

Frequently Asked Questions and Operational Guidelines for PDO Programs

Enrollment Processing

1. What is Participant Direction Option

- a. Participant Direction Option (PDO) is a program that allows participants to self-direct their Medicaid long-term care services. The program allows participants to hire and direct their services workers to provide the services they need, based on the care plan.
- b. There are five (5) services covered under Participant Direction Option. The five covered services are:
 - 1) Adult Companion Care
 - 2) Attendant Care
 - 3) Homemaker Services
 - 4) Intermittent and Skilled Nursing
 - 5) Personal Care

2. Who can be a representative?

- a. Participants may choose a representative to assist with the employer responsibilities of the PDO. The representative cannot be compensated for their services as a representative or be a Direct Service Worker (DSW). Although the representative acts on behalf of the participant in all PDO matters, the participant remains the Employer of Record (EOR).
- b. Representatives must undergo a Level 2 background screening before the participant may begin receiving services through the PDO option.
- c. Participants are not required to choose a representative if one is not deemed necessary.

3. What are the required credentials of a DSW?

- a. DSWs must be at least 18 years old.
- b. All prospective DSWs who intend to provide Adult Companion Care, Attendant Care, Homemaker Services, Personal Care Services, and Intermittent and Skilled Nursing are required to send in the following completed documentation to PPL.
 - 1) IRS Withholding Form W-4
 - 2) USCIS Employment Verification Form I-9
 - 3) Employment Information and Attestation Form
- c. All DSWs must pass a Level 2 Background Screening.
- d. If the DSW is providing Intermittent and Skilled Nursing, the DSW must submit the following documentation to PPL.
 - i. Proof of current Registered Nurse License; in accordance with Chapter 464, F.S.; or
 - ii. Proof of current Licensed Practical Nursing License; in accordance with Chapter 464, F.S.

4. Is certification of CPR and First Aid a requirement for DSWs?

- a. Training and certification in CPR and First Aid is recommended for each DSW hired.
- b. On a case-by-case basis, the participant's case manager may determine that a DSW be certified in CPR and First Aid in order to meet the participant's needs. If a case manager makes this determination, proof of certification in CPR and First Aid must be provided to PPL before the DSW may begin providing services.
- c. The cost of certification in CPR and First Aid is not supported by either the participant's care plan or the Managed Care Plan (Florida Community Care).

5. **Who pays for the Level 2 Background Screening?**
 - a. Your Managed Care Plan (Florida Community Care) pays for at least one representative per participant and at least one DSW for each service per participant, per contract year.
 - b. All subsequent background screenings are the responsibility of the participant/representative to manage payment for.
 - c. The cost of additional background screenings is \$76.25 per registration.
6. **How long does it take to get a new DSW started?**
 - a. The length of the process depends on whether all enrollment forms are properly completed upon submission and is somewhat dependent on the DSW promptly getting fingerprinted after Public Partnerships (PPL) registers them.
 - b. With the AHCA fingerprinting process estimated at 5-7 business days, the total enrollment process for a new DSW is generally 10-14 business days.
7. **How should I or my DSW submit our enrollment paperwork to PPL?**
 - a. The fastest way to submit your enrollment materials is by fax (1-855-879-7816) or by email (flfcpdo@pcgus.com).
 - b. You are allowed to mail your paperwork, however please be aware this may increase the time it takes to get you or your DSW enrolled.
8. **How will I know whether the enrollment forms submitted to PPL were completed correctly?**
 - a. PPL Customer Service will call the participant/representative if any of the forms are incomplete or missing for either the participant or DSW.
9. **How will I know when my DSW(s) may begin providing services?**
 - a. PPL will call the participant/representative to inform them of the effective Good to Go date for their new DSW. The participant/representative will need to inform their DSW that they can begin working.
 - b. PPL will email the participant's case manager when a DSW becomes Good to Go.
10. **How is the rate of pay determined for a DSW?**
 - a. The participant/representative negotiates the rate of pay with each DSW within the wage range approved by your Managed Care Plan (Florida Community Care).
11. **If there are two people in the home on the PDO option, will a DSW need to complete two separate packets?**
 - a. Yes. Each participant on the PDO is their own EOR and a DSW providing care for both participants needs to have an enrollment packet processed for each EOR.

Payroll Processing

1. **What is a work week?**
 - a. The work week for the PDO program runs from 12:00AM Sunday – 11:59PM Saturday.
2. **When are payments made?**
 - a. Direct deposit transactions are made on the stated payment issued date and should be in the account the same day, however, PPL cannot control when local bank branches post payments.
3. **Where should paper timesheets be sent?**
 - a. Paper timesheets should be faxed to the number in the upper right-hand corner of the timesheet: 1-866-653-0399 or mailed to: FCC PDO Program, Public Partnerships LLC, One Cabot Road, Suite 102, Medford, MA 02155.
4. **I submitted my timesheet late; will I be paid on time?**
 - a. PPL makes every attempt to process all timesheets received prior to our bi-weekly pay run, however, if a timesheet is submitted past the deadline and we are unable to process it, the payment will be made in the following payroll.

5. **I faxed my timesheet several days ago, to the fax number provided on the timesheet; can I find out whether it has been received?**
 - a. You can obtain timesheet information by using PPL’s automated telephone system at the customer service number: 1-833-475-3067.
 - Press 1 for automated timesheet information. It can take about 48 hours from when you faxed your timesheet until this information is available, if there are no issues with the timesheet. It can take longer if we need to do manual entry or research issues.
 - b. You may also obtain timesheet information by logging into our Web Portal at <https://fms.publicpartnerships.com/PPLPortal/>
 - Click on Participant View Timesheet and search “Submitted” timesheets.
6. **How should I enter more than two shifts of the same service in one day on the timesheet?**
 - a. You can enter up to two shifts on one timesheet for the same service. If more shifts are worked for the same day, you must complete an additional timesheet.
7. **I provide multiple services in the same pay cycle, how do I enter this on the timesheet?**
 - a. The timesheet is a single service timesheet. If more than one service is provided by the same DSW, then a timesheet will have to be completed for each service that is provided.

Other Programmatic Information

1. If a representative or DSW has evidence of a Level 2 background screening within the past 5 years and has not been unemployed for more than 90 days, then they may submit a copy of the results to PPL in lieu of being fingerprinted again.
2. If a DSW is unable to show up to a scheduled shift or quits, the participant/representative should make use of their emergency backup plan. The participant’s case manager will assist with the development of a backup plan that makes use of either traditional services, natural supports, or another qualified DSW.

Contact Info

Timesheet Fax Number	1-866-653-0399
Paperwork Fax Number:	1-855-879-7816
Paperwork Email:	flfccpdo@pcgus.com
Customer Service:	1-833-475-3067
Customer Service Email:	flfcc-cs@pcgus.com
PPL Website:	www.publicpartnerships.com
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