

MY ACCOUNT

How-to Guide for Personal Care Aides (PCA)

USER REGISTRATION

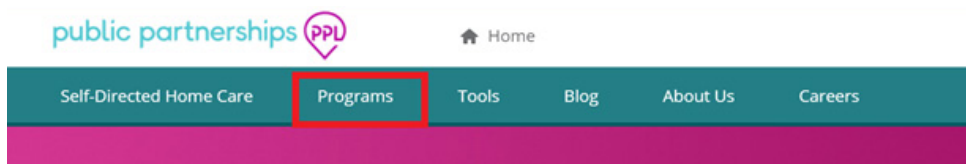
This document will outline how to set up your Username and Password so that you can begin using MyAccount.

As a PCA, once you are registered you will be able to use My Account to:

- Complete enrollment
- View the status of your E-Timesheets
- Update your account details

These instructions are online at publicpartnerships.com.

01 Select Programs on the top menu.



02 Select Rhode Island from the list.

N - S

New Jersey
 New York
 Ohio
 Oregon
 Pennsylvania
 Rhode Island
 South Carolina

03 Select Rhode Island Independent Provider Program

04 Select the Program Documents tab.

In this section

1. Overview

2. **Program Documents**

3. [Customer Service Contact Information](#)

4. [News](#)

5. [Service Advisors Contact Information](#)

6. [Electronic Visit Verification \(EVV\)](#)

STEP 1: VERIFY CREDENTIALS

Once your Consumer/Employer has submitted a new hire form, an invitation link will be sent to your email. Once you click on the link you will need to verify your credentials:

- **First Name**
- **Last Name**
- **Social Security Number** SSN must be entered in a XXX-XX-XXXX format.
- **Date of Birth:** DOB must be entered in a MM/DD/YYYY format.

TIPS

- Internet Explorer is not supported and should not be used. Please use the following web browsers: Chrome, FireFox, or Edge.
- This website can be added as a Favorite in your web browser for quick access.
- Ensure the correct information is entered. If the system is unable to verify your information the issue could be that what was submitted by your Consumer is different than the information you are noting in the registration. To resolve this, please call customer service so that PPL can verify the demographic information on file.

STEP 2: START REGISTRATION

Next, Select the **Start Registration** button at the bottom of the registration page. Fields on the next few pages have been pre-populated for you based on information provided by your Consumer/Employer on the new hire form.

- You can enter additional information on the **Personal Details** page or click the **Next** button at the bottom of the page to continue.
- Enter your account password, security questions and answers on the **Account Details** page, then click the **Next** button.
- You can enter additional information or update the pre-populated information on the **Contact Details** page.
- Once you are done, click the **Finish** button.

STEP 3: ACCOUNT ACTIVATION

Once you have finished your account registration, you will receive an email with a confirmation link. When you click the link you will be directed to your My Account Dashboard to complete your enrollment. From here you can:

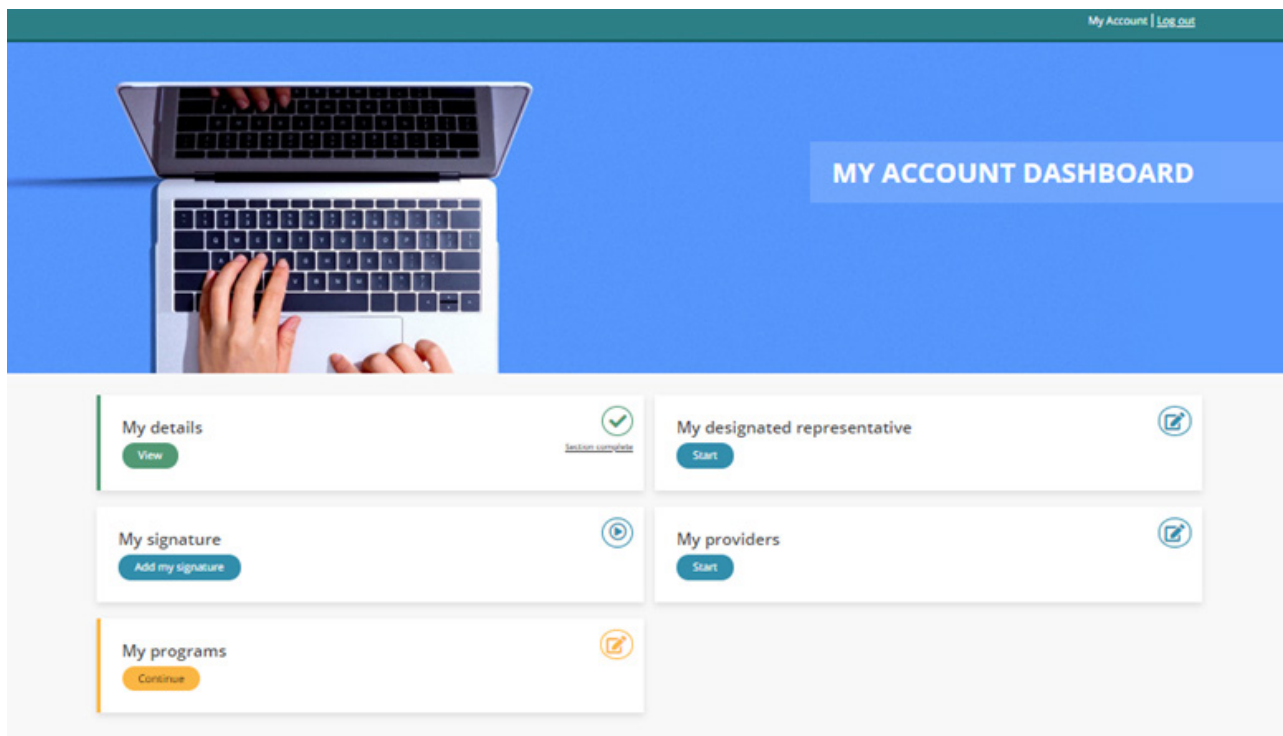
- Add your electronic signature
- Complete your enrollment



CONGRATULATIONS!

You are now registered and ready to log in to MyAccount and view your Dashboard at any time!

MY ACCOUNT DASHBOARD



When you login, you will first see your Dashboard. From this location you can access the following:

- **Add/Update your Details**
 - Personal Information
 - Account Details:
- **Password**
- **Security Questions**
- **Security Question Answers**
 - Contact Details
- **Home phone or Alternate phone**
- **Mobile**
- **Physical and Mailing Address**
- **Add/Update your electronic signature**
- **My Participants**
 - Complete your enrollment
 - If you have already completed your enrollment during your account activation, then you will be able to access your completed enrollment forms here.

TIPS

- Internet Explorer is not supported and should not be used. Use the following web browsers when accessing My Account Chrome, FireFox, or Edge.
- Enter the following URL into the web browser: account.publicpartnerships.com. This website can be added as a Favorite in your web browser for quick access.
- To navigate back to the Dashboard home page, click on Dashboard on the top center of the page next to Public Partnerships.

TIME ENTRIES

In the Time Entries page, you can:

- See any timesheets that you have been submitted;
- Monitor the payment progress for each of the timesheets that you have submitted;
 - If a timesheet is in SUBMITTED status, it is awaiting your Employer's approval before PPL can process it.

VIEWING TIMESHEETS

01 When you select TIME ENTRIES, the page will show all timesheets you have submitted for payment.

Service	Time In	Time Out	Notes	Status	Action
T1019 - Personal Care	11:00 AM	1:00 PM		Submitted	Edit Delete
T1019 - Personal Care	10:00 AM	11:30 AM		Submitted	Edit Delete
T1019 - Personal Care	9:00 AM	11:00 AM		Submitted	Edit Delete
T1019 - Personal Care	10:00 AM	12:00 PM		Submitted	Edit Delete
T1019 - Personal Care	10:00 AM	12:00 PM		Submitted	Edit Delete

02 You can scroll through Pay Periods by using the left and right arrows, or by clicking on the date itself and selecting a different Pay Period

03 This page also shows you the status of each submitted time entry, so you can track the progress of your timesheet through to payment

Time Entry Status	What does it mean?
SUBMITTED	This time entry has been submitted and has successfully passed all the timesheet rules. It is now awaiting the Consumer's approval before PPL can process it.
APPROVED	This time entry has been approved and will be processed in the next pay cycle.
IN PROCESS	This time entry is currently being processed by PPL's payroll team.
GOOD TO PAY	This time entry is one step away from payment.
PAID	This time entry has been paid, if the Check # starts with RA it has been paid via direct deposit; if it has a number value it has been paid via paper check.
REJECTED	This time entry has been rejected by the Consumer. It requires that you correct the time entry and resubmit it for approval.
PENDING	This time entry has been submitted via paper and currently breaks a timesheet rule that must be corrected before payment can occur.
DENIED	This time entry cannot be paid or processed and has denied.

CONTACT US

The contact us page is a helpful tool where you can:

- View the customer service center hours of operation
- Retrieve contact information such as phone number, fax and email for the program
- Submit a question or comment directly to the program email box from My Account

To navigate to this page, select 'Contact Us' on the website's footer.

Contact Us

Hours of Operation:	Monday to Friday 9:00 AM to 4:30 PM Eastern Time
Phone No:	1-833-976-1856
Fax:	1-833-757-0992
Email:	RI_IP-cs@pcgus.com

Submit a question or comment

Your PPL ID:	CM-0010168
State:	RI
Program Name:	RI IP
User Role:	CaseManagerConsumerSearch
Your Name*	<input type="text"/>
Your Contact Phone*	<input type="text"/>
Your Email*	<input type="text"/>
Subject*	<input type="text"/>
Comments*	<input type="text"/>
	<input type="submit" value="SUBMIT"/>

We hope you enjoy using My Account!

Questions?

If you have any questions, please call Customer Service and a representative will be happy to assist.

Customer Service:

1-844-842-5891