

# What do I Need to Know?

A quick guide to the Indiana FSSA Program

## Enrollment

**Email (for paperwork):**  
inpplfaq@pcgus.com

**Fax (for paperwork):**  
866-799-9381

**Mailing address (for paperwork):**  
Public Partnerships  
Attn: IN FSSA  
7776 S. Pointe Pkwy W, Suite 150  
Phoenix, AZ 85044

## Enrollment Process:

1

Care Manager faxes the Referral Form to PPL to initiate the enrollment process.

2

PPL processes the Referral Form and mails a pre-populated Employer packet and blank employee packet to the Employer's address.

3

Employer and employee(s) complete the packets and send them back to PPL. If any forms are incomplete or incorrect, PPL will contact the Employer or employee to let them know which forms need correction.

4

Once the Employer forms are complete, PPL will obtain the EIN and contact the participant's Care Manager. *(Note: if Employer has an Existing EIN, they will need to provide letter 147C, 8822b and an Entity Classification letter)*

5

Once employee forms are complete, PPL will contact the employee to let them know they are Good to Go (pending Employer's EIN and Service Referral entered in the PPL Web Portal).

6

Care Manager adds PPL to plan and submits a Notice of Action (NOA) to PPL.

7

PPL enters the approved service, which will appear in the participant's Service Referral page of the PPL Web Portal

# Timesheet submissions

- Timesheets are processed every two weeks, based on PPL's established pay schedule. Timesheets submitted or approved after the timesheet deadline will be paid on the next available payroll.
- Employers and employees will receive an automated call from PPL if there is a portion of their timesheet that needs attention. Due to security and privacy considerations, detail about the timesheet in question will not be left on the voicemail, only a prompt to call PPL, where the detailed information can be obtained.
- Timesheets can be submitted electronically through the PPL Web Portal or mobile application or paper timesheets can be faxed or mailed to PPL. If a timesheet is submitted electronically, the PPL Web Portal automatically checks the timesheet for errors and shows the Employer or employee any information that needs correction.

## E-timesheets

- Submit e-timesheets via the PPL Web Portal ([fms.publicpartnerships.com](https://fms.publicpartnerships.com)) or download the mobile app (Time4Care)
- Receive real time feedback for any issues that will prevent a timesheet from being paid, with the opportunity to correct any errors and resubmit the timesheet.

## Paper Timesheets

**Fax:** 866-874-0478

**Mail:** Public Partnerships

Attn: IN FSSA

7776 S. Pointe Pkwy W, Suite 150

Phoenix, AZ 85044

- PPL processes faxed timesheets according to an internal payroll schedule. Unlike e-timesheets, Employers and employees who fax or mail paper timesheets will not be able to receive immediate notification of any errors on their timesheet.
- If paper timesheets are used, the service code must be selected, and a separate timesheet must be submitted for each pay period worked.
- Paper timesheets must be signed and dated by the Employer and employee and faxed or mailed to PPL. The Employer signature date must be on or after the last date worked on a timesheet.

## Customer Service

**Phone number:** 1-866-264-2296

**E-mail:** [INFssa-CS@pcgus.com](mailto:INFssa-CS@pcgus.com)

**Hours:** 9:00am – 5:00pm, EST Mon-Fri

- PPL will respond to calls from participants, Employers, employees and Care Managers within one business day. Voice messages will be returned within one business day from the time the message was recorded.
- For special program notifications, PPL may use an automated outbound call to reach Employers and/or employees.
- Customer Service uses Support Tickets to track all calls. The tickets document who made the call, who received the call, the reason for the call, any actions taken and the final resolution. You can call Customer Service at any time to receive an update on a ticket. The Customer Service Representative will be able to see the ticket history, even if you have not spoken to that specific representative previously.