



Providing solutions that balance participant direction with fiscal accountability.

Empowering individuals with disabilities and their families to manage their own care, supports, and funding.

PCG Public Partnerships, LLC (PPL) provides financial management services to support participant direction. Participant-directed programs allow individuals to make choices about which services they receive, how they are delivered, and by whom, within their budgets. Each program is designed to meet the needs of participants and the financial controls required by public agencies.



PPL PROVIDES SERVICES CLIENTS NEED TO MAKE PARTICIPANT DIRECTION SUCCESSFUL.



Core PPL Services

- » Fiscal/Employer Agent services
- » Agency with Choice services
- » Third Party Administration and billing
- » Individual budget management
- » Participant and provider enrollment
- » Timesheet and invoice processing
- » Payroll and accounts payable
- » Federal, state, and local taxes
- » Garnishments and co-pays
- » Customer service
- » Reporting

Additional Services

- » Supports brokerage and resource counseling
- » Training for case managers and participants
- » Processing criminal background checks
- » Processing telephonic timesheet data
- » Medicaid claims submission
- » Satisfaction surveys



Customer Service

Our customer service staff is trained in communicating with a diverse population, including individuals with disabilities, their family members, and providers. PPL handles more than 60,000 inbound calls and launches more than 30,000 outbound calls each month. PPL monitors call quality through intensive call reviews, measuring 38 unique call elements. Additional features

- » Natural English and Spanish speakers
- » Multi-lingual translation services
- » Interactive Voice Response (IVR) technology
- » Hold My Place system
- » Text telephony (TTY)

Program Performance Standards

Each public agency has different goals and standards it must meet to satisfy Medicaid waiver requirements, state regulations, and/or program policies. A wide range of standards can be tracked.

- » Paid expenditures vs. authorized expenditures
- » Rate of enrollment growth
- » Rate of pended payments
- » Rate of Medicaid claims paid
- » Timeliness of payments
- » Credentialed providers

Satisfaction Surveys

PPL designs and administers satisfaction surveys to participants, providers, and case managers that can be used to improve processes and procedures. We can also administer standardized tools (e.g. National Core Indicators) so that outcomes of participant direction can be compared to more traditional service models.

- » Customer satisfaction is usually 85-95%.
- » Few participants choose to leave self-directed programs.
- » Most participants recommend their program to friends.



"I am glad there is a program like this in Virginia; they have lifted the burden off me. I like being able to hire my own workers and live independently."

PPL Virginia participant satisfaction survey response

Supporting participant direction requires new ways of managing risk and reducing fraud.

PPL has the expertise to help clients achieve their risk management and fraud reduction goals.

Managing Financial Risk

- » Participant budgets are never overspent.
- » Federal, state, and local taxes are fully paid on time.
- » “Just in time” payment processes reduce or eliminate the cost of capital.

Reducing Fraudulent Activities

- » PPL automatically pends payments for purchases and services that violate program rules.
- » Electronic timesheets and invoices reduce errors and fraudulent submissions and strengthen the oversight role of the participant.
- » Spending and budget reports are available 24/7 on the Web Portal, enhancing oversight of all expenditures.
- » PPL uses “positive pay” and “automated clearing house” for all banking.
- » PPL reviews Inspector General List of Excluded Individuals/Entities (LEIE).

PPL Compliance Program

- » PPL senior attorneys review compliance with state contracts and regulations, Medicaid waiver requirements, and the Health Insurance Portability and Accountability Act (HIPAA) of 1996.
- » PPL successfully underwent a SAS-70 audit in 2010.

PPL Web Portal Technology

PPL's Web Portal enables participants to manage their budgets, approve timesheets, and view reports online 24/7 *in real-time*. The Web Portal facilitates

- » Budgets and authorizations
- » Provider and participant enrollment
- » Electronic timesheets and invoices
- » Reports for participants and agencies





PPL is a division of Public Consulting Group (PCG), a leading provider of management consulting services to state and municipal governments across the U.S., with a growing presence in Canada and Europe. Our initial expertise in health care now extends to human services, public education, and government information technology. Because PCG has dedicated itself almost exclusively to the public sector for 25 years, the firm has a deep understanding of the legal and regulatory requirements and fiscal constraints that often dictate a public agency's ability to meet the needs of the populations it serves. We have helped numerous organizations to maximize resources, make better management decisions using performance measurement techniques, improve business processes, improve federal and state compliance, and improve client outcomes. PCG is passionate in its commitment to the public sector and focused on delivering proven results.

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