

OLTL Financial Management Services – Public Partnerships (PPL) FAQ #2

Assistance with Enrollment

1. When should the Service Coordinator (SC) submit a referral to PPL?

For new participants, SCs should submit a referral after a participant has chosen a participant-directed model of service. The referral should be submitted to PPL at the same time the service plan is submitted to OLTL. SCs should not submit referrals for transferring participants who are already receiving services through an existing FMS provider.

2. How do SCs notify PPL of changes for critical revisions?

Changes to demographics should be entered in PPL's Web Portal for participants. If a SC is currently not using the Web Portal, they may submit the change via e-mail to OLTL. Critical revisions for service plan changes will be received via the authorization PPL receives from OLTL once the revision is approved.

3. Will the SC need to modify the service plans for existing participants in order to transfer them to PPL?

No. Critical revisions should not be submitted. These changes will be made automatically in HCSIS and SAMS in early December 2012.

4. How much time does it take for a participant to begin services?

When the SC is entering a begin date of service for direct services, the SC should provide 30 days from the date of referral to PPL. In most cases this will allow adequate time for all background checks and necessary paperwork to be completed. If the background checks and paperwork are completed earlier or later than anticipated, then the SC can revise the begin date of service accordingly. It is the SC's responsibility to manage the service plan during this process. This would include initiating informal supports or agency services to provide services until the "good to go" date is received from PPL.

Please note that services cannot begin until the "good to go" date is received from PPL.

5. What begin date of service should the SC enter for self-directed services?

FMS Start-Up Fee (Procedure Code W7341 U4): The begin date of service should be the date the SC made the referral to PPL.

FMS Administrative Fee (Procedure Code W7341 and W7341 U2): The begin date of service should be the first day of the month following the FMS Start-Up Fee.

PAS (Procedure Code W1792); Respite (Procedure Code S5150); Participant Directed Community Supports (Procedure Code W1900); and Participant Directed Goods and Services (Procedure Code W1901) are direct services. Please see the response to Question #4 above.

6. Will the SC be notified when a participant's services begin?

Yes, PPL will notify the SC when a participant is "good to go." The SC will also be able to access the Web Portal to determine the status of a participant at any time.

HCSIS/SAMS Service Plans

7. What happens if a participant goes over budget?

If a participant goes over budget, PPL will honor the DCW's timesheet and make payment. However, PPL will contact the SC and participant to resolve the issue. The SC and participant will be required to adjust the budget if necessary, taking into account the overage, and to develop a strategy to stay within the budget in the future.

8. Who monitors how a participant uses the hours provided to them by their worker (DCW)?

It is the SC's responsibility to monitor and ensure that services are provided according to the approved service plan. PPL's Web Portal will have report capabilities to assist SCs in monitoring the participant's services.

Direct Care Worker (DCW)

9. What is the Pay Rate for DCW's?

Each Common Law Employer (CLE) may negotiate a DCW hourly wage for each service provided, up to the maximum DCW Hourly Wage Rate. The maximum DCW Hourly Wage Rate information for Direct Care Workers will be provided to the CLE with enrollment materials. This information will be made available to CLEs and SCs on PPL's website shortly. SC's will have the ability to view these documents through the Web Portal after training.

Other Questions

10. Are copies of the documents from the 9/27/2012 webinar available?

Yes, the documents are located on PPL's website: www.publicpartnerships.com. Go to the PA OLTL program and in the login box enter:

Username: PADPWOLTL

Password: PPLDPW56

11. Who do I contact with questions?

You may call PPL's customer service line at 877-908-1750. You may e-mail PPL through padpw-oltl@pcgus.com. Currently, Enrollment Managers are reaching out to the SC Administrator for each region to obtain information to set-up usernames and passwords for SCs to access the Web Portal.

12. Is the work performed by the SC (monitoring budget; DCW hours; entering referral) in PPL's Web Portal billable?

Yes, please refer to the OLTL Billing Instructions Bulletin located on the OLTL website by accessing this link [Information for Providers - Home](#)