

# Information Memorandum Transmittal Developmental Disabilities Services



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**Number: APD-IM-19-026**

**Issue date: 5/1/2019**

**Topic:** Developmental Disabilities

**Due date:**

**Subject:** PPL Packet Printing

**Applies to (check all that apply):**

- |  |  |
|--|--|
| <input type="checkbox"/> All DHS employees                               | <input type="checkbox"/> County Mental Health Directors                                  |
| <input type="checkbox"/> Area Agencies on Aging: {Select type}           | <input type="checkbox"/> Health Services   |
| <input type="checkbox"/> Aging and People with Disabilities              | <input checked="" type="checkbox"/> Office of Developmental Disabilities Services (ODDS) |
| <input type="checkbox"/> Self Sufficiency Programs                       | <input checked="" type="checkbox"/> ODDS Children's Intensive In Home Services           |
| <input checked="" type="checkbox"/> County DD program managers           | <input type="checkbox"/> Stabilization and Crisis Unit (SACU)                            |
| <input checked="" type="checkbox"/> Support Service Brokerage Directors  | <input type="checkbox"/> Other ( <i>please specify</i> ):                                |
| <input checked="" type="checkbox"/> ODDS Children's Residential Services |  |
| <input type="checkbox"/> Child Welfare Programs                          |  |

**Message:**

**Effective April 28, 2019, the ability for CME's to print PPL packets was removed. This action was one discussed previously in a CME directors meeting as well as a discussed in the FMAS Workgroup.**

ODDS took this action for the following reasons:

The multiple printings are causing a large issue at PPL. PPL either receives duplicate packets or numerous phone calls from PSWs or EORs wanting to know why they received a "duplicate" packet from PPL.

With PPL as the sender and receiver we expect improvement in the connection pieces that PPL needs to pay PSWs or enroll them, as they cannot enroll without an identified EOR/Individual.

The ability for CMEs to print was helpful to get through the initial transition and has lasted longer than originally intended. ODDS needs to better manage the PPL contract requirements so we can hold them accountable for enrolling PSWs in a timely manner.

When a PSW or EOR receives their packet from PPL in the mail CMEs are encouraged to assist them to complete a packet or review for accuracy prior to submission. PSW packets received by PPL that are inaccurate or missing a complete I9 will be returned to the PSW.

*If you have any questions about this information, contact:*

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|---|------|
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