

You = We =  =

Mission:

Transform more lives by making self-directed home care easier for all.



Public Partnerships | PPL assists aging adults and individuals managing chronic illness or a disability in their choice to remain in their homes and communities, empowering them to self-direct their own long-term care.

As a Financial Management Service (FMS) provider, PPL supports eligible Medicaid recipients in their role as employers to hire and pay for their chosen care/support workers and services within their personalized, state-approved budget.

- Self-directed home care is an alternative to admission into restrictive long-term institutional care or using home care agencies that offer them little to no choice and control over their support workers and services. Depending on the location, this approach is known as Self-Directed, Consumer-Directed, or Participant-Directed "program."
- PPL is appointed by states and managed healthcare organizations to better serve more of their residents and members requiring long-term care and ensure the efficient use of taxpayer-funded services.
- PPL is the nation's largest and most experienced financial management service provider serving eligible Medicaid populations choosing to "self-direct" their long-term home care.
- Today, we provide F/EA services for over 40 programs, partnering with 21 Managed Care Organizations (MCO) within those programs, across 21 states. We serve 114,000 individual self-directing program participants and their over 130,000 support workers, managing over \$3 Billion in payroll funds and \$81 Million in Goods and Services funds.

To learn more about PPL please visit www.pplfirst.com








WHY PPL?

PPL FACTS *at a glance*

Your choice has the potential to transform the lives of program members, their families and friends. A wrong decision here could cause significant hardship, stress and extra work for your overstretched case managers and overstretched state budgets.







The most experienced FMS for your peace of mind

 <p>Over 20 years of advocating for participant choice and independence</p>	<p>#1</p> <p>Over 20 years building trust and reliability to become #1 FMS choice</p>	 <p>Deep understanding of public policies and Medicaid recipient challenges</p>	 <p>Independently-owned company – ensuring ongoing investment and stability</p>
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Innovative to maximize efficient use of taxpayer funds

 <p>Regular automated registry background checks protect participants, reduce fraud and waste</p>	 <p>Custom report capabilities measure quality, compliance and performance</p>	 <p>Ongoing investment in technology to accelerate accurate electronic mass data exchange</p>	 <p>Electronic Visit Verification (EVV) experts ensuring federal compliance</p>
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The largest FMS, means local and reliable for you

 <p>Serving the most states, Members and Attendants</p>	<p>900+</p> <p>Employing over 900 self-directed experts across 19 locations</p>	 <p>Double the customer service agents vs. our nearest competitor</p>	<p>200+</p> <p>Over 200 bilingual customer service team members</p>	 <p>Proven ability to mobilize in times of crisis or natural disasters</p>
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



Listening and learning to better serve your populations

 <p>Consistently out in the communities</p>	<p>200+</p> <p>Processing over 200 daily post-call surveys</p>	<p>A+</p> <p>Maintaining our A+ BBB rating through rapid responses and 12-hour daily social monitoring</p>
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Able to manage scale and complexity to keep things simple for you

<p>1st</p> <p>First choice for both small (<1000) and large (10,000+) programs</p>	 <p>Specialists in mass data handling and configuration to each state's/MCO's rules</p>	 <p>Only FMS to demonstrate scalability (managing programs with 38,500+ participants)</p>	 <p>Proven in transitioning programs from state-run to MCO appointed, including mid-tax year transitions</p>
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Public Partnerships | PPL is on a mission to **transform more lives by making self-directed home care easier for all.** To find out more about what PPL can do for you, please visit www.pplfirst.com

OUR FINANCIAL MANAGEMENT SERVICES

<i>Core</i>	<i>Additional Services</i>	<i>Risk Management and Fraud Reduction</i>
<ul style="list-style-type: none"> » Fiscal/Employer Agent services » Third Party Administration and billing » Individual budget management » Self-directed participant and care provider enrollment » Timesheet and invoice processing » Payroll and accounts payable » Federal, state, and local taxes » Garnishments and co-pays » Customer service » Reporting 	<ul style="list-style-type: none"> » Criminal background checks » Telephonic timesheet processing » Medicaid claims submission » Satisfaction surveys 	<ul style="list-style-type: none"> » Self-Directed participant spending reports » Payment via debit card » BetterOnline™ web portal technology » Attendant directories and credentialing » Program growth strategies » Technical assistance » Time4Care™ time capture mobile application

CO CDASS – NEW REFERRAL ENROLLMENT TIMELINE

- 1 Referred to PPL:** Member is referred to PPL.
- 2 PPL Enrollment Specialist Assigned:** PPL assigns an Enrollment Specialist within one business day of receipt of referral.
- 3 Welcome Call:** PPL Enrollment Specialist will complete welcome call to the Member or Authorized Representative (AR). They will introduce self-determination and schedule the enrollment call. This step occurs within two business days of receipt of referral.
- 4 Enrollment Call:** Enrollment Specialist completes the enrollment for the Member, Employer of Record (EOR), AR, and two Attendants. The Enrollment Specialist will inform the EOR and Attendant on their roles and responsibilities. This call may take 1 – 2 hours, ensuring all enrollment steps are completed.
- 5 Weekly Check-In:** PPL Enrollment Specialist will provide weekly updates to the Member and will continue until all enrollment requirements to begin services have been met.
- 6 PAR Monitoring:** Once enrollments are completed for everyone, the Enrollment Specialist will follow up with the Case Manager until the PAR is obtained.
- 7 Start Date Notification and Timesheet Training Call:** PPL Enrollment Specialist will notify the Member and EOR when they will begin receiving services. They will review payroll information, provide instructions on how to submit a timesheet using PPL's systems, and answers any questions.
- 8 Enrollment Success Call:** PPL Enrollment Specialist will inform the Member and EOR that they have completed enrollment and their attendants have received payment for their first timesheet.



Customer Service Email: ppcdass@pplfirst.com



Customer Service Phone: 1-888-752-8250



ADDITIONAL INFORMATION FOR ONGOING SUPPORT

- Please visit the CO CDASS program page at: [CDASS Overview - Colorado | PPL \(pplfirst.com\)](https://pplfirst.com) for additional information regarding:
 - 2024 Payroll schedules
 - 2024 Cost to You Worksheet
 - Budget Planning Tool
 - EVV Time4Care & BetterOnline Portal User Guides
 - Fillable Attendant Enrollment Packets
 - Fillable Member Enrollment Packets
 - Fillable Employee Rate Change Forms
 - Fillable CDASS Formal Grievance Forms
 - Newsletters
 - Workers Compensation Reference Guide



Questions

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