

For Supports Coordinators (SCs)

Note: SCs are the only role permitted to submit referrals in MyAccount.

How to Create a New Referral

Follow these steps to submit a referral in MyAccount:

1. **Log into MyAccount**
2. Select the **Enrollment Dashboard**
3. Click **Create a New Referral**
4. Choose your **State** (Program will auto-populate)
5. Select **Create Referral**
6. Please enter the **SSN number and the Mobile number OR the Email address and Medicaid ID** for the individual you are referring.
7. Please see *Required Sections* below.
8. Under **Support Team**, confirm the information and agree to the prompt
9. Submit the referral

 Once submitted, the referral is sent to the **PPL Enrollment Team** for processing.

Required Sections & What to Enter

1. Social Security Number & Identifiers

- Please enter the **SSN number and the Mobile number OR the Email address and Medicaid ID** for the individual you are referring.
- The system will check if the participant already exists
 - If yes: review the existing referral
 - If no: continue entering information

2. Participant Information

- Enter name and demographic details
- **Email address is strongly recommended**
 - Required for MyAccount registration
 - If no digital access: paper enrollment will be used (may increase processing time)

3. Common Law Employer (CLE) Information

- Identify who will act as the employer:
 - **Self (Participant)** → Requires an EIN
 - **Representative (e.g., family member)** → Must provide SSN
- CLE requirements:

- Must be **18 years or older**
 - Cannot have a guardian
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4. Support Service Professional (SSP) Information (Optional)

- Add an SSP (individual or vendor) if known
 - Requirements:
 - Unique email for MyAccount registration (for individuals)
 - Select services they will provide and ensure they are eligible to provide the service
 - Enter hourly rate
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5. Vendor Details (If Applicable)

- Search for an existing vendor in MyAccount
 - If not listed:
 - Please view the instructions that are on the PPL Website, [PA Office of Developmental Programs \(ODP\) | PPL](#)
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6. Communication Preferences

- Select preferred language
 - Identify any special accommodations:
 - Hearing
 - Vision
 - Other support needs
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7. Support Team (Final Step)

- Upload any supporting documentation (if available), including requirements for specific services
 - Confirm all information is accurate
 - Agree to the confirmation prompt to submit
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Important Notes

- Referrals must be complete and accurate to avoid delays
- Enrollment details **can be updated after submission if needed**
- Providing complete information upfront helps ensure faster processing
- Ensure the Participant has elected to self-direct their services through the Vendor/Fiscal Employer Agent (V/FEA) model.

- Ensure the Participant is approved for a waiver (Community Living, Consolidated, or Person/Family Directed Support [P/FDS]) and has an active, approved authorization in HCSIS.
- The Participant must be able to manage their services independently, has an appointed Common Law Employer (CLE), or will receive support from a qualified Support Broker.
 - [Roles & Responsibilities](#)
- The Master Provider Index (MPI) number for PPL is 100833877.
- Employer-related responsibilities must be fulfilled by the Participant or an identified Common Law Employer (CLE); Support Service Professionals (SSPs) are not permitted to serve in the CLE role. The Common Law Employer can get assistance through the Support Broker service.
- The CLE must be at least 18 years of age and cannot have a legal guardian.
- Contact information, including email addresses and phone numbers, must be unique for the Participant, CLE, and SSP.
- A minor is not permitted to act as their own employer and must have a designated CLE.
- The CLE must be able to verify key participant information, including the Participant's full name, date of birth, and the last four digits of their Social Security Number.

Need Help?

PPL offers **training and support** for SCs on referrals and MyAccount. Please visit the PPL website below to register for an upcoming training.

Public Partnerships (PPL)

www.pplfirst.com

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