



SPRING 2018

Spring Fever!

This issue introduces the Missouri Public Partnerships team and an example of the paperwork process. Updates include new Time4Care™ information, a guide to timesheet pend messages and an updated IRS form. Michael Anthony is also featured as a successful Self-Directed Supports (SDS) program participant.

News & Announcements

New Guide to Timesheet Pending

BetterOnline™ is built to follow the rules of the SDS Program and Medicaid. If you receive a “pend” message, click [HERE](#) for the guide to understand what is happening with your timesheet and why it isn’t being submitted.

Updated IRS Form

When your personal or financial situation changes, Click [HERE](#) for the IRS W-4 2018, which is now on our website for ease of access.

Try the Time4Care™ Mobile App

Click [HERE](#) for the user guide, download instructions, and to learn more.

Time4Care

Keep Life Simple

Use the Time4Care™ Mobile App for Timesheet Entry.

Time4Care makes entering and approving your time easy, accurate and convenient.

Time4Care provides a user-friendly calendar design.

This means each screen is uncomplicated and easy to understand.

Missouri Self-Directed Supports Newsletter



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CONTACT INFORMATION

Customer Service

1-844-735-7370

csmosds@pcgus.com

Paperwork Contact Information

Fax: 1-855-391-0696

mosds@pcgus.com

Website

www.publicpartnerships.com

WE WANT YOUR SUGGESTIONS!

Do you have suggestions for future topics to be included in this newsletter? Would you like to share your success story? Email us! csmosds@pcgus.com

Success Story

Hello, my name is Michael, and I became a quadriplegic after I was injured in an automobile accident at 16 years old. Since then, I have needed the assistance of others to help me with my daily activities, such as bathing, grooming, eating and maintaining my home. For many years I had to go through the channel of home health care agencies to find the support for my needs. I tried several agencies but didn't have much control over the employees (personal-care attendants) that were assigned to me. The experience was frustrating and impacted my overall mood because no one seemed to be the right fit. There were PCAs with good work ethic, but they lacked good social skills and/or personality. I also had issues with attendants not being trustworthy, among other things.

In 2012 I was informed that I would need to switch some of my services to SDS (Self-Directed Services). I didn't quite know how it worked or if it was the right fit for me. Reluctantly, I switched over to the SDS program, and it was one of the best things that could have happened to me concerning my care. Not only do I have control over who I hire, but I also manage my hours according to my needs. Control over who I hire has allowed me to be more comfortable with my workers and allows me to be more motivated about my endeavors.

My employees are family members and close friends, whom I'm very comfortable with having in my home and attending social events. I know exactly who my workers are and what to expect. I am more outgoing and much more comfortable with the choices that I make to maintain my independence. Going to concerts, attending family and friends' functions, doing my shopping are just a few of the things that I do now with much more pleasure. I have been using SDS for six years, and I wouldn't have it any other way. SDS has been a welcomed transition from the previous method of care.



Sincerely,

Michael Anthony

Budget Usage Calculator: New User Guide Coming Soon

Want to figure out what is remaining in your budget for your Plan Year? Click [HERE](#) to access the Budget Usage Calculator for help. It can show you updates on time and dollars spent. The Budget Usage Calculator also shows how far into the plan year you are and compares how much money you have used. The calculator is easy to use and shows graphs that are easy to understand. The calculator is in the BetterOnline™ portal under "Program Forms/Employer Forms."

Monitoring Pay Rate Changes Using the Pay Rate Calculator: Watch for the new Guide Coming Soon

Trying to figure out what to pay your employees or figure out how to use remaining dollars in your budget? Click [HERE](#) to access the Pay Rate Calculator for help. The calculator can be used as a tool throughout your entire budget period to keep you on track, so you don't run out of money. Using the calculator will help you get the most benefit out of your budget. For example, you can use the calculator to decide if you can afford to give an employee a raise. The calculator is in the BetterOnline™ web portal under "Program Forms/ Employer Forms."

Uses of the Calculator

- Help you decide what to pay your employees
- Helps you decide how many hours you can afford
- Let's you see how much of your budget you will use throughout any given period
- Let's you see what you are paying in employer taxes



Ongoing Training Requirements Reminder

Employers/Designated Representatives are responsible for ensuring all required trainings remain current, so their Employee continues to be qualified for payment. Public Partnerships sends reminder notifications by email to both Employers/Designated Representatives and Employees 90, 60, and 30 days before to the expiration of the trainings. Also, remember that Employees' trainings can be monitored and tracked in BetterOnline™ portal. If you have questions, call Customer Service.

Training	Renewal	How to renew
Abuse and Neglect	2 years	DMH Online Training
CPR	Typically, 2 years	Contact local training sites*
First Aid	Typically, 2 years	Contact local training sites*
Level 1 Medication Administration	2 years	Contact Regional Office for Instructor List
Behavior Intervention Crisis Management	2 years	Contact Regional Office for Instructor List

*Skill portion for CPR/ First Aid MUST be completed in person with an instructor.

If you have questions about what trainings are approved by DDD, contact your Support Broker and/or Support Coordinator.

[Click here for Self-Directed Support Training Resources](#)

The Power of Having What You Need in One Place

In your role of Employer or Designated Representative, have you ever started to work on something then realized, “I don’t know where I put that?” It can take a long time to find what you need and searching can create stress and can be very frustrating. If this has happened to you, here are some simple steps that can help:

1. Gather everything together in one place.
 - a. If you’re in a hurry, just throw it into a box and **label that box**. Later, you can take the papers out of the box and put them into something that’s easier to use.
 - b. If you have more time, putting the papers/notes for how to do things into a folder or notebook can help.
 - c. If you are good with a computer, put your “how to” or “where is it” information from papers/notes in a computer directory or folder.
 - d. Keep your CMOD and PMOD numbers in a common, yet secure place so that they are easily found for calls and/or to Customer Service.
 - e. Remember that wherever you choose to store your documents, it is best to keep them in a secure place for privacy. Never leave information laying out that has personal identifying information listed.
2. Organize your papers/notes for how to do things—now, if you have time—or later, so it’s easier to search through. File folders with labels can help. Some people use a notebook with tabbed headers.

If you follow these tips, next time you need to know how to do something, you’ll have everything you need. No more searching. That’s a win for you!

Your Missouri Public Partnerships Team

Paperwork Process Example:

Designated Representative goes to the Missouri Public Partnerships Program Page and completes the Pay Rate Change Form for her Employee

<http://www.publicpartnerships.com/programs/missouri/SDS/index.html>



Designated Representative emails the Pay Rate Change Form as a PDF attachment to mosds@pcgus.com



Missouri OPs Team receives Pay Rate Change Form and uploads into the BPM filing system



Missouri Program Team – This Public Partnerships team of Enrollment Specialists and the Program Manager is made up of Missourians. They live locally and represent each region throughout the state. This team is in close contact with the Division of Developmental Disabilities. This Program Team assists in fulfilling the rules and guidelines of the SDS program. The Program Team is the first to reach out to new families to complete initial enrollment meetings. They assist with orienting families to the Public Partnerships online system (BetterOnline™ Web Portal) and completing initial enrollment paperwork for employers and employees. The team is also available to assist customer service with unresolved questions.

Missouri Customer Service Team – This Public Partnerships team is in Arizona and comprises a group that is trained specifically on the Missouri Self-Directed Program guidelines. They are available from 8 AM-6PM CST either by phone (1-844-735-7370) or by email (csmosds@pcgus.com). Customer Service can assist with providing payroll date information, updates on processing of paperwork, and instructions for completing paperwork. When calling, please be prepared to have your Public Partnerships Identification Number (aka System ID), last 4 of the Individual or Employee’s Social Security Number, and the Individual or Employee’s birthdate.

Missouri Enrollment Team names the form and uploads it to the Employee personnel file. Then, updates the Employee's "Services" in the BetterOnline™ Portal to indicate the new pay rate and the effective date



Five (5) business days after emailing the Pay Rate Change Form, the Designated Representative logs into the BetterOnline™ Portal and sees the new amount of pay listed under the Associated Employees "Services"

Missouri Operations Support Team – This Public Partnerships team is in Virginia and is responsible for transferring paperwork received via the paperwork fax (1-855-391-0696) and email (mosds@pcgus.com) into electronic files. The team has up to 2 business days to convert a fax or email into an electronic document and put it into the Public Partnerships filing system (BPM).

Missouri Enrollment Team – This Public Partnerships team is in Arizona. They take electronic documents out of BPM, identify what is in the file (for example: pay rate change form, employee application, CPR certification), and place it into the proper personnel file. They then update the information in the BetterOnline™ portal to reflect that change or added item. The Enrollment Team has up to 3 business days to process an electronic document. If corrections are needed on a document, they send an email to the Individual or Designated Representative. When necessary, the Missouri Customer Service Team or Enrollment Specialist follows up on any corrections needed.

** In March 2018, 161 Employees were enrolled in an average of 6.8 days each.

Tip—If you do not see the changes in Better Online™ a week after submitting any kind of paperwork, please call Customer Service to ask for an update.

We Hear You: Responses to the Public Partnerships Satisfaction Survey

Your Missouri Program Team received many responses to the Public Partnerships Satisfaction Survey. We wanted to share an overview of the results with you. Many suggestions were about SDS Program requirements. We shared the entire survey with DDD. There were many great suggestions made by Employers, Designated Representatives and Individuals. We have implemented changes to our website and our processes from many of your suggestions and continue to do so. Numerous suggestions indicated that there is a need for greater training and resources for the use of our software. The survey indicated a wide difference of opinions among respondents on how Public Partnerships functions and how Public Partnerships should function. The most common suggestions and the actions we are taking are below:

- Improving Customer Service (The Missouri Program Team provided in-person training in March)
- Making hiring a new Employee easier—Click [HERE](#) for the enhanced hiring tools and guides
- Improving communication—Click [HERE](#) for the developed Communication Guide
- Making inputting timesheets easier—Click [HERE](#) for the enhanced guide and upgraded Time4Care app information

The Missouri Program Team read every response. We want you to know your voice is being heard. We are invested in continually improving our service to you. You will continue to see enhancements and new options/tools being made available. Always remember, if you have suggestions or need help with things, contact us. You don't need to wait for a survey. We are grateful to be able to work with you.

Stay Connected



- It is important that you stay connected through the Public Partnerships Missouri Self-Directed Supports webpage. 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. Visit the website at:
<http://www.publicpartnerships.com/programs/missouri/sds/index.html>.
- Don't forget about the Missouri Department of Mental Health, Division of Developmental Disabilities web page. It provides important information about the Self-Directed Support program. <http://dmh.mo.gov/dd/progs/selfdirect.html>
- You can also stay connected in-person! Public Partnerships offers in-person sessions with your regional Enrollment Specialist and Self-Directed Supports Coordinator. These meetings are for you to work directly with the Enrollment Specialist and the Self-Directed Supports Coordinator for technical support related to Public Partnerships' technology and Self-Directed Supports.
- Each month we will list the in-person session we are conducting under "**Upcoming Events.**"

Upcoming Events

Tuesday, June 19th [Mental Health Champions Banquet](#)

Helpful Hints

- Check your email frequently for new employee information, corrections on paperwork, training notices for employees, news, and updates.
- BetterOnline™ Web Portal is programmed to time out when sitting idle. A good idea is to save all information every 10 minutes to keep from losing any entered information.
- ALL Employees must complete and submit the full New Employee Application packet with supporting documents to be employed by you, even if the work for another employer in SDS. Call Public Partnerships Customer Service to request a pre-populated packet be emailed to you or print a blank packet from our website.
- If you terminate an employee, or chose to not hire for any reason after starting the application process, please remember to always fill out the [Termination Form](#) so that we at Public Partnerships know this person should no longer have access to BetterOnline™.
- When emailing any documents to Public Partnerships, remember:
 - Keep each Employee's separate from others. Processing is faster when employees are separated out.
 - Remember to always send documents as attachments. Do not embed them, or copy and paste, in the body of the email.
 - Once your first Employee is Good to Go, the Employer/DR should send all documents directly to Public Partnerships via upload to BPM, email to mosds@pcgus.com, or fax to 855-391-0696.

- If you have any questions, you can always call Customer Service. They are here to help you be successful.
- Don't have a scanner or fax at home? Consider using Adobe Scan app to convert all paper documents into a digital PDF! Use your phone or tablet to capture images and transform them into PDFs. To see how this app works, check out their video on YouTube by clicking here: [Meet Adobe Scan](#). Adobe Scan is available for free on the App Store and on Google Play.

