How to Update Independent Living Counselor Information

The purpose of this guide is to demonstrate how you can let PPL know who a participant’s Independent Living Counselor (ILC) is or when their ILC changes. This information allows PPL to determine which ILC to follow up with on matters related to that participant. For example, PPL has used ILC contact information to follow up on paperwork issues experienced by a participant.

1. Log in to the PPL Web Portal using your pre-assigned username and password at fms.publicpartnerships.com

2. You will default on the “Participant Search” page.

3. Select the option for “ILC Search” by clicking on the words. You will see the ILC Search page below:

4. The ILC Search Page will show all of the current and former ILCs who work for the KS WORK Program.
   - In the example below, you are looking for an ILC with the last name “Smith”. Type in “Smith” to the ILC Last Name box and then click “Search”.

   ![ILC Search Form](image)
• If there is an ILC listed with the last name “Smith” the following results will be displayed:

• If your search for ILC John Smith did not give you any results, you will need to create their profile. Skip to Step 12 of this guide to learn how to do this.

5. Now that we know that John Smith is in Portal, we want to associate this ILC profile to a participant. To do this, please click on the “Participant Search” hyperlink and search for your participant. In this example, your participant is QA TestConsumerEH.

6. Click on the “Participant Profile” link next to the participant’s profile.

7. You will then be taken to the Participant Profile. Scroll down to the end of the participant profile to click on the “Edit Participant” button.
8. You will need to edit the participant’s profile in two locations to update their ILC. First, you want to look for the Independent Living Counselor Agency in the dropdown menu. For John Smith, we want to look for DSNWK.

- NOTE: If the ILC does not have an agency specified on their profile or you do not know which agency they work for, you do not need to select an agency. You will simply leave the section for ILC Agency on “Select”.

9. Now, you want to select the ILC’s name from the “Independent Living Counselor” dropdown menu at the bottom of the page. In our example, you would look for John Smith. If the ILC’s agency was specified, your name choices will be filtered to all ILCs that work for that agency. In this example, you can choose from all ILCs who work at DSNWK.

- NOTE: If there was no agency specified, you will need to search for the ILC’s name from the full list of Independent Living Counselors.

10. After you have indicated the ILC’s name, click “Update” at the bottom of the page.

11. After you click the “Update” button, you should receive this message:

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Participant 'TESTCONSUMEREH' Details Edited Successfully
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The Participant details were successfully edited.
If you now decide to look at QA TestConsumerEH’s profile, you will see that John Smith is now the ILC listed. The participant has successfully been associated to the ILC.

12. How to Create an ILC Profile

*This step is for when you are entering a brand new ILC who has not worked with a WORK participant before, that means you could not find the ILC in the Web Portal using search steps 1-4 in this guide*

- In this example, you searched for ILC John Smith. However, there were no ILCs that matched your search criteria.
- It is extremely important that you search for the ILC before you create a new profile; it will cause problems if you add a duplicate ILC.

Since the ILC is not already in the Web Portal, you would need to create a new profile for ILC John Smith. Click on the button that says “Add New Independent Living Counselor”.

13. After selecting the “Add New Independent Living Counselor” button, you will be taken to this page.
14. Enter in the ILC’s first name, last name, email address, and telephone number. These are all **required** fields and you will not be able to save their profile without this information. If you have their mailing address, please add that too (but it is not required).

![Add Independent Living Counselor](image)

- If you know the ILC’s Agency, you should select it from the drop-down menu. It is not required information, but it is a useful reference. In this example, we are looking for DSNWK (NOTE: if this ILC works for an ILC Agency not already in portal, please email PPL at pplksaetna@pcgus.com and ask PPL to add this new “ILC Agency” to the Web Portal ILC Agency dropdown list)

15. After you enter in all the correct information for the ILC, click the “Save” button at the bottom of the page.

16. After you click the “Save” button, you will see the following message:

![Independent Living Counselor Details Added Successfully](image)
If you click on the ILC Search hyperlink and you type “Smith” into the search box, you should find a link to John Smith’s profile.

17. After you finish this step, send an email to pplksaetna@pcgus.com to PPL to inform PPL that you have added a new ILC. PPL will create this ILC’s username/password and email that information to the ILC.

Thank you for reviewing this web portal guide! If you have any additional questions, please contact PPL at 1-833-549-5673 or by email at pplksaetna@pcgus.com.