



VA CCC PLUS Customer Service Quick Facts

VA CCC Plus, through Public Partnerships Customer Service Center can help with questions about enrollment, timesheets, and many other topics concerning the Virginia Consumer-Directed Services Program.

How to Contact Us

Customer Service Phone: 1-833-549-5672

Paperwork Fax: 1-866-709-3319

Customer Service Email: pplva@pcgus.com

Paperwork Email: vapplfax@pcgus.com

TTY: 1-800-360-5899

Hours of Operation

Monday – Friday: 8:00am – 8:00pm* (EST) *Except Federal Holidays

Saturday: 9:00am – 1:00pm (EST)

Busy or on the go?

Email us at pplva@pcgus.com. PPL's customer service team will quickly respond to your email and you may read its reply when it is convenient for you.

Need Program Information?

Visit PPL's website at www.publicpartnerships.com. You can access forms by clicking on "Programs" at the top of the page and then selecting Virginia from the map of the United States, and choosing the Consumer-Directed Fiscal/Employer Agent Services link.

Have you visited the BetterOnline™ Web Portal?

Visit the PPL Web Portal at <https://fms.publicpartnerships.com/PPLPortal/login.aspx>

You'll find many great and easy-to-use resources available to you, such as:

- Creating, reviewing, and submitting electronic timesheets
- Employer and Attendant forms
- Checking the status of your past and present timesheets
- Getting a real-time report on your authorizations (employers only)
- Viewing and printing pay stubs