

## Welcome to My Account

This document will provide a brief walk through of what Participants and their Authorized Representatives can expect in My Account.

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## USER REGISTRATION

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

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

- Complete your Enrollment
- Complete your Provider's Enrollment
- Approve your Provider's E-Timesheets
- View the status of your Provider E-Timesheets
- Update your Account Details

These instructions are online at [publicpartnerships.com](http://publicpartnerships.com).

- Select **Programs** on the top menu.
- Select **OH** (OHIO) on the map.
- Select Ohio Department of Medicaid (ODM): [ODM MyCare Ohio Waiver Program](#)
- Select the **Program Documents** tab.

### Step 1: VERIFY CREDENTIALS

Once your Case Manager has submitted your referral form and it has been approved by PPL, an invitation link will be sent to your email. Once you click on the link you will need to verify your credentials:

- **First Name:** This is the Participant's first name.
- **Last Name:** This is the Participant's last name.
- **Social Security Number:** This is the Participant's social security number (SSN). SSN must be entered in a XXX-XX-XXX format.
- **DOB:** This is the Participant's date of birth. DOB must be entered in a MM/DD/YYYY format.
- **Users registering under the Participant role ONLY:**  
Even though you are representing the Participant, you still put the DOB of the Participant in the system, not yours.

**Helpful Tips:** Internet Explorer is not supported and should not be used. Please use the following web browsers: Chrome, FireFox, or Edge.

**Helpful Tip:** This website can be added as a Favorite in your web browser for quick access.

**Helpful Tip:** Ensure the correct information is entered. If the system is unable to verify your information the issue could be that the Participant's information in our system is different than the information you are noting in the registration. To resolve this, please call customer service and provide the Participant's ID 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 Case Manager on the referral form.

- You can enter additional information on the **Personal Information** 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 **on** 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
- Start enrollment for your designated representative
- Complete enrollment for your provider(s)

## CONGRATULATIONS!

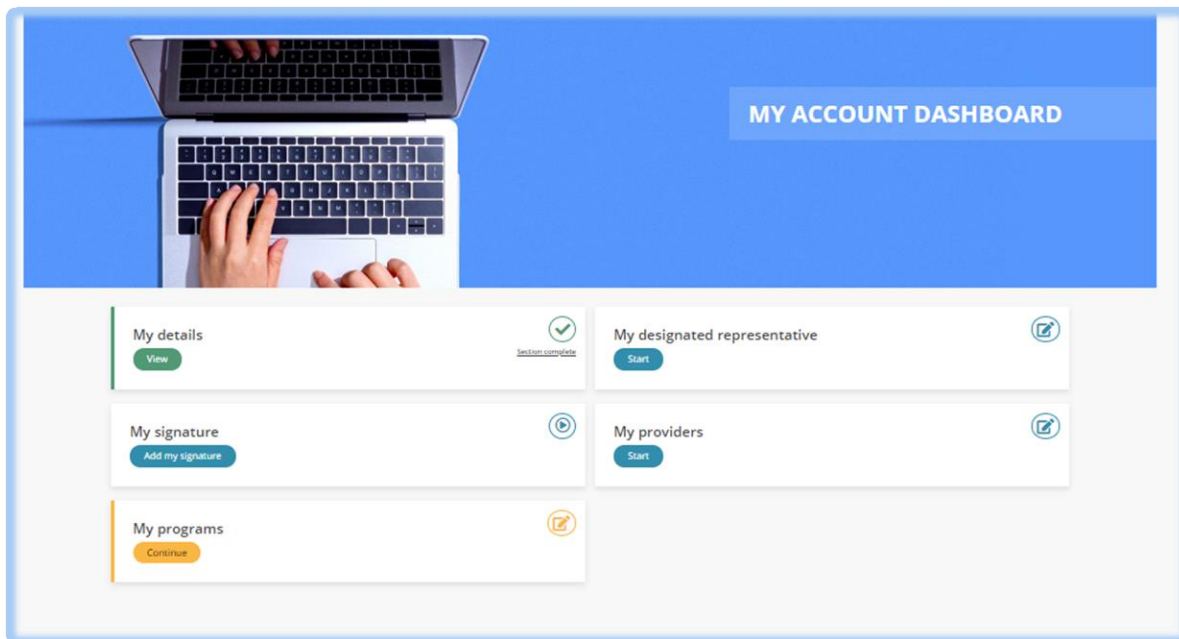
**You are now registered and ready to log in to My Account and view your Dashboard at any time!**

# 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
    - Best time to contact
    - Physical and Mailing Address
- Add/Update your electronic signature
- My Programs
  - 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.
- View details for your designated representative of start their enrollment
- View details for your provider(s) or approve and complete their enrollment

**Helpful Tips:** To navigate back to the Dashboard home page, click on **Dashboard** on the top center of the page next to Public Partnerships.







# SERVICE AUTHORIZATIONS

Once you have completed your enrollment, you will be able to access service authorizations from your My Account Dashboard.

The service authorization page will show you the services that you have been authorized to receive. Your Providers are not able to see your service authorization page.

The most important information on this page is:

- **The service codes.**
  - This is the service code that identifies the service type you have been authorized.
- **The start and end date of the authorized service.**
  - This is the period for which you have been authorized to receive that service.
- **The total authorized units:**
  - This is the total number of units you have been authorized to receive between the start and end date.
- **The remaining units:**
  - This is the units that you have not used yet and are still available to be spent.

Service	Service Authorization ID	Start Date	End Date	Rate	Total Authorized Units	Paid Units	Good To Pay Unit	Remaining Units
PCS: Waiver CD PCS 	1	7/1/2020	7/31/2020	\$10.250	250.00	0.00	0.00	250.00
CHCAS: Waiver Choices HCAS 		7/1/2020	7/31/2020	\$10.250	250.00	0.00	0.00	250.00
PCS: Waiver CD PCS 	1	6/1/2020	6/30/2020	\$10.250	250.00	1.00	0.00	249.00
CHCAS: Waiver Choices HCAS 	--	6/1/2020	6/30/2020	\$10.250	250.00	1.00	0.00	249.00
<b>Total:</b>					1,000.00	2.00	0.00	998.00

# TIME ENTRIES

Once you have completed your enrollment, you will be able to access the **Time Entries** page and you can:

- See any time entries that have been submitted by your Providers;
- Approve and Reject electronically submitted timesheets;
- Monitor the payment progress for each of your employee’s time entries;

## How to Approve and Reject Electronic Timesheets

- To approve or reject a submitted electronic timesheet, go to the **TIME ENTRIES** page.
  - The **Ready for Approval** column will show if any time entries need your approval

Pay Period	Provider Name	PPL Provider ID	Hours	Ready For Approval	Gross Amount	Check Amount	Action
6/16/2020 - 6/30/2020	Provider	PODM0000990	2h 0m	2 entries			View Entries
5/16/2020 - 5/31/2020	Provider	PODM0000989	2h 0m	2 entries			View Entries
5/16/2020 - 5/31/2020	Provider	PODM0000989	2h 0m		\$ 20.00	\$ 17.72	View Entries

- Click the **VIEW ENTRIES** link under the **Action** column, for the Provider’s Pay Period
- From here you will have the ability to view the time entries submitted by the Provider for that Pay Period

	Date	Service	Time In	Time Out	Hours	Status
<input type="checkbox"/>	06/03/2020 Wednesday	PCS - Waiver CD PCS	6:00 AM	7:00 AM	1h 0m	Good to be paid
<input type="checkbox"/>	06/04/2020 Thursday	CHCAS - Waiver Choices HCAS	6:00 AM	7:00 AM	1h 0m	Good to be paid
<input type="checkbox"/>	06/05/2020 Friday	CHCAS - Waiver Choices HCAS	11:10 AM	12:10 PM	1h 0m	Paid
<input type="checkbox"/>	06/06/2020 Saturday	PCS - Waiver CD PCS	1:00 AM	2:00 AM	1h 0m	Paid

- If any entries are in **SUBMITTED** status, they will need your approval before PPL can process them
- For those **SUBMITTED** entries you will have the option of selecting the time entry by clicking the checkbox in the first column and then click either:

**APPROVE SELECTED**, which will move the timesheet forward for payment processing;

**OR**

**REJECT SELECTED**, which will return the timesheet to your employee for correction. You can enter a reason so that your employee knows what they need to correct.

**Rejection Reason**

Reason and note will apply to the time entry (entries) selected.

Reason

- Hours worked are inaccurate
- Incorrect service code

Note

OK CANCEL

A rejected timesheet will not be paid by PPL until it has been corrected and resubmitted by the employee and approved by you.

# 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 - Friday; 8:00 AM to 7:00 PM Eastern Time  
Phone Customer Service: 1-866-886-1818  
Fax: 1-833-920-0703  
Email: PPLODMMycare-cs@pcgus.com

**Submit a question or comment**

Your PPL ID: CM-0010031  
State: OH  
Program Name: OH MyCare  
User Role: Case Manager

Your Name\*

Your Contact Phone\*

Your Email\*

Subject\*

Comments\*

**SUBMIT**

**We hope you enjoy using My Account! Please feel free to contact our Customer Service Center with any questions you may have!**