



YOUR LIFE
YOUR CARE
YOUR PEOPLE

Pennsylvania Office of Long-Term Living



Why Choose PPL for Self-Direction?

- Control **who** provides services in your home (including family members), **when** they work, and **how much** they are paid
- **Pay** your caregiver **higher rates** on average
- **Better quality of life**

Self-Direction Simplified

1 Referral

- To learn more, email PPL's Concierge Team at learn@pplfirst.com OR call us at 1-866-537-8386
- Reach out to your Support Coordinator (SC); they can submit a referral to Public Partnerships, LLC (PPL)

2 Enrollment

- A PPL Enrollment Specialist will assist you through your enrollment journey
- Once a complete packet is received, PPL will complete the enrollment within five business days

3 Support

Customer Service is available Monday-Friday, 9 AM to 7 PM (EST) and Saturdays from 9 AM to 1 PM, except for major holidays

4 Payroll

- Direct Deposit payments made to the Direct Care Worker (DCW) within 2 weeks of hiring date
- Real time budget access
- W-2s managed by PPL
- Access to Union benefits (seiumb.com)

[Click here to view our Roles and Responsibilities](#)

PPL assists Participants who choose Self-Direction with Fiscal Management Services (FMS), which include:

- Registering and Enrolling in the self-directed model
- Common Law Employer Training
- Paid Direct Care Worker (DCW) Training
- Support Coordinator
- DCW payroll, including deduction of employer related taxes
- Access to Union benefits for DCWs, including educational supports

For more information on Self-Direction, please reach out to our Concierge Team or visit our website below:

- learn@pplfirst.com
- 1-866-537-8386
- [PPL PA OLTL](#)

