SWITCH TO MYACCOUNT, IS THAT TRUE?

No! If that person has a complete enrollment, they do not have to re-complete enrollment in MyAccount. They may be seeing that the enrollment fields are blank if they view their "Enrollment" in 'My Programs'. This is because, we are converting some of the way that information will display through MyAccount and will be complete soon.

This won't impact their payroll or their Good to Go status, it's a temporary display only. We have put a screen up on that page to help the participants and providers not worry if they see a blank page.

I/MY PARTICIPANT ENTERED A PROVIDER VIA THE REFERRAL PROCESS BUT THE PROVIDER IS NOT SHOWN ANYWHERE IN MYACCOUNT OR IN THE PARTICIPANT'S ASSOCIATIONS. WHY?

The Provider needs to finish their registration before they appear in MyAccount. If the provider has not yet completed registration, they have only been 'invited' to enroll. Once the Provider kicks off their enrollment process, they will show as associated to the Participant.

MY PARTICIPANT LOST OR NEVER RECEIVED THEIR REGISTRATION EMAIL, HOW DO THEY SIGN UP FOR MYACCOUNT NOW?

[Contact us](#) for help in getting a new registration email.

THE PARTICIPANT AND PROVIDER WERE USING THE SAME EMAIL ADDRESS FOR BETTERONLINE BEFORE, WHAT HAPPENS IN MYACCOUNT?

Since the email address needs to be unique per user, whoever registers for MyAccount with that shared email first, will be able to use it. Anyone else wanting to use that email address will need to create a new one. [Contact us](#) for help in resetting an email address or for help in getting a new registration email.

WHAT HAPPENS AFTER THE USER RECEIVES THE REGISTRATION EMAIL?

Users will receive two emails

- 1 First a registration email, they should select the registration link to begin registration.
- 2 Second an Activation email, the activation link will need to be selected to activate the newly created MyAccount Credentials.

The user will then need to create a new password for especially for MyAccount. They cannot use their old BetterOnline information. The user's email (or mobile if that is the preferred communication method) will be their username.

www.publicpartnerships.com

CAN I STILL LOOK AT BETTERONLINE PORTAL AFTER I START USING MYACCOUNT?

Yes! You can still log in to view BetterOnline data, but you will no longer be able to submit any information through the BetterOnline portal.

IF I CHANGE TO MYACCOUNT, DOES MY PARTICIPANT'S PROVIDER HAVE TO STOP USING TIME4CARE?

You can and should continue to use Time4Care as usual.

DOES THE LOGIN FOR THE TIME4CARE APP CHANGE WHEN SIGNING UP FOR MYACCOUNT?

Yes, in most cases. We recommend that if you have registered in MyAccount, that you log out of Time4Care and re-log in to Time4Care with your new MyAccount credentials. Often the mobile app will store your old credentials and if you do not log out and log back in with the new credentials, it may still try to log in with the old and outdated BetterOnlineportal credentials. Remember usernames and passwords that you save on your phone or in the cloud will have to be updated with your new MyAccount username and password.

I OR MY PARTICIPANT FORGOT OUR MYACCOUNT PASSWORD, WHAT DO I DO NOW?

Use the "Forgot Your Password" link on the login page. A temporary password will be sent to the email we have on file.

Alternatively [contact us](#) for help in resetting your password.

I OR MY PARTICIPANT ARE LOCKED OUT, WHAT DO I DO?

[Contact us](#) for help in unlocking your account.



For the latest MyAccount information and tools visit www.publicpartnerships.com/tools/myaccount

For general program information be sure to bookmark your individual program page.