



AETNA BETTER HEALTH® OF VIRGINIA

Important information regarding PPL

Thank you for being a valued member of Aetna Better Health of Virginia. The purpose of this letter is to notify you of an upcoming change for Aetna Better Health CCC Plus members that use Public Partnerships, LLC (PPL) for paying timesheets for Consumer Directed services. The contract between the Department of Medical Assistance Services (DMAS) and PPL expires on December 31, 2018.

Effective January 1, 2019, Aetna will continue to contract with PPL for payroll processing and fiscal employer services. The only change will be a new toll free call center phone number, which is **833-549-5672**.

As an Aetna Better Health member, is there anything I need to do?

Beginning January 1, 2019, members that use PPL will need to call this new toll free number to reach a PPL customer service representative. There will be no other changes or interruptions to employment/payroll services with PPL. Members can continue to submit timesheets. This transition will not impact payroll processing.

What services does PPL provide?

- Pre-employment services including enrolling Medicaid individuals (employers) and their Personal Care Assistants (employees). This includes requesting criminal records check, child abuse and neglect checks, as well as other state and federally required background checks
- Processing employee timesheets
- Deducting, filing, and paying state and federal income and employment taxes and other withholdings
- Paying Personal Care Assistants (employees)
- Providing customer service through a Call Center
- Providing training on Fiscal/Employer Agent (F/EA) enrollment and payroll processing procedures to Medicaid individuals and Designated Entities responsible for supporting the Medicaid individual in managing their Personal Care Assistants

Questions?

If you have questions for Aetna Better Health about this letter, please contact Member Services at **1-855-652-8249 (TTY: 711)**. We're here for you 24 hours a day, 7 days a week.