



What Can I Do If I Have
Problems Getting My
Personal Care Assistant
(PCA) Paid?

If You Use Medicaid Waiver Personal Assistance (PCA) Services

If you consumer-direct your PCA services under one of the Medicaid waivers, your PCA's timesheets are processed by Public Partnerships, LLC (PPL), a Fiscal / Employer Agent for the Virginia Department of Medical Assistance Services (DMAS).¹ Paychecks are paid when there are no errors on the timesheet or authorization issues. Errors may be caused by you, your PCA, or the system resulting in your PCA not being paid. When a timesheet is not paid for any of these reasons, it is called being "pended," meaning there is an error in the process. In order to avoid being "pended," it is very important that the timesheet you submit be on the proper PPL form, be accurate, and submitted in the proper way.

Some Reasons A Timesheet Gets Pended

- ⇒ Your initial employment package may not have been submitted.
- ⇒ Your employment package may have been submitted, but not be complete. For example, one or more tax forms may not have been signed.
- ⇒ Your employment package may have been submitted, but not received.
- ⇒ You or your PCA's ID may be missing or incorrect.
- ⇒ You or your PCA's name may be missing.
- ⇒ You or your PCA's signature may be missing.
- ⇒ Your Medicaid number may be missing or incorrect.
- ⇒ The "Service Type" (Attendant, Respite, or Companion) may not be filled in, or more than one Service Type was filled in.
- ⇒ The posted time period may be missing or incorrect.
- ⇒ You may have "overlapping" hours on the timesheet.
- ⇒ The hours worked may be over the allotted amount of hours on your support plan or for hours that you were not authorized.
- ⇒ Total hours may not match the in and out times.
- ⇒ Dates could be inaccurate.
- ⇒ Timesheets may have been faxed into late or too early.
- ⇒ The timesheet may be unreadable. For example, it could have been faxed in upside down.

¹ On the PPL timesheet, your PCA is called an "attendant" and you are called the "employer."

- ⇒ If you have a co-pay, an updated “Hierarchy Form” may not have been completed when a new PCA was hired or when you discontinued employment of a former PCA.
- ⇒ Duplicate timesheets may have been submitted.
- ⇒ The wrong timesheet may have been used. Some people have tried to fax homemade timesheets from napkins or whatever paper they had available, but they just get pended. You **must** submit the proper paperwork.

Most of the problems are from simple errors, and your PCA will be paid if you have followed all of the instructions as mentioned in your employment package.

Direct Deposit is available, and there are seldom any problems with Direct Deposit unless information was omitted as explained above.

If the Timesheet is Filled out Properly and your PCA Still Has Not Been Paid, You Should:

- ⇒ Contact PPL and speak with a Customer Service Representative, who will find out what the problem is. You should call toll-free at 1-866-259-3009 between 8:00 a.m. and 5:00 p.m. Monday through Friday.
- ⇒ If, after speaking with Customer Service, you have no resolution to your problem, you can call the Richmond office at 804-200-4001 between 8:00 a.m. and 5:00 p.m., and a payroll specialist will try to help you resolve your problem.

PPL Electronic Timesheets are Now Available

If you use a computer, you can now submit your timesheets electronically by completing an “e-Timesheet.” Enrolling to use e-Timesheet is easy. Once you receive your Provider ID from PPL, please follow these steps to enroll:

1. Copy the following URL into your browser’s address bar: <https://fms.publicpartnerships.com/pplportal/?vadmas>. If you are using AOL, please use a regular Internet Explorer or Firefox browser for better results.
2. Click on “User Manual” under RESOURCES.
3. Click on “Online User Registration.”
4. Register your account. If you encounter problems or error messages, please email VAeTimesheet@pcgus.com for assistance.
5. Once registered, log into e-Timesheet and you are ready to start using the application. The user manual will assist you in following the steps to submit your e-Timesheet.

If you are an attendant, as your employer to sign up for e-Timesheet following steps 1-5 above. If your employer is not able to use the internet, please follow instructions in the online user manual to get your timesheet approved.

If you have questions during registration, or while attempting to use the application for the first time, Customer Service will be happy to assist you. Call toll-free at 1-866-259-3009. PPL recommends contacting Customer Service during the middle of the week when call volumes are lighter and wait times are reduced. Please press 3 on the options menu for online timesheet assistance.

As of November, 2009, hundreds of individuals were using e-Timesheet and enjoying the following benefits:

- **Timeliness:** no more “pending” of timesheets due to errors
- **Accuracy:** if there is an error, the system will let you know, so you can correct and resubmit it
- **Quick and easy access:** check the status of your timesheet at any time
- **Reliability:** know what you are getting paid for when you submit your time

PPL continues to recruit e-Timesheet users, although enrollment is limited to users who are proficient in use of computers at this time. If you know individuals or personal care assistants interested in using e-Timesheet who meet the recruitment criteria, please let them know about this option.

You can still fax or mail your timesheet if you have no computer.

PPL Contact List:

- Voice: 866-259-3009
- TTY: 800-360-5899
- Fax number for timesheets: 888-564-1532
- You can access the timesheet and the timesheet instructions by logging onto the PPL website at www.publicpartnerships.com.
Enter User Name: vaclient
Enter Password: pcgva67
- To use e-Timesheet, log onto <https://fms.publicpartnerships.com/pplportal/?vadmas>

If you require assistance using the electronic timesheet entry system, please call 1-866-259-3009, option 3.

If You Use Department of Rehabilitative Services (DRS) PAS

If you use PAS services through DRS, you are responsible for:

- Completing the required forms necessary to add your PCA to the PAS payroll.
- Reviewing each timesheet for accuracy, verifying the dates and hours worked, and assuring that the PCA's signature is on each timesheet. You or your designated signatory) must sign each timesheet indicating your approval of dates and hours worked in order for payment to occur.
- Mailing the timesheet to the PAS office in Richmond in a timely manner. Timesheets must be postmarked no later than the Friday following the end of a pay cycle. Pay cycles end on Wednesdays every other week. Timesheets not received by the Tuesday following the end of the pay period will be paid at the next pay period pay date. This will delay payment to the PCA by two weeks or the next pay period.
- Following the Payment Process outlined in the DRS handbook (available at http://www.vadrs.org/formscabinet/documents/Public/Consumer%20and%20Personal%20Assistant%20Handbook_CBS612.doc).

DRS then reviews and keys the timesheets for payroll and prepares the payroll for electronic transfer to the Bookkeeping Contractor, Access Independence.

Access Independence then receives the electronic payroll, prints the payroll check and mails the check to your PCA. Paychecks are mailed the 8th business day following the end of the pay cycle. Direct deposit is also available to your PCA.

The timesheets you must use are available at

<http://www.vadrs.org/formscabinet/Formscabinet.asp?pass+et1&t1=PAS&pg=>. A separate timesheet is required for each PCA, and each pay cycle must include:

- Name of your PCA
- Your name
- Total hours worked
- Total amount earned
- Cost Share or Co-pay (if applicable)
- Total due
- Original signatures of you (or your designated signatory) and your PCA with dates
- Daily dates with hours worked

NOTE: incomplete or incorrect timesheets will be returned to you for accurate completion. Examples:

- ⇒ You or your PCA's signatures are missing or not original. The PAS Office requires original signatures on timesheets. Faxed, electronic, or copied timesheets will not be accepted.
- ⇒ The dates are not entered.
- ⇒ The daily number of hours is blank.

If you have questions about lost or late paychecks, you should contact Access Independence toll-free at 1-800-835-2716 between the hours of 10:00 a.m. and 12:00 noon Monday through Friday.