

Rate Changes

Overview

- Initiated by Common Law Employer (CLE), only
 - SSP will then review and approve, if appropriate
 - Final approval, if appropriate is by SC or AE
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How to Review a Rate Change

1. Look for email from noreply@pplfirst.com
 2. Log into MyAccount
 3. Search for the Participant
 4. Click Providers
 5. Click Services and Rates next to the appropriate provider
 6. Review the rate, and click Approve if appropriate
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Start Date for Rates

- For new rates or newly added Support Service Professionals (SSPs), the rate will become effective on the date the Supports Coordinator (SC) or Administrative Entity (AE) approves the rate.
 - For rate updates to an existing service code with an established SSP, the updated rate will take effect at the start of the next payroll cycle.
- ✔ If rejected, CLE must restart the process
 - ✔ Rate changes cannot be backdated
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