

PPL BetterOnline™ to MyAccount Transition FAQs

Frequently Asked Questions for VA CCC Plus Program Participants

Question:	What is MyAccount?
Answer:	MyAccount is a brand-new platform that gives users easy access to forms, personal information, and provider information.
Question:	When do I have to complete registration on MyAccount?
Answer:	You will receive an invitation email from PPL when we go live on 4/26/2021, it is recommended that you register as soon as possible once the email invite. You will however have until 5/26/2021 to get your registration completed but it is “not” recommended that you wait until the final days to register.
Question:	Do I have to re-enroll if I was already enrolled in the Better-on-line System.
Answer:	No you do not need to re-enroll, as long as your enrollment was active, your information will be moved from Better Online to MyAccount. This is for both Consumers and Attendants.
Question:	Do I have to use a computer?
Answer:	You have the option to assign a designated representative to help you with the registration in MyAccount on a computer. You will also have the option to complete registration using a smartphone via a text message. You can request the paperwork be mailed to you to read and sign, be aware this will take longer to process and complete your enrolled.
Question:	Is MyAccount an App?
Answer:	No, MyAccount is a web-based system. You can use your browser on your Smartphone, iPad or electronic device to access the page.
Question:	What is a Designated Representative?
Answer:	A designated representative can be anyone, over the age of 18, you trust to help you in this program. This includes a family member or friend who may live close to you or live out of state.
Question:	How do I assign an authorized representative?
Answer:	You can access your MyAccount profile under My Representative; select Add New Representative; and follow the steps to complete the referral.
Question:	Can I use my smartphone to register?
Answer:	Yes, if you are able to receive a text message then you can register with your smartphone or tablet.
Question:	Why does everyone need to have their own email address?
Answer:	Everyone needs a unique email address, because your email will be used as your username to access the MyAccount system.
Question:	What if I do not have an email?
Answer:	You can use your smartphone and receive a system generated text message.
Question:	What if I cannot do registration through a computer or smartphone?
Answer:	Then you will not have any online access to the tools and information regarding your account with Public Partnerships. You will need to reach out to Customer Service with any questions about your account.
Question:	How do I log into MyAccount for the first time?
Answer:	You will receive an email on 4/25 with a link to a screen that says, ‘Please set your password’. The email will also have a link to MyAccount where you can then log in using the password you just set.
Question:	What if my provider does not have an email address?
Answer:	The preferred method of enrollment is electronically. This could be using a computer, smartphone, or tablet. This method is the fastest and will reduce enrollment time;