

How to Manage Time with PPL

Beginning on April 1, 2025, CDPAP consumers and personal assistants should only track their time entries with PPL. PPL offers multiple timekeeping options to accommodate the different needs of CDPAP consumers and personal assistants while maintaining electronic visit verification (EVV) compliance.

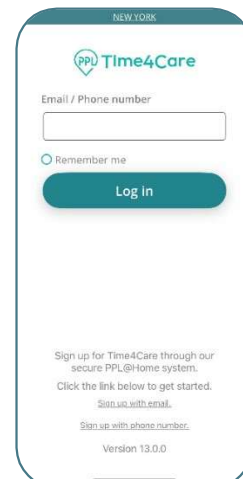
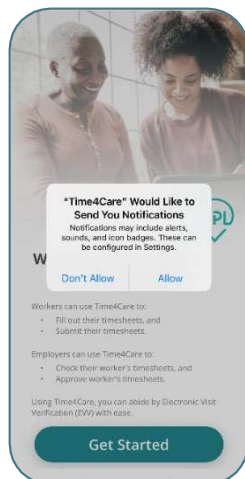
1. Time4Care™ App

Time4Care™ is a highly rated mobile app, available in 11 languages*, designed for both consumers and personal assistants. Available for free on the Google Play Store and Apple App Store, the app allows users to clock in and out, approve and submit time entries, view paystubs, and even access training. It works with either Wi-Fi or cell service with a data connection. To access Time4Care:

1. Go to **Google Play** or the **App Store** on your Android or iOS device.
2. Tap on **Search**.
3. In the search bar, type in: **Time4Care**.
4. Download the **Time4Care app**.



5. Once the application has downloaded, tap to **open**.
6. Time4Care will ask you if you want to enable notifications. Tap “Allow” to ensure you don’t miss important alerts. Tap Get Started, then log in with the same username and password you use for PPL@Home.



No internet connection? Time4Care has an "offline mode" for clocking in and out. The app saves the time and location of when you clocked in or out for when the internet is available again.

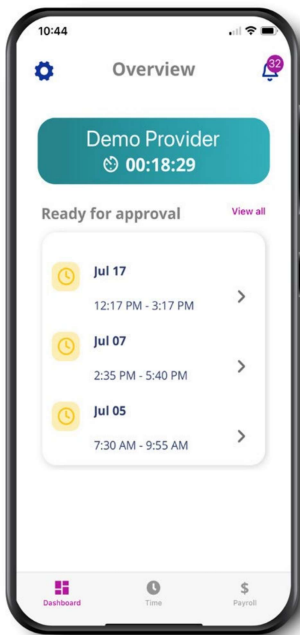
Before you can enter your time in Time4Care, PPL has to have an authorization for CDPAP from the consumer's health plan or local department of social service (LDSS). If you can't access Time4Care for timekeeping, you can call PPL to clock in and out (see section 2 of this guide). If you and your consumer meet certain criteria, you may also request a paper timesheet (see section 3).

For more information on using Time4Care, see this guide: <https://pplfirst.com/wp-content/uploads/2025/03/T4C-Guide.pdf>.

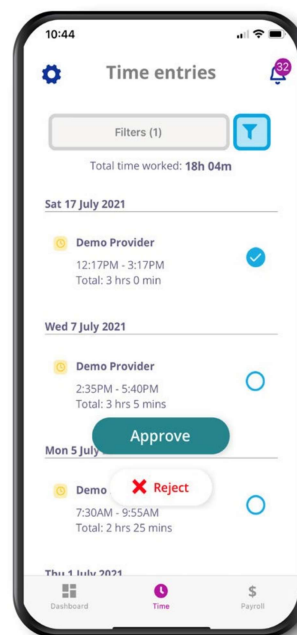
Personal assistants can also track their time in PPL@Home, which can be accessed on a computer or mobile device.

Consumers can approve shifts in either Time4Care or PPL@Home.

Approving Shifts in Time4Care

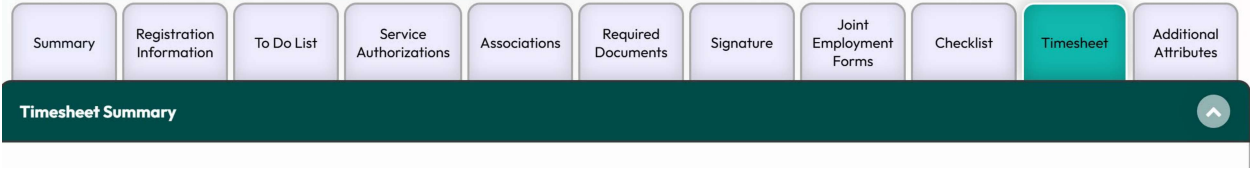


- Tap on an entry to view details and approve/reject time
- Tap View all to see all time entries ready for approval



- Selecting all allows you to select all time entries that are ready for approval — you can approve or reject all
- Tap a single time entry to view details, and approve or reject just that time entry
- Use the check boxes to select multiple time entries to approve or reject

Approving Shifts in PPL@Home	
Consumers	Designated Representatives
<ul style="list-style-type: none"> • In your PPL@Home dashboard, go to the Timesheet tab • Click or tap View to see the shifts that were entered and submitted by the PA • If everything is correct, hit the approve button; if anything is incorrect, hit the reject button <ul style="list-style-type: none"> ○ Rejecting the timesheet will prompt the PA to correct and resubmit the timesheet for approval 	<ul style="list-style-type: none"> • In your PPL@Home dashboard, go to the Associated Consumers tab • Click or tap Manage Consumer — this will take you to the consumer’s dashboard • Go to the Timesheet tab • Click or tap View to see the shifts that were entered and submitted by the PA • If everything is correct, hit the approve button; if anything is incorrect, hit the reject button • Rejecting the timesheet will prompt the PA to correct and resubmit the timesheet for approval



*Time4Care is currently available in English, Spanish, Chinese, Russian, Bangla, Korean, Arabic, Italian, French, Polish, and Urdu

2. Telephony System

Personal assistants can call PPL to clock in and out via our telephony EVV system by following these steps:

1. Dial 1-833-278-3959.
2. Select option one to indicate you are the caregiver.
3. Enter your eight-digit date of birth.
4. Enter the last four digits of your Social Security Number (SSN).
5. Select your consumer from the list.
6. Follow the prompts to start, modify, or end your shift.
7. Correct and resubmit entries if needed.



If the phone number you are calling from does not match the one registered in the consumer's PPL@Home profile, the system will not allow clocking in or out.

Please note, our telephony system is only available in English at this time.

3. Paper Timesheets (Exception Required)

In certain cases, consumers and personal assistants may request an exception to use paper timesheets. This option is available for those who meet the following criteria:

- Consumers and/or personal assistants are unable to use electronic timekeeping due to sincerely held religious beliefs.
- The consumer lives in a rural area where the use of Time4Care or telephony is not reliable.
- There is an unanticipated need that accompanies a justification (verbal or written) on the need for an exception.
- Other consumer or personal assistant observances that impact the use of technology that accompanies a justification (verbal or written) on the need for an exception.

Paper timesheets can be requested by calling 1-833-247-5346 or submitting an exception form via fax, mail, or email.

- Mail: PO Box 310, Binghamton, NY 13902
- Fax: 1-844-244-4384
- Email: nycdpap@pplfirst.com

Best Practices for Timekeeping

When using a manual timekeeping option such as telephony or paper timesheet, it is important that you carefully track each shift. Information that should be tracked each day includes:

- The date
- Clock in and clock out times
- Total hours worked
- Name of the consumer/personal assistant
- Type of service provided

Recording this information will help make sure you are using your authorized hours correctly and that you are paid the right amount. It will also reduce the need for corrections.



4. Frequently Asked Questions

Q: When I try to enter my time in Time4Care, I get a message about becoming a PPL employee. What does this mean, and do I have to click the “I understand” button to enter my time?

A: If you receive this message, it means your employment as a CDPAP PA with PPL is in process. If PPL has requested additional information, please provide it as soon as possible by logging into your PPL@Home account, which you can access via PPL’s website: www.pplfirst.com/CDPAP. If you don’t have a PPL@Home account, please call PPL at 1-833-247-5346. If PPL has not requested additional information, your registration is in final processing, and the message will be removed once processing is complete.

For now, please read the message, and click the “I Understand” link to proceed to the time entry screen where you can enter your shift starting on April 1st.

Q: I am getting a message that says I cannot log in until I complete my registration. What does this mean?

A: PAs need to register with PPL, which includes signing your offer letter and PA Agreement, completing certain forms, and providing documentation that you are legally able to work in the United States (I-9 documentation).

If you are a PA and your registration is incomplete, please complete it now by logging into your PPL@Home account, which you can access via PPL’s website: pplfirst.com/CDPAP. If you don’t have a PPL@Home account, please call PPL at 1-833-247-5346.

Q: I am getting a message that says I cannot enter time until my consumer has a valid service authorization. What does this mean?

A: PPL will only allow time entries for PAs whose consumer has a service authorization with PPL. Service authorizations are sent to PPL from the consumer’s health plan (Medicaid plan, MCO, MLTC, or PACE plan) or from the Local Department of Social Services. PPL receives and processes service authorizations daily. Consumers can check if they have a service authorization with PPL and the details of the authorization by logging into PPL@Home and navigating to the “Authorizations” tab. If after checking PPL@Home you do not see a service authorization, you may want to contact your health plan or Local Department of Social Services to check on the status.

Consumers can access PPL@Home via PPL’s website: pplfirst.com/CDPAP. If you don’t have a PPL@Home account, please call PPL at 1-833-247-5346.