

Important Notice

For Virginia
Commonwealth Coordinated Care (CCC) Plus Personal
Attendants and Program Participants/Employers of Record

Public Partnerships (PPL) has been notified of your choice to use our interactive voice recognition system for Electronic Visit Verification (EVV) compliance and reporting.

You can only access the interactive voice system from the registered landline phone number! **PPL IVR Number: 833-204-9047**

Personal Attendant Instructions

- 1 Dial EVV IVR number
- 2 Enter last 4 digits of your social security number and date-of-birth
- 3 Select Program Participant from list
- 4 Follow prompts to start new, modify, or end shift
- 5 If needed follow prompts to correct and resubmit entries

Program Participant/Employer of Record Instructions

- 1 Dial EVV IVR number
- 2 Verify Participant identity by entering Last 4 digits of SSN and DOB
- 3 Select Personal Attendant from associated list
- 4 Follow prompts to review and approve or reject any submitted shifts





Please remember that PPL's Time4Care mobile app is the best way to enter your shifts. You can download and use it for free from either the Google Play or App stores. If you have any questions about EVV go to PPL's website, or call customer service at: **833-549-5672**

iOS



Android

