



APRIL 2017

Missouri Self-Directed Supports Newsletter



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WE WANT YOUR SUGGESTIONS!

Do you have suggestions for future topics to be included in this newsletter? Email us!
csmosds@pcgus.com

Welcome!

Welcome to the first edition of Public Partnerships (PPL) Missouri Self-Directed Supports (SDS) monthly newsletter. PPL’s Missouri local program and management team are excited to kick-off a newsletter focused on making sure all stakeholders involved or supporting SDS are in the loop and up-to-speed on important updates and changes related to our financial management services.

In our first edition, we have focused on highlights to our communication efforts and strategy going forward, updates on recent and upcoming activities and changes, and helpful hints and information to stay connected. Also included are important updates on our systems performance and enhancements that are coming soon.

News & Announcements

[Timesheet and Service Documentation](#)

On Saturday, April 15th, PPL released updates to the BetterOnline™ web portal and the Time4Care™ mobile application. For more information on these updates, please read the BetterOnline™ section on page four (4).

[Monthly Summary](#)

We have updated the Monthly Summary User Guide. The updated guide includes instruction to use and navigate new enhancements that were recently added to the monthly summary reporting tool. [Click here](#) to go to access the latest web portal instructions online.






PPL in Missouri now has an Advisory Committee – Learn More on Page 3

This month’s Newsletter picture is of the Missouri State Flower, the White Hawthorn Blossom. Missouri designated the Hawthorn the state flower in 1923. There are over 75 different species of Hawthorns in Missouri, particularly in the Ozarks! We will be featuring pictures of Missouri each month, including Individuals and their families! If you would like to be featured, please email us.

Communications – How We Reach Out to You

Communication is key to any successful partnership. PPL is committed to getting information and updates to you. It is our plan to communicate important information and updates in many different ways shown below:

This is How Public Partnerships Communicates With You

 <p>Email</p>	<p>Messages will be related to specific events that may occur throughout the month. This includes email notices alerting you of enrollment form corrections. Please remember that email messages may be sent through ZixMail, our secure email provider. We also use Constant Contact. You will want to make sure you check your “Junk Mail” and keep your accounts active to receive our email notices.</p>
 <p>BetterOnline™ Portal Messages</p>	<p>Notices will be shared through a message on the portal that alerts you to information that you might need as you prepare to enter or approve timesheets. When you log into BetterOnline™ messages will be there for you to read. It is important to take the time to review the information before moving forward.</p>
 <p>PPL Missouri SDS Newsletter</p>	<p>Monthly newsletter will include a recap of specific events, communications shared throughout the month, important updates, and helpful hints as well as opportunity to work with PPL at community events.</p>
 <p>PPL Missouri Program Web Page</p>	<p>It is important that you become familiar with PPL's Missouri Self-Directed Supports Program webpage. Here you will find information about the latest enrollment information, web portal instructions, as well as a NEW section on Communications and Events! There is also a direct link to the BetterOnline Web Portal.</p>
 <p>Customer Service</p>	<p>PPL's customer service team places out bound calls to employers and/or employees requesting paperwork corrections, training information, and important changes.</p>

PPL is working to improve communication through outreach. We understand that communication is a means to build success around the option of Self-Directed Supports. Please make sure that you keep PPL updated anytime you have a change in email, address or phone number so we can ensure timely delivery of information. We appreciate your continued use of Customer Service to address your daily questions regarding:

- Paperwork,
- Payroll,
- New Employee Enrollments,
- User Name and Password Requests,
- Monthly Budgets, and more...

Advisory Committee

PPL is proud to announce the formation of an Advisory Committee. This committee is a collection of Individuals, Employers, Designated Representatives, Support Coordinators, Support Brokers, Self-Directed Supports Coordinators, and MO Division of DD staff who each bring unique knowledge and experience directly related to SDS services in Missouri. Its purpose will be to make recommendations and provide key feedback to enhance our services as a Financial Management Service (FMS) serving you, in MO. We had our first meeting in February and will meet again this month. Our goal is to develop a work-plan based on those meetings. Please look for more information on these newsletters.

Members include: Jill England (Individual), Georgia Mueller (Missouri Family-to-Family), Melissa Blanford (Designated Rep) Cheryl Dennison (Designated Rep), Lisa Philpot (Designated Rep), Sheryl Crow (Support Broker), Missy Johns (Support Broker Supervisor), Wanda Lefler (Lawrence County Board), Clay McGranahan (Parent), Sara Light (Support Coordinator), Kyla Mundwiller (Department of Mental Health), Linda Manyara (Self-Directed Support Coordinator), Kayla Miller (Public Partnerships), Emery Boehm (Public Partnerships), Sandy Kasprzak (Public Partnerships), Tonda Lain (Public Partnerships)

Payroll and Tax Reminders

You can find all payroll or tax related documents on PPL's Missouri program web page website: www.publicpartnerships.com/programs/missouri/sds/index.html We update this website frequently and forms can change. We also have many helpful forms that explain tax exemption and exclusions that you may qualify for. If you haven't already, take a look at our updated forms listed below.

- ✓ **2017 Pay Schedule**—Updated 1/1/2017 [click here](#).
- ✓ **Pay Rate Calculator**—Updated 1/31/2017 [click here](#).
- ✓ **IRS W-4**—Updated 1/10/2017 [click here](#).
- ✓ **Direct Deposit**—Updated 3/16/2017 (New Employee Packet [here](#)) or (Direct Deposit Change Application [here](#)).

Enrollment

You can find all our enrollment related documents on PPL's Missouri program web page website: www.publicpartnerships.com/programs/missouri/sds/index.html We update this website frequently and forms can change. **Please do not save blank packets for future use. Instead, always use the latest version of the forms from our website.**

- ✓ **New Employee Training Checklist**—Updated 1/31/2017 [click here](#)
- ✓ **USCIS I-9 Form**—Updated 1/6/2017: Please review the instructions by clicking [here](#) and review the checklist for completion by clicking [here](#).

BetterOnline™ Web Portal

PPL is committed to improving and investing into our systems and technology. This includes correcting glitches and issues that our systems experience. **The Missouri program team has been actively working our Information Technology (IT) teams to correct timesheet and service documentation (also referred to as “notes”) issues.**

On April Saturday, April 15th updates to were made to our BetterOnline™ web portal and Time4Care™ mobile application to resolve intermittent “locking” issues caused by service documentation. The changes will eliminate the locking issues caused by service documentation. The changes also include restoring the opportunity to enter unlimited characters when entering service documentation for each shift.

In addition to solving the challenges with entering time and service documentation, a new **Activity Checklist** was added to the service documentation tool. The new activity checklist does not replace service documentation notes. **The Activity Checklist provides employee(s) with the option to check-off key activities as a part of their service documentation, while focusing on describing the type of supports provided in the notes section.** This feature allows employee(s) to check one, many, or all of the activities that may have been provided for that shift.

We want to apologize for these challenges and we appreciate your patience!

In the coming weeks we will also be adding several enhancements to fields and pages within BetterOnline™. Detailed information about these enhancements will be included in next month’s newsletter.

Helpful Hints

- Add mosds@pcgus.com and csmosds@pcgus.com to your known senders list in your email
- **The mosds@pcgus.com inbox is for paperwork and is not monitored by customer service. Please direct questions about items to the csmosds@pcgus.com email as the paperwork email will not respond to inquiries.**
- Bookmark the PPL Missouri Program Page to your preferred web browser
- Have your security information ready when you call in to Customer Service
 - First and Last Name
 - Individual’s PPL ID (begins with CMOD) **or** Individual’s DMH ID
 - If you don’t have access to these IDs, you will be asked to provide the Individual’s full Social Security Number
 - Last 4 of the Individual’s or Employer of Records Social Security Number
 - Individual’s Date of Birth (not the Employer’s)
- Include or be ready to provide your security information when emailing Customer Service
- Try uploading your enrollment related documents via BPM upload (instructions can be found by clicking [here](#))



Stay Connected



It is important that you stay connected through the Missouri Self-Directed Supports website. Our website is constantly being updated with new and improved enrollment forms, user guides, and other information. When you are enrolling a new employee, changing an employee's pay rate, or need any other documents please check this website for the most accurate and up-to-date paperwork.

You can also stay connected in-person! PPL offers in-person sessions with your regional Enrollment Specialist and Self-Directed Supports Coordinator. These meetings are designed for you to work directly with the Enrollment Specialist and the Self-Directed Supports Coordinator for technical support related to PPL technology and Self-Directed Supports.

Each month we will list the in-person session we are conducting under "Upcoming Events" which can be found below.

Upcoming Events

Please check back in our May Newsletter for a list of events that we will be having across the state!