



## Virginia Overtime Frequently Asked Questions

### When did Overtime start?

Effective July 1, 2021 (dates of work) attendants may work up to 16 hours of overtime per work week.

### How do I qualify for Overtime?

If you live with your consumer, you are not eligible for overtime payments. You may not exceed your consumer's bi-weekly authorized hours.

### How do I submit Overtime?

If you qualify for overtime, you must use an approved EVV method to submit your time. This includes the Time4Care™ mobile application or IVR (telephony) system.

### What is the live-in exemption?

The live-in exemption applies when the attendant lives with the consumer. If the attendant lives in the same home as the consumer, he or she is able to work and get paid straight time only over 40 hours per week.

Attendants who may qualify for a live-in exemption should verify address information on file with Public Partnerships LLC (PPL) is accurate by going to the PPL BetterOnline Portal at:

<https://fms.publicpartnerships.com/PPLPortal/login.aspx>

**NOTE: The address of the EOR has no bearing on the Live-In Exemption Status.**

### What do I need to do as an attendant?

Attendants should review the upcoming changes with their EOR. The EOR will assist their attendants in reviewing the impact of these changes and in making any necessary scheduling adjustments.

### What do I need to know as the EOR?

An EOR is allowed to represent only one consumer. An exception is allowed if the multiple consumers they represent live at the same physical address. If they do not live in the same household, the consumers need to have different EORs.

- **Example:** An EOR serves consumers A, B, and C. Consumer A and B live at the same address. Consumer C does not live in the same household. The EOR can remain the EOR for consumer A and B but consumer C will need a new EOR.

### Will service authorizations change due to the limitations?

No, service authorization hours will not change due to this overtime rule change.

### I worked more than 40 hours in a week because my consumer didn't have anyone else to provide care for them. How can I get paid for the hours I worked that are over 40 hours?

Hours worked in excess of 40 in one work week will not be reimbursed, unless the attendant qualifies for the live-in exemption.

## What do I need to do as the employer (EOR)?

As the EOR, you will need to review the impact of these changes with your consumer and attendant(s) and make any necessary scheduling adjustments. EORs should reach out to the Services Facilitator if they need assistance reviewing these changes.

## How do I hire more attendants?

Please contact your Service Facilitator to obtain assistance and information on hiring additional attendants.

## How does an EOR hire an attendant?

First, you and the person you choose to be an attendant must complete an Attendant Application Form. You can complete the application:

1. **Online** at <https://fms.publicpartnerships.com/PPLPortal/Login.aspx>, on the right side of the page under Resources, click "Virginia CCC Plus Attendant Application" or
2. **Call the Enrollment Hotline** at 1-877-908-1752, Monday through Friday, 8:00AM to 5:30PM and Saturday, 9:00AM to 1:00PM.

**NOTE: Only the EOR may call the hotline. Make sure the attendant applicant is with you and have the following information available.**

- Consumer Number
  - The applicant's Social Security Number (best to have the SSN card in hand). or
3. **Fax, email, mail** the completed paper application to PPL at 1-866-709-3319, email [vapplfax@pcgus.com](mailto:vapplfax@pcgus.com) or mail:

Virginia Consumer-Directed Services Program  
PCG Public Partnerships LLC  
4991 Lake Brook Drive, Suite 190  
Glen Allen, VA 23060

Call PPL Customer Service for additional forms or print forms from the PPL website at <http://www.publicpartnerships.com>.

Once PPL receives and processes the Attendant Application Form information, PPL will send the Attendant Enrollment Forms Packet and Attendant Welcome Packet to the EOR. The EOR may also download the Attendant Enrollment Forms Packet if they so choose by using the BetterOnline Web Portal at:

<https://fms.publicpartnerships.com/PPLPortal/Login.aspx>

Log into the BetterOnline Web Portal or click on "SIGN UP" to register.

1. Click on "My Profile"
2. Click on "Associated Providers" at the bottom of the page
3. Locate the new attendant
4. Click on "Print Forms"
  - Select items 2 through 12 from the print forms menu
5. Select "Preview Selected" – The PDF Document of forms packet will be available to download to your computer or print.

Questions? Please contact PPL customer service at 1-833-549-5672 or [pplva@pcgus.com](mailto:pplva@pcgus.com) if you have further questions.