

PPL's Automated Timesheet System

The automated phone system allows you to obtain timesheet status 24 hours a day, 7 days a week. It's easy – Call the Customer Service at 1-833-549-5672 and select option number 1.

Customer Service can answer your questions using e-mail. email Public Partnership LLC (PPL) at pplva@pcgus.com.

Sign up for the BetterOnline Web Portal

1. Type <https://fms.publicpartnerships.com/PPLPortal/Login.aspx> into your browser.
2. Click "Online User Registration" and enter the following.
 - State: **Virginia**
 - Program: **Your Employer's Managed Care Organization**
 - Role: **Consumer**
3. Enter your Consumer ID#, mailing zip code, and last name.
4. Create a user name.
5. Create a password it must be 6 characters long and have 1 letter and 1 number.

Self-Service using the BetterOnline Web Portal

Turn Off the Quarterly Service Report

1. Under the "My Profile" tab click "Edit Consumer"
2. Under Consumer Demographic Information, Stop Mailing FFR, click "Yes"
3. Click "Update" at the bottom of the screen

Review your Authorizations

1. Click the "Budget Summary" tab, locate the active authorization by reviewing the start and end dates.
2. To review your Quarterly Service Report online, click the icon under the Actions column on the right side of the page for the active authorization.
3. Click "Show Detail" in the middle of the screen
4. The user can search by the Date of Service and click "Filter"

Update your information

1. Under "My Profile", scroll to the bottom of the screen and click "Edit Consumer"
2. Update your phone number and your email address. Click "Update" at the bottom of the screen

Review your Attendants

1. Under the "My Profile" tab, scroll to the bottom of the screen
2. Click "Associated Providers"
3. You can review current attendants and previous attendants. Click "Print Forms" next to the attendant's name to print new hire forms

Print After Enrollment Forms

1. Click on "Consumer Forms"
2. Locate the form to print and click on "Preview/Print" next to the form