

FREQUENTLY ASKED QUESTIONS (FAQ)

Acumen FMS Transition to PPL

IF I SELECT PPL, DO I HAVE TO FILL OUT NEW PAPERWORK?

Yes, we will be following our standard enrollment process which includes forms to complete. We are also offering DocuSign, which is a fast paperless option. If you have EVV Live-in exempt attendants, that status will need to be renewed through PPL as annual renewal will likely be required in coming months.

WHAT IS THE ENROLLMENT PROCESS?

After PPL receives the referral from your case manager, our Enrollment team will outreach to you or your Authorized Representative (AR) to begin the paperwork process. Forms will be sent to you/AR and attendants to complete. Once forms are returned to PPL, we will process and review within 3 business days. You/AR will be contacted if corrections are needed. Once paperwork is completed, Time4Care log ins will be given to you/AR and your attendants and your case manager will be contacted to enter your PAR (CDASS budget) into PPL portal. Once PPL has received, reviewed, and approved your PAR, you are set to start with PPL on 3/16/2021. A notification will go out to you/AR and the case manager. Attendants will be able to use Time4Care for time entry starting 3/16/2021.

WHAT IS MY OFFICIAL START DATE WITH PPL?

3/16/2021

WHAT ARE THE OTHER KEY DATES I SHOULD REMEMBER?

- Last day to inform my case manager that I want to transfer to PPL: **February 10th**
- Last day for my case manager to send a referral to PPL: **February 11th**
- Last day to complete my paperwork to transfer to PPL: **March 12th**
- Official start date with PPL: **March 16th** and the first day aligned with PPL's payroll for your attendants.
- First pay day for my attendants: **April 7th** with a pay by date of April 10th and we have an out of turn payroll on April 14th for late submissions.

IS THE PAY SCHEDULE THE SAME?

No, there are some differences concerning our processing days, our pay by date as well as our out of turn payroll dates.

WHERE CAN I FIND THE PAYROLL SCHEDULE?

Please see the transition payroll schedule below:

PAY PERIOD	SERVICE SHIFT DUE DATE	PAPER CHECKS MAILED	DIRECT DEPOSITS	WHO PAYS
3/1/21 - 3/15/21	3/16/21	3/23/21	3/25/21	*Acumen*
3/16/21 - 3/31/21	4/1/21	4/7/21	4/10/21	PPL

*You will receive payment from Acumen for the last pay period they are your FMS.

Here is a link to the PPL payroll calendar for the remainder of the year:

<https://www.publicpartnerships.com/media/gswl24sg/co-cdass-pay-schedule-2021.pdf>

MY ATTENDANT RECEIVED DIRECT DEPOSIT, WILL THAT STILL BE AVAILABLE?

Yes, we will confirm accounts when we enroll your attendants.

WHAT ABOUT EVV?

Our EVV product, the Time4Care App, is our own and is developed in-house. Here are some helpful links below as well as screenshots of Time4Care:

EVV: <https://www.publicpartnerships.com/state-programs/colorado/colorado-consumer-directed-attendant-support-services-cdass/electronic-visit-verification-evt/#content>

Time4Care page with instructional videos for how to use the app: <https://www.publicpartnerships.com/tools/time4care-evt/>