

PCG Public Partnership, LLC (PPL) FAQs

What is Consumer Direction?

- The Virginia Consumer-Directed Services Program allows people who need long-term care to get services at home or in their community instead of a nursing home.
- The CCC Plus Program permits Anthem HealthKeepers Plus members to hire and direct their own attendants to provide the services they need, based on their care plan.

What services are covered?

- Currently, there are two services are covered under the CCC Plus Program — personal care and respite care
- Starting January 1, 2019, Consumer Direction will be available to Medallion 4.0 members getting personal care services under Early and Periodic Screening, Diagnostic and Treatment (EPSDT) benefits.

What is PPL's role?

- PCG Public Partnerships, LLC (PPL) provides employer agent services, allowing attendants to work for members and get paid with Medicaid funds.

Who can be an employer of record (EOR)?

- Members may choose a representative to assist with the employer responsibilities of consumer direction. This representative is called an employer of record (EOR).
- An EOR can be the member, or it can be someone designated by the member to assist in employer-related activities.
- An EOR can't be paid or be an attendant.
- Members don't have to use an EOR if one isn't necessary.

What are the required credentials of an attendant?

- Attendants must be at least 18 years old.
- All prospective attendants who intend to provide respite or personal care services are required to send in the following completed documentation to PPL:
 - IRS Withholding Form W-4
 - USCIS Employment Verification Form I-9
 - Employment Information and Attestation Form
- All attendants must pass a criminal background check, a Department of Social Services check (if the member is under 18), have a valid Social Security number and receive an annual Tuberculosis screening. For more information, visit www.vdh.virginia.gov/tb/policies/screening.htm

How long does it take to get a new attendant started?

- The length of the process depends on whether all enrollment forms are properly completed upon submission.

What’s a barrier crime?

- Virginia laws define barrier crimes as crimes that prevent someone from working with at-risk groups like children, the elderly and people with intellectual disabilities.

What happens if an attendant already started to work and the Criminal Background Check shows that they were convicted of a barrier crime?

- Attendants are paid for hours worked, for up to 30 days from the date of hire on the Employer Employee Agreement.
- If an attendant failed a background check for a previous member and received a letter from PPL stating they can no longer work within the CCC Plus Program, that attendant will **not** be paid for hours worked after the date they were blocked in the system.

How should I submit the enrollment paperwork to PPL?

- The fastest way to submit your enrollment materials is via fax to PPL, at 1-866-709-3319.
- You or your attendant can also mail your paperwork, **but please know this may increase the time it takes to get you or your attendant enrolled.** If you’d like to mail your enrollment documents, send them to PPL at:
Public Partnerships, LLC
4991 Lake Brook Drive, Suite 190
Glen Allen, VA 23060

How will I know whether the enrollment forms submitted to PPL were completed correctly?

- PPL’s Customer Service team will call the member or the attendant if any of the forms are incomplete or missing.

When can my attendant begin providing services?

- PPL will call the member or representative to inform them of the effective good to serve date for their new attendant. The member or representative will need to inform their attendant that they can begin working.

How is the rate of pay determined for an attendant?

- The attendant’s rate of pay is set by the Virginia Department of Medical Assistance Services (DMAS). There are two hourly rates in Virginia:

S5126	Personal Care	\$11.93/NOVA, \$9.22/ROS
S5150	Respite Care	\$11.93/NOVA, \$9.22/ROS

If a member is in a nursing facility or hospital, can an attendant still be paid?

- No, attendants can’t be paid to provide care while a member is receiving in-patient services.

Are attendants eligible for Workers’ Compensation Insurance?

- No, attendants are classified as domestic workers, defined in the Virginia Workers’ Compensation Employer Guide, as workers hired primarily for the performance of household chores, home maintenance or the care, comfort and convenience of household members. Visit www.workcomp.virginia.gov, and look in the “Employer Guide to Virginia Workers’ Compensation” for more information.

What if an attendant no longer wants to work for a member?

- The attendant needs to tell the EOR that they can no longer work for them. They must give verbal or written notice at least five days before the attendant’s last day of service.
- Send PPL the completed Notice of Discontinuation of Employment form or call the PPL Customer Service team.

What if an attendant wants to go back to work for a consumer?

- If an attendant would like to go back to work for a member more than 12 months since their last day of service, they’ll need to complete new hire paperwork, including background checks.

When will new attendants start getting paid?

- PPL can start paying an attendant once the following steps are complete:
 - The member is actively approved by DMAS to receive authorized services;
 - The member’s eligibility for Medicaid and waiver services is verified with the Anthem HealthKeepers Plus plan;
 - The Employer of Record Enrollment Forms Packet is successfully processed by PPL; and
 - The Attendant Enrollment Forms are successfully processed by PPL’s Enrollment Team.

How often will attendants be paid?

- Attendants are paid every two weeks for approved hours worked. They must complete timesheets and submit them to the EOR for review and approval. The EOR must submit the timesheet to PPL before the deadline listed on the payroll schedule for the member’s region.

What is a payroll schedule?

- Payroll schedules show pay periods and pay dates. Depending on where the member lives, attendants will use Payroll Schedule A or Payroll Schedule B. The regions are as follows:
 - Schedule A** = Central Virginia & Tidewater regions
 - Schedule B** = Northern Virginia, Piedmont & Southwest regions

What is considered a work week?

- The work week for the CCC Plus Program runs from 12 a.m. Thursday to 11:59 p.m. Wednesday.

What happens if an attendant forgets to submit a timesheet?

- Timesheets can be submitted to PPL up to 12 months after the date the attendant worked.
- Timesheets submitted **after** 12 months from the date of service won’t be paid.

What happens if an error causes a timesheet to be rejected or pended?

- Incorrect timesheets won't be paid until the timesheet is corrected and resubmitted.
- The EOR must submit correct and accurate timesheets to PPL for proper and timely payment of wages.

What happens if a timesheet is submitted late?

- While PPL makes every attempt to process all timesheets received prior to the biweekly payroll, a timesheet submitted past the deadline will be processed in the following payroll.

How can I find out if a faxed timesheet was received?

- Call PPL's Customer Service team at 1-833-549-5672, then press 1 for automated timesheet information.
 - If there are no issues with a timesheet, it can take up to 48 hours from when a timesheet was faxed until the information is available in the system.
 - **If there are issues with a timesheet that require manual entry or research, it may take longer than 48 hours for the timesheet to show in the system.**
- Log in to PPL's web portal at: <https://fms.publicpartnerships.com/PPLPortal/>, click on "Participant View Timesheet" and search "Submitted" timesheets.

How should an attendant enter more than two shifts of the same service completed in one day on a timesheet?

- Attendants can enter up to two shifts on one timesheet for the same service.
- If more shifts are worked for the same day, the attendant must complete an additional timesheet.

What happens if an attendant is unable to show up to a scheduled shift or quits?



- The member should make use of their emergency back-up plan.
- The member's case manager will assist with the development of a back-up plan that makes use of traditional services, natural supports or another qualified attendant.

My phone and/or e-mail address changed, what do I need to do?

- Members, EORs and attendants can update their phone and e-mail information directly on the BetterOnline portal.

My address changed. What do I need to do?

- Members **must** update their address with their local Department of Social Services and notify their case manager.
- EORs and attendants can obtain a change of address form on PPL's web site or call PPL's Customer Service team.

Key Contact Info	
Timesheet Fax Number	1-888-564-1532
Paperwork Fax Number	1-866-709-3319
Paperwork E-Mail	VAPPLFAX@pcgus.com
Customer Service	1-833-549-5672, prompt 2 Monday through Friday, from 8 a.m. to 8 p.m.
Customer Service E-mail	PPLVA@pcgus.com
PPL Web Site: <ul style="list-style-type: none"> • Overview • Program Documents • Training • How To Guides 	www.publicpartnerships.com/programs/virginia/Anthem/index.html
Anthem Customer Service	1-800-901-0020 (TTY 711) for Medallion Medicaid and FAMIS members 1-855-323-0687 (TTY 711) for CCC Plus members Monday through Friday from 8 a.m. to 8 p.m. Eastern time www.anthem.com/vamedicaid
Anthem Consumer Direction email	AnthemPPL@Anthem.com
BetterOnline™ Portal	https://fms.publicpartnerships.com/PPLPortal/login.aspx
 Payroll Schedules	www.publicpartnerships.com/programs/virginia/Anthem/index.html
 Mailing Address	Public Partnerships, LLC 4991 Lake Brook Drive, Suite 190 Glen Allen, VA 23060