

Welcome to the BetterOnline™ Web Portal System!

This document will outline for you how to set up your Username and Password so that you can begin using the BetterOnline Web Portal.

As an attendant, once you are registered you will be able to use the BetterOnline Web Portal to:

- Create Timesheets

Review your Timesheet Payment Status

You can download additional instructions online at www.publicpartnerships.com.

- Select **Programs** on the top menu.
- Select **VA** (Virginia) on the map.
- Select **Virginia Commonwealth Coordinated Care (CCC) Plus**.
- Select the **Program Documents** tab.

❖ Step 1: Register

1. Open web browser (e.g., Chrome, FireFox, Internet Explorer)
2. Enter the following URL into the web browser:
<https://fms.publicpartnerships.com/PPLPortal/login.aspx>
 - **NOTE: This website can be added as a Favorite in your web browser for quick access.**
3. Select the **Sign Up** link next to the login button.



4. Select Virginia from the dropdown menu.
5. Select your program: **VA CCC Plus**
6. Select your role: **Attendant**
7. Click the **Next** button.

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❖ Step 2: Verify Credentials

1. Complete the following fields.
 - **PPL ID:** This number has been generated by Public Partnerships LLC (PPL) and is unique to each attendant in the program. It may also be referred to as your Attendant or Employee ID.
 - **Social Security Number:** This is the attendant's social security number.
 - **Last Name:** This is the attendant's last name.
 - **DOB** This is the attendant's date of birth. DOB must be entered in a MM/DD/YYYY format.

NOTE: Ensure the correct information is entered. If the system is unable to verify your information the issue could be that the attendant's information was inaccurately entered at the time of enrollment. To resolve this, call customer service and provide the attendant ID so that PPL can verify the demographic information on file.

❖ Step 3: User Information

1. Complete the following fields.
 - **Username:** PPL suggests that you use the first letter of your first name and your last name.
 - Ex. Mary Poppins = MPoppins
 - **NOTE: If the user name you selected is already in use you will need to select a different username.**
 - **Password:** Your password must be at least 6 characters long and contain at least 1 numerical character, 1 capitalized character, and 1 lowercase character. Your password will be case sensitive.
 - **Confirm Password:** Retype the password you created.
 - **Email Address:** Your email address is an optional field. PPL will use this to send information pertaining to your timesheets to your email account. Note: If you provide an email address you will receive an email confirmation of your username and password.
 - **Security Questions:** Choose three questions from the dropdown menu. Enter the answers to these questions in the data field next to it.
 - These questions provide a layer of security to protect your privacy so that only YOU can change your user registration information.
2. Click the **Submit** button.

CONGRATULATIONS!

You are now registered and ready to log in to the BetterOnline Web Portal!

How to Create and Submit a Timesheet

❖ Step 1: Log In

1. Open web browser (e.g., Chrome, FireFox, Internet Explorer)
2. Enter the following Web Portal URL into the web browser.
<https://fms.publicpartnerships.com/PPLPortal/login.aspx>

❖ Step 2: Create Timesheet

1. Select the **Create Timesheet** link towards the top of the page.
2. Select **Create Timesheet** next to the name of the desired participant name.

NOTE: If you are trying to submit a timesheet for a different participant and they do not appear here, you may not be associated with that participant in the system. Call customer service to determine what the next step is. This can happen if PPL has not received/or processed your paperwork for this participant yet.

❖ Step 3: Select Pay Period

1. Click on the calendar icon next to the date field
2. Select the date of the pay period you are submitting time for.

Submit Timesheet

Charlie Provider DSW ID: E00815	Timesheet for Alex Consumer Participant ID: C000933 Participant Phone No:
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Time Period: Begin: Sunday, End: Saturday. Please click on the calendar to select the first date for which you wish to submit time. The system will automatically show the entire pay period that corresponds to that date.

← September, 2018 →

Su	Mo	Tu	We	Th	Fr	Sa
26	27	28	29	30	31	1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	1	2	3	4	5	6

Today: September 14, 2018

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❖ Step 4: Enter Services and Time Worked

The *Time Period* section is where you will enter in the time you worked for the pay period.

- If you didn't work on one day, leave the fields blank for that day.
- 1. Select the service(s) performed from the Service dropdown menu.
 - Complete this step for each day a day worked.
- There is also the option to select a Common Service (above the *Time Period* section). This option can be used by attendants who provide the same service throughout the entire pay period.
 - The Common Service dropdown lets you populate every line of the timesheet at once instead of filling in each day individually.
 - The Common Service dropdown is optional; you do not have to use this feature.
 - If you choose not to use the *select common service* feature, you must enter in the service type for each of the days worked.

Date	Service	Time In	Time Out	There are more hours	Copy	Paste
09/02/2018 Sunday						
09/03/2018 Monday	SS125 - Attendant care services					
09/04/2018 Tuesday	T1019 - Personal care services	8 PM	9 PM			

NOTE: If you worked a service that does not appear in your dropdown menu, please contact customer service. This typically means rate or enrollment paperwork, required for that service type, has not been received.

2. Enter the hours worked for each day.
 - Select the hours/minutes worked from the **Time In** and **Time Out** dropdown menus.
 - If you worked multiple shifts in one day, select the **There are more hours** button.
 - An additional line will be created for the day worked.
 - You will need to enter in the service type (which can be different) and hours worked.
 - You may also remove time if you need to. To remove time, select the **Remove Time** button.

Time In	Time Out	Remove Time	Copy	Paste
11 AM	12 PM			
1 PM	2 PM			

- You also have the option to copy and paste each line individually. To copy a line, first click on the **Copy** button of the line you would like to copy. In this case the first line.
 - Next click on the **Paste** button of the line you would like to put the copied information in. In this case the second line.
- 3. Click the **Next** button at the bottom of the page.

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❖ Step 5: Confirm Timesheet

1. Review the timesheet for completeness and accuracy.

Confirm Timesheet

Charlie Provider DSW ID: E00815	Timesheet for Alex Consumer Participant ID: C000933 Participant Phone No:	Timesheet ID : FL0000037087 Status: SUBMITTED
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Date	Total Daily Hours	Service	Service Code	Time In	Time Out	Hours Worked
09/02/2018 Sunday	3 hours	Attendant care services	S5125	6:00 AM	9:00 AM	3 hours
09/03/2018 Monday	2 hours	Personal care services Personal care services	T1019 T1019	11:00 AM 1:00 PM	12:00 PM 2:00 PM	1 hour 1 hour
09/04/2018 Tuesday	1 hour	Personal care services	T1019	8:29 PM	9:29 PM	1 hour
09/05/2018 Wednesday						
09/06/2018 Thursday						
09/07/2018 Friday						
09/08/2018 Saturday						
09/09/2018 Sunday						
09/10/2018 Monday						
09/11/2018 Tuesday						
09/12/2018 Wednesday						
09/13/2018 Thursday						
09/14/2018 Friday						
09/15/2018 Saturday						
Total	6 hours					

- If the timesheet is incorrect and you would like to edit it. Click on the **Edit** button to return to the previous screen.
- If the timesheet is correct but incomplete you can save your work. Click on the **Save My Work** button.
 - This feature allows you to enter time as you work it without submitting it for approval until the very end.
- If the timesheet is correct and complete, click on the **Submit** button to submit it to the participant/employer/authorized representative.

2. After submitting, the following page will appear:

Your timesheet has been updated and has been submitted to the participant for approval.

Charlie Provider DSW ID: E00815	Timesheet for Alex Consumer Participant ID: C000933 Participant Phone No:	Timesheet ID : FL0000037090 Status: SUBMITTED
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Date	Total Daily Hours	Service	Service Code	Time In	Time Out	Hours Worked
09/02/2018 Sunday	3 hours	Attendant care services	S5125	6:00 AM	9:00 AM	3 hours
09/03/2018 Monday	2 hours	Personal care services Personal care services	T1019 T1019	11:00 AM 1:00 PM	12:00 PM 2:00 PM	1 hour 1 hour
09/04/2018 Tuesday	1 hour	Personal care services	T1019	8:29 PM	9:29 PM	1 hour
09/05/2018 Wednesday						
09/06/2018 Thursday						
09/07/2018 Friday						
09/08/2018 Saturday						
09/09/2018 Sunday						
09/10/2018 Monday						
09/11/2018 Tuesday						
09/12/2018 Wednesday						
09/13/2018 Thursday						
09/14/2018 Friday						
09/15/2018 Saturday						
Total	6 hours					

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- If there is a problem with your timesheet that would cause it to not be paid, then the Web Portal will not allow the timesheet to be submitted for approval until the problem is fixed.

Examples:

- Overlapping time
 - Missing paperwork
 - Missing Attendant Rates
- On the top of your timesheet you will see red alerts that tell you what is wrong with your timesheet. If you do not understand any or even one of the messages, please call customer service.
 - In the example below, on 09/03/2018 a service was not selected.

Submit Timesheet

Error on 09/03/2018 Monday: Please select service.

Charlie Provider
DSW ID: E00815

Timesheet for Alex Consumer
Participant ID: C000933
Participant Phone No:
Service:

Time Period: Begin: Sunday 09/02/2018.

Date	Hours
09/02/2018 Sunday	Service: <input type="text" value="SS125 - Attendant care services"/> Time In: <input type="text" value="6 AM"/> <input type="text" value="00"/> Time Out: <input type="text" value="9 AM"/> <input type="text" value="00"/> <input type="button" value="There are more hours"/> <input type="button" value="Copy"/> <input type="button" value="Paste"/>
09/03/2018 Monday	Service: <input type="text" value="T1019 - Personal care services"/> Time In: <input type="text" value="11 AM"/> <input type="text" value="00"/> Time Out: <input type="text" value="12 PM"/> <input type="text" value="00"/> <input type="button" value="Remove Time"/> <input type="button" value="Copy"/> <input type="button" value="Paste"/> Please select service.

- If you feel that any of the alert messages in red are incorrect, please call customer service.
 - If you believe they are correct, please submit the missing information to PPL as soon as possible so that PPL staff can enter it into our system. Then resubmit your timesheet for approval.
- Once you have successfully submitted your timesheet for approval, it will be up to the participant or Representative to approve the timesheet.
 - You can monitor the approval status by searching on your timesheets and reviewing the status.
 - If the timesheet is in the SUBMITTED status it has not been approved.

IMPORTANT: Do not assume that if you submitted your timesheet it will be paid. You will want to monitor the status of your timesheet until it has reached APPROVED status.

- Once the timesheet has an APPROVED status, it has been sent to PPL for payment.

CONGRATULATIONS!
You now know how to create and submit your timesheets!