

MA Participant Directed Program (PDP) Fact Sheet For Support Brokers

Customer Service Line: (888) 866-0869

Administrative Fax : (877) 563-6438

Timesheet Fax: (877) 779-4188

Program Email Address: PPLMA_PDP@pcgus.com

Access copies of all forms and directions for the program on www.publicpartnerships.com

- On the home page, click 'Program Documents' under the 'Resources' section.

Access to the MA Participant Directed Program Web Portal can be found at :

<https://fms.publicpartnerships.com/PPLPortal/login.aspx?mapdp>

Payment

- Timesheet/ Invoice Deadline: Monday at noon on the week of the check run.
- Payment schedule available on www.publicpartnerships.com
- Options for submitting timesheets:
 - 1.) Paper timesheet
 - 2.) Provider and participant submit and approve time using the Web Portal
 - 3.) Provider submits time online, prints timesheet, participant signs paper copy.
- **Timesheets** are for services provided hourly/ daily/ per visit
- **Invoices** are for services provided by unit/ trip
- Reoccurring/Automatic Payments are entered through Portal if service code 5300 or 5400 is authorized for the participant in Meditech
- Checks may be reissued after 10 business days- confirm with Citizens that check has not been cashed. Our Customer Service team is available to validate if checks have been cashed.

Provider Enrollment

- Employees and Independent Contractors *must* be CORI approved through PPL **before** beginning work. There are no exceptions.
- All new providers must be credentialed for services and self register through Web Portal.
- Employees- taxes withheld- W2 issued.
- Independent Contractors and Agencies- no taxes withheld- 1099 issued.
 - Employee vs. Independent Contractor is determined by the service that they are providing; PPL needs appropriate packet completed and returned prior to making first payment. *See Program Matrix for provider type.*
- If Participant is using MEA for Employee Services, MEA packet should be sent directly to MEA. Timesheets should be submitted directly to MEA at 617-426-4632.

Participant Enrollment

- Participants can be enrolled on a daily basis by DDS Staff.
 - 1.) Participant enrollment information (demographics, waiver enrollment, annual allocation, service codes) is entered in Meditech
 - 2.) Files are exchanged daily from Meditech to Portal.
 - 3.) Support Brokers move funding to different approved services on participant's budget detail page in Portal.
 - 4.) If DDS staff entered services in Meditech and don't see them in Portal, check with authorized DDS staff person to see if this was included with the Rejection Files.
- New Employer of Record demographic information must be entered into Portal. Pre-populated forms may be printed from Portal by Broker.
- A participant currently receiving PCA hours *cannot* be set up as the Employer of Record.
- Recommend family or legal guardian be set up as the EOR if participant cannot be set up as the EOR. If this is not an option, then Marion Edward Associates can be set up as the employer agent.
- If a responsible party (such as a guardian) will be contacting PPL on behalf of a participant, please let PPL know so we can keep track of the responsible party in our system. For compliance reasons, our Customer Service team is only allowed to release participant's information to persons listed as the responsible party