

# Moms In Motion/At Home Your Way: Consumer-Directed Services FAQ



## Hours:

### 1. When can my attendant start working?

- An attendant can start working once the following have happened:
  1. The EOR has received, signed, and returned the employer packet to PPL and PPL has received an EIN number from the IRS.
  2. The attendant’s hire packet has been completely filled out, the EOR and aide has signed, has had notarized, and returned the packet to PPL and PPL has deemed the provider as “Good-To-Go.”
  3. Prior authorization for hours has been confirmed via a letter from Medicaid.

### 2. Respite - How many Respite hours do I have left? I was told I can only use 10 hours of Respite– is this true?

- When Moms In Motion requests respite hours, we request the maximum 480 hours per fiscal year 7/1-6/30. These hours are yours to use whenever you would like. Once they are gone, they are gone until the next fiscal year begins on 7/1 of the coming year.
- If you are transferring during a fiscal year from one agency/facilitator to another, you still only get 480 hours/fiscal year (whatever has been used since 7/1 is no longer available). Your authorization notices will say 480 hours, but it is always 480-what has been used.
- You can see how many hours you have left by logging in to PPL’s portal.
  - Click on the looking glass next to the words “S5150: Respite Services” on the line with active dates.

Service	Authorization ID	Start Date	End Date
S5150: Respite Services	1158100006605	8/11/2013	8/10/2014

- Then click the “Authorization Line Entries” tab.

Authorization Detail			
Authorization Detail	Authorization Line Entries	Revision History	
Authorization Id:	1158100006605	Unit Type:	Hours
Service Type:	S5150: Respite Services	Unit Increment:	1 Hour
		Total Units in unit	

- You should see what units have paid.

Authorization Detail				
Authorization Detail		Authorization Line Entries		Revision History
Start Date	End Date	Quantity	Paid Units	Paid Dollars
8/11/2013	6/30/2014	480.00	0.00	\$0.00
7/1/2014	8/10/2014	480.00	0.00	\$0.00

- Please note that if you've transferred, the beginning date will not necessarily be 7/1 (as shown above, it's 8/11). You may need to go back to an inactive authorization to see what you used between 7/1 and the beginning of the active authorization. In this example, this client used 48 hours of the 480 with the prior provider. So they now have a total of 432 left on our new authorization between 8/11 and 6/30 of next year.

Authorization Detail				
Authorization Detail		Authorization Line Entries		Revision History
Start Date	End Date	Quantity	Paid Units	Paid Dollars
8/10/2011	6/30/2012	480.00	453.00	\$4,385.04
7/1/2012	6/30/2013	480.00	480.00	\$4,689.60
7/1/2013	8/10/2013	480.00	48.00	\$468.96

### 3. How do I get more Attendant hours?

Attendant hours can be increased based on functional needs or the need for "Supervision" while all adults are working outside the home.

- Functional Needs Basis: Talk to your service facilitator about filling out a justification for more hours. He/she will help you through the process. This may take several weeks and there is no guarantee that more hours will be added.
- "Supervision" can be approved for an individual in addition to his or her approvals for assistance with his or her functional needs and/or respite. This requires that the individual receiving services cannot be left alone for cognitive reasons and that all adults are outside of the home for work purposes. Supervision also requires letters from employers stating exact hours and days of work.

## Aides

### 1. How do I find an attendant/aide?

- There are several ways to find an attendant:
  - Family members over the age of 18 (other than the parent of the minor enrollee) can be attendants.
  - A friend, or a friend's child, who is over 18 can be an aide.
  - If you are a member of a faith community or other organization, ask if there might be people who would be willing to work with your loved one. Post an ad on their community bulletin board.
  - Local community colleges and universities have students who are looking for work while at school or need hours specifically working with special needs. Contact offices of Career Development.
  - Run ads in your local papers.

- Care.com has also been used successfully.

## 2. Can I hire relatives who live in the home?

- Yes, but you are required to report this to your service facilitator, so that he/she may produce objective documentation as to why the relative is being hired.

## 3. Can my attendant watch my other children?

- NO! The attendant is paid by Medicaid to provide care for the enrollee only. Having the attendant watch all of your children, while billing Medicaid for attendant hours, could result in prosecution for Medicaid fraud and the enrollee could lose his or her waiver.
- However, if you decide to hire an attendant *also* as a babysitter, his or her time paid as a babysitter has to be separate from that which is billed to Medicaid. (ie Aide works only with enrollee M-F 4:00pm -8:00pm – this can be paid by the program. Aide works as babysitter on Sat from noon-4pm and watched multiple children, they must not submit any of this time to be paid by the program.)

## 4. Can I pay my attendant more than what Medicaid allows?

- No! Attendants are Medicaid providers and, just like other providers (Doctors, therapists, etc.), they have to accept the Medicaid rate as full payment for services rendered.

## 5. What if I can't find anyone to hire?

- If you cannot find anyone to hire, you need to consider agency-directed services that will provide an attendant in your home. During this time, you can still be looking for a consumer-directed attendant and move back to consumer-directed services at a later date.

## 6. Can the Aide file for unemployment?

- Yes, anyone can file for unemployment. They go through the same process as anyone else. PPL pays Virginia unemployment tax to cover this as necessary.

## PPL:

### 1. What's the best way to get the right answer from PPL?

- Logging into the PPL Time Sheet Portal and checking your account yourself.
- Asking the right questions will always get the best result possible. Be sure the person you are speaking with understands the exact problem you are experiencing. Most importantly have your Consumer # (C#) and/or your Provider # (E#) available when you call or email.
- If you call, get the name of the person you spoke with and write it down along with the other pertinent information.
- Emailing PPL is the recommended way to contact their customer service. They typically respond to e-mails within 24 hours and you do not have to wait on hold! (This also gives you a paper trail of sorts to allow you to follow up.)

Email using this address and format:

- *Example:*  
To: [PPLVA@pcgus.com](mailto:PPLVA@pcgus.com)  
Subject: Pending timesheets

*This Is Margaret Goody, EOR to my daughter Sofia Goody, Consumer number Cxxxxx. I am viewing the last several timesheets which I approved for her Attendant John Doe, whose provider number is Exxxx  
His last two timesheets say "Pending" and I see now that he made an error I did not catch and his respite services overlap his attendant services. The timesheets which are "Pending" are #xxxxxxx and #xxxxxxx. Please let me know how I may resolve this error and get her employee paid on time. Thank you.*

## **2. What is an EOR Packet?**

- The 5 forms in this packet allow PPL to act as the EOR's fiscal agent. This means PPL will handle all state and federal payroll responsibilities, etc. Fiscally, all the EOR has to do is hire their attendants and approve timesheets - PPL does the rest.
- The EOR is the Employer of Record for the individual receiving services. The EOR will receive an EOR packet from PPL a few days after the initial meeting with Moms in Motion. The EOR needs to sign all 5 forms where marked and the packet can be mailed or faxed ([866-709-3319](tel:866-709-3319)) back to PPL.

## **3. Where/What is the attendant application?**

- The attendant application is an online form created by PPL to collect necessary information to pre-populate a hire packet. This greatly reduces errors and processing time. It is recommended that the EOR and aide complete this form together.
- The attendant application is here:  
<https://fms.publicpartnerships.com/PPLPortal/Provider/VendorEnrollExternal.aspx?VADMAS>.

## **4. How do I fill out PPL Hire Packets?**

- Utilizing the application noted above is the best place to start. Once the prefilled packet is received, a few final steps need to be taken:
  - 1. Complete the I-9 form, which involves the EOR confirming the employee's eligibility for employment in the US via one or two forms of ID.
  - 2. Complete and sign the state and federal tax forms.
  - 3. Fill out and have notarized (aide only) a comprehensive background check form.
  - 4. Complete and have notarized a second check when working with minors.
- For a video tutorial on completing hire packets, follow this link:  
<http://www.youtube.com/watch?v=jGR9FIRJk9U>

## **5. Why do I have to send my attendant hire packet 2 or 3 times before it gets into PPL?**

- Often the packet is not lost. If the first level of support at PPL cannot find your packet in their system, ask to speak to the next level of customer support.
- PPL receives a large volume of mail and occasionally some packets will get "lost" in the process. It is good practice to make a copy of all papers your employee fills out before mailing them.
  - Note: The background searches with the employee's notarized signatures are the only pages which have to be originals.

**6. The attendant I want to hire already has a number with PPL. Do they have to reapply and if so, why?**

- All aides have to complete hire packets for each individual they work with. (Even if one aide is working with triplets on the waivers, they need to fill out 3 hire packets!)
- Why – If the employee already has an agreement with a previous EOR in regards to a specific enrollee, then the new packet will confirm an agreement regarding the new enrollee. In addition to this, new background checks will be conducted in case any offenses have been committed since his or her last employment began.

**7. How often do aides get paid?**

- Aides are paid every two weeks. Follow your schedule (A or B).
- Remember: PPL requires a Friday to process time sheets and a Friday to pay out.

**8. How do I use the E-Timesheet system?**

- All attendants and EORs must register on the PPL Portal to submit and approve time sheets. To register click here: <https://fms.publicpartnerships.com/PPLPortal/Login.aspx?vadmas>
  - Click on “Online User Registration” on the left side just below the LOG IN button.
  - Choose your state (Virginia).
  - Choose your program ( VA DMAS FI).
  - Then choose your role:
    - Consumer (EOR) or
    - Provider (attendant).
      - Enter Your ID, Zip Code (sometimes the optional last 4 digits are needed to find you), SS# and Last name.
      - Set up your user name and password.
- After enrollment, providers can login and complete their time sheets. When ready for approval they need to SUBMIT the time sheet (not SAVE). SUBMITTING time sheets sends them to the EOR’s account for approval.
- Once a timesheet is SUBMITTED by the aide, the consumer/EOR can APPROVE the timesheet.
- Once a timesheet is APPROVED it will be processed by PPL, and it’s status should change from “Approved” to “Good To Pay” to “Paid.”
- If, at any point, a time sheet’s status is noted as “pending,” a phone call or email to PPL is required to resolve the problem.