



WINTER 2018

Happy New Year!

This issue provides a Monthly Summary Update and DMH Guide to Documentation as well as updates including the 2018 Payroll Schedule, New Time4Care™ release information, New Customer Service “Hold My Place” feature and New Employee Enrollment. Caitlin Hoel is also featured as a successful Self-Directed Supports (SDS) program participant.

News & Announcements

2018 Payroll Schedule

The 2018 Payment Schedule has been posted to the Missouri Program Web Page. [Click here](#)

New Time4Care™ Mobile App "Time4Care™ Anywhere"

The new Time4Care™ Mobile App is available in Missouri. Time4Care™ makes entering time easy, accurate and convenient using Android and iOS cell phones.

Tax Preparation

Public Partnerships encourages all employers and employees to verify contact information in BetterOnline™. It is very important that we have updated contact information so that you receive year-end tax paperwork in a timely manner.

File Review

The Division of Developmental Disabilities(DDD) is performing monthly SDS Provider Reviews of documents provided to Public Partnerships. If Public Partnerships does not have the necessary documentation, employees will lose their “Good-to-Go” status until that documentation is provided to Public Partnerships by the employer. The employee and employer will receive an email that identifies documents that must be corrected and/or updated.

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

Success Story

The Right Supports: Caitlin Hoel's Success

Caitlin Hoel started using Self-Directed Supports (SDS) after transitioning from school at age 21. She attended day program upon graduation. She is non-verbal but expressed to her family that she needed something different to be happy. Caitlin was very successful with the one on one classroom aide that supported her during her school years. The option of SDS was shared with Caitlin and her family.

SDS gave Caitlin and her family a choice to find the right supports and person to meet Caitlin's needs, increase independence while building a daily life through places and things that make Caitlin happy. Caitlin and her Personal Assistant, Faith Fritz have some routine in their day to work on goals, but they also have found an opportunity to build relationships in the community through the things that Caitlin enjoys.

Faith supported Caitlin to find a unique volunteer opportunity that fit Caitlin purr-fectly! They volunteer once a week at Country Acres in the cat room. Cats are something we don't have at home since I (mom) am allergic. Cats are quiet so no sudden loud noises that may cause a startle seizure. The cats and Caitlin have created a special bond, and she's so excited when it's volunteer day! Caitlin also attends a group music therapy group once a week where she has met many new friends.

One of our big goals with SDS was to form a network for resources and to connect other SDS individuals, families and caregivers. Faith and I had an idea to use social media and create a closed Facebook group just for this purpose. It is called "We care Caregivers." In just a short time we have over 100 members. One of the best things we did was to create events on the page for meetups for the SDS individuals and their caregivers or family members. To date, we have had meet-ups at a chocolate factory, Purina Farms, Grants Farm, Wild Bird Sanctuary, Lone Elk Park, and most recently bowling. Faith and Caitlin have also had lunch dates, meet-ups at parks, etc.

I couldn't be happier to see my daughter's face light up when Faith arrives and her day begins. I feel her quality of life has improved as well as her health and safety with having the one on one support she needs. Caitlin has a rare disorder called Aicardi Syndrome with daily seizures and needs constant one on one supervision to be successful and to give her family peace of mind we need to have.

Working with our Support Coordinator and Self-Directed Support to find the right support and personal assistant to support our daughter's needs makes this the perfect scenario for success. I am a believer in Self-Directed Supports and with the right team and plan it can give someone with a disability a wonderful outlook on life and being part of their community. Thank you to our team and our wonderful support PA, Faith, who makes this all possible, and puts a smile on my daughter's face every day!

Sincerely,
Tracy Hoel
Caitlin's Mom



Communications

New Time4Care™ Mobile App

Benefits of the new Time4Care™ Mobile App

- Makes login quick and secure with Touch ID technology*
- Offers convenient daily time entry and editing
- Provides reminder notifications to keep employees organized
- Online or offline (no internet connection) time entry
- Easy calendar-like screens to make entering time fast and easy

For those currently using Time4Care, you should have received notification to advise users that an upgraded version is available for download. Download the new Time4Care™ app. The old version of Time4Care™ will continue to work until you have time to download the new version.

*Available on select iPhone and Android operating systems.



New Feature added: “Hold My Place”

Public Partnerships Missouri Customer Service team has added a new feature to save you time. We have improved our call back process. Instead of leaving a voicemail, you can now request a call back using our **Hold My Place** option. Callbacks are made in the order they are received. You will not lose your place in line. You may request a call back at any number that is convenient for you by pressing the number 2 at any time when you are on hold. We are excited to offer you this enhanced feature.”

Employee Enrollment

Public Partnerships wants employees to receive their “Good-to-Go” status as soon as possible. The Missouri Team is always reviewing the “Good-to-Go” process so we can advise you on helping your employees submit an accurate and correct packet. In October, we received 141 new employee applications, taking an average of six point four (6.4) days to become “Good-to-Go”. In November, we received 128 new employee applications, taking an average of five point four (5.4) days to become “Good-to-Go”. In December, we received 117 new employee applications, taking an average of six point four (6.4) days to become “Good-to-Go.” Please join us in our commitment to improving this process for everyone. The best way to do this is to use the guides and instructions for employers and employees on our website. The guides help you prevent common mistakes and errors that cause delays. These tools are available online on our Missouri program page. [Click here](#) to view these. Please regularly check our Missouri program page to ensure that you are using the latest versions of documents.

Below is a list of recommended new and updated tools. Click on the items listed to access the most recent version.

[New Employee Hiring Guide](#)– New June 2017

- 📄 [New Employee Application](#) -Updated August 2017
- 📄 [New Employee Sample Packet](#)- August 2017
- 📄 [Step-by-Step Ig Instructions](#)- Recommended for Use
- 📄 [Family Care Safety Registry Frequently Asked Questions](#)– New August 2017
- 📄 [SDS Pay Rate and Budget Calculator](#) – Updated August 2017
- 📄 [Guide to Monitoring Enrollment Checklist](#)
- 📄 [Monthly Summary User Guide for Individual](#)-Updated November 2017
- 📄 [Monthly Summary User Guide for Support Coordinators](#)-Updated December 2017

BetterOnline™ Web Portal Spruces up the Monthly Summary Guide

Public Partnerships has recently updated the BetterOnline™ Monthly Summary for Individuals Tool. You will see the tool provides step by step instructions with up to date screenshots to assist you with completing the document online each month. To get started, Log into BetterOnline™ web portal, next you will select the tab on your default page that says “Monthly Summary.” The instructions will then walk you through each step of the process to create and complete your Monthly Summary. Monthly Summary reports are to be completed for each month and should include a recap of your timesheet service documentation and authorization utilization. [Click here](#) to view.

DMH Guide to Documentation for Individuals Self-Directing Services

Individuals using Self-Directed Supports are required to provide documentation which describes covered activities(services) in which the Individual receiving services participated in, record situation or incidents (good or bad) that arise affecting the Individual receiving the service and complete Monthly Summaries to describe progress on the Individual’s service plan goals and objectives. This guide will help you through the process to complete service documentation required when using self-directed supports. [Click here](#) to view.

Helpful Hints

- Email is our primary source of contact with you. Check your email frequently for new employee information, corrections on paperwork, training notices for employees, news, and updates.
- When sending in documents to Public Partnerships, avoid mixing different people’s documents together. Your help with this enables speedier processing by us.
- Even if your new employee is working for another employer in SDS, your Employee must complete and submit the full New Employee Application packet with supporting documentation to be employed by you. You may call Public Partnerships customer service to request a pre-populated packet be emailed to you or you may print a blank packet from our website.
- Avoid additional processing time by always sending in a complete New Employee Enrollment Packet and supporting documentation.
- Want to get through the HIPAA verification part of your call to Customer Service faster? Keep your CMOD or PMOD number handy so it’s easy for you to share it when you call.
- To prevent additional processing time, when you email documents to Public Partnerships remember that documents need to be attached to your email. Avoid embedding documents in the body of the email.
- Remember the BetterOnline™ Web Portal is programmed to time out. Rule of thumb is save all information every 10 minutes to keep from losing any entered information.
- All emailed documents must be sent as an attachment to mosds@pcgus.com
- 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 once your first employee is G2G



Stay Connected

It is important that you stay connected through the Public Partnerships Missouri Self-Directed Supports webpage.

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

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

Check with your Support Coordinator or local Regional Office to see when the next session of Individualized Supports and Services informational meetings will be scheduled for your area.

Who Benefits from attending?

- *Individuals & Families
- *SDS Employers
- *SDS Designated Representatives
- *Targeted Case Management(TCM) Service Coordinators and Supervisors
- *Agency Support Brokers for SDS
- *DMH Providers*
- Anyone interested in SDS

What you will learn about:

- *Self-Directed Supports and Program Integrities
- *Self-Determination Tools
- *Remote Monitoring*
- *Affordable Housing and Home Modifications
- *Public Partnerships BetterOnline™ Portal, Updates and Technical Support