

# SELF-DIRECTED HOME CARE

*Independence for you or your loved one*



*Self-directing your own or a loved one's care, support and services is a choice. Your choice to remain in your home and community.*

Working with a case manager<sup>1</sup>, you will turn your eligible Medicaid benefits into a unique personalized plan and budget.

A **Financial Management Service (FMS)** provider will be appointed to help you with managing your **support and services**, all within your approved budget.



## SUPPORT

Help with daily living such as bathing, cooking and cleaning



## SERVICES

Funds to support personalized needs such as transportation, home modifications, physical therapy, community classes or skills training

## YOUR ROLE

- ✔ You (or your representative) are the employer of your care/support workers
- ✔ You or your representative direct your approved services
- ✔ You have the ability to hire and pay your care/support workers, which may include family or friends<sup>2</sup>
- ✔ You hire, train, manage and even dismiss your care/support workers if needed. You may even be able to set the pay rate and offer benefits
- ✔ You get to decide what support and services you need and how often you receive them to maintain your independence

## OUR ROLE

- ✔ We are a Financial Management Services (FMS) provider
- ✔ We help you prepare for the role of an employer
- ✔ We assist with employee enrollment and perform background checks
- ✔ We pay your and your care/support workers' payroll taxes on your behalf
- ✔ We pay service vendors on your behalf
- ✔ We help you manage your budget and approve your care/support workers' time sheets
- ✔ We are there to help you on your self-directed journey

## You don't pay for Public Partnerships' | PPL's services.

We are paid a monthly administrative fee by your state or Managed Care Organization (MCO) for each self-directing program participant (that's you!). Our focus is on paying your workers and service vendors on time with your approved budget. That way, you have peace of mind and you can focus on what is more important - yourself and your loved one!



<sup>1</sup> Depending on your state, the case manager = care coordinator, support broker, counselor, service coordinator  
<sup>2</sup> Check state rules for any restrictions to hiring certain family members - PPL can also advise

# PPL FACTS

*at a glance*

You may have a choice of which Financial Management Service (FMS) provider to use. We are here to help you make the right decision for you or your loved one.



## The largest FMS, which means local and reliable for you and your loved



Serving the most states, participants and providers

900+

Employing **over 900** self-directed experts across 19 locations



**Double** the customer service agents vs. our nearest competitor

200+

**Over 200** bilingual customer service team members



## Innovative to constantly make things easy for you - your loved one, your support and service providers

24/7

Providing an industry-leading **24/7** web portal to help you self-direct -**BetterOnline™**



Offering an on-the-go, easy-to-use, secure **mobile app** for time entry and approval -**Time4Care™**



Online access/retrieval of **W-2 tax forms** and verification of employment information



**Debit card payment** options available to pay care/support workers



Putting **more money** in your care/support workers' pockets each pay period vs. end of tax year<sup>1</sup>



Self-directing **Electronic Visit Verification (EVV)** pioneers and experts



## Constantly listening and learning, to better serve you - your loved one



Consistently out in the **communities**

200+

Processing **over 200** daily post-call surveys

A+

Maintaining our **A+ BBB rating** through rapid responses and 12-hour daily social monitoring



## The most experienced FMS

#1

**Over 20 years** of building trust and reliability by advocating for choice and independence to become your #1 choice of FMS

Wherever you are in your self-directed home care journey, we are determined to use our size, experience and growing capabilities to continually invest in our mission to **transform more lives by making self-directed home care easier for all.**

[www.publicpartnerships.com](http://www.publicpartnerships.com)

<sup>1</sup> Achieved through our pioneering IRS partnership on "Difficulty of Care" income exclusion