

PROVIDER* DISASSOCIATION

What should you do if you dismiss your provider or they resign?

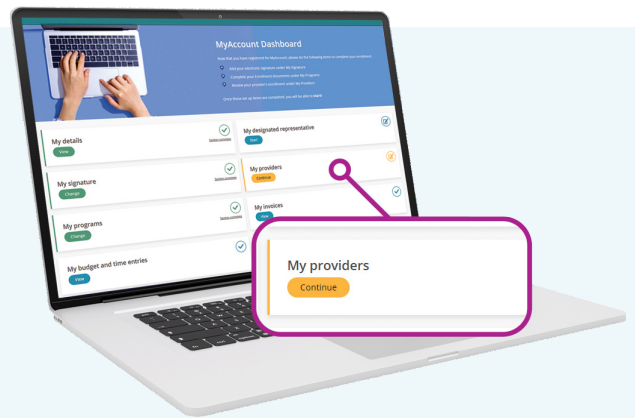
**Also known as care/support worker, attendant, personal assistant, among other names.*

Are you or your care/support worker ready to move on from your working relationship? We can help.

Provider Disassociation, a MyAccount portal feature, allows a participant to sever the connection between them and any care/support worker they have hired. "Disassociate" is what we call separating your working relationship from your provider

When you click the Disassociation button under the 'My Providers', you will choose a date. This date is the first day that your care/support worker will no longer be able to submit time for payment. Be sure to choose a date that they did not work.

There are many reasons why someone may want to part ways, such as moving locations, the employee has decided to pursue education or another job, or the relationship simply isn't working out.



DISASSOCIATION

This feature allows a Participant to disassociate the employment relationship between a Participant and a Provider.

This is used when you or your provider no longer wish to work together.



RESTORATION

This feature allows you to restore a disassociated provider to your employment, if still within a timeframe set by your program, usually 6 months.

No new Provider paperwork will be required!

This is used when you or your provider want to work together again for a simple new start.



RE-HIRE

This feature allows you to re-hire a provider after the restoration period has passed, usually 6 months but can vary by program. The provider will need to review, update, sign and submit new paperwork.

This is used when you or your provider want to work together again, but it's been some time since they worked for you.

DISASSOCIATION

Under the My Providers tile in your MyAccount Dashboard, select “Disassociate Provider” for the employee you wish to disassociate.

- You then enter the date you no longer need to be connected to the provider and the reason why. **Please note that the date you select will block the provider from submitting work time from that day forward.** Be sure to choose a date that they did not work.
- Review the limitations now placed on the provider.
- Select “Confirm.”

Penny Provider

Status: Completed
Date sent: 03-30-2022
Program: CCC +
PPLID: PA-0015833

View

Disassociate provider

RESTORE/RE-HIRE

Under the My Providers tile in your MyAccount Dashboard, the “Disassociate Provider” selection will change to “Restore” or “Re-Hire” depending on how long it has been since the disassociation, usually 6 months but can vary by program.

- Selecting “Restore provider” will change the provider’s status to “Awaiting approval.”
- You should now be able to review, sign, and approve the provider enrollment to be restored, also under the My Providers tile.

If more time has passed than the timeframe required by your program, usually 6 months, then you will need to “Re-hire” your provider. With “Re-hire” the provider only needs to update their paperwork, not fill it in completely new.

- Selecting “Re-hire provider” will start off the hiring process for the provider.
- The Provider should go into their MyAccount Dashboard to the My Programs tile to make any corrections to their previous paperwork, then sign and submit it.
- The Participant should now be able to review, sign, and approve the provider enrollment to be re-hired under the My Providers tile. PPL will also need to review the enrollment before re-hire is complete.

Wendy Worker

Status: Pending
Date sent: 03-30-2022
Program: CCC +
PPLID: PA-0015833

Provider is Pending Disassociation

View

Restore provider

Self-Directed Home Care is an alternative to admittance into restrictive long-term institutional care or using home-care staffing agencies. It offers individuals more choice and control over their services and providers, like you.

Self-Direction Home Care is growing, as are the opportunities to connect with individuals and families looking to hire.

To get started, visit our website.
www.account.publicpartnerships.com

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Your #1 choice for self-directed care™