



How to Use PPL's Telephony System

Before personal assistants can use PPL's telephony Electronic Visit Verification (EVV) system to clock in or clock out, a landline or mobile phone number must be entered into their consumer's PPL@Home profile. PAs must use this phone line to access the telephony system.



- 1 Dial 1-833-278-3959.
- 2 Select option one to indicate you are the caregiver.
- 3 Enter your eight-digit date of birth.
- 4 Enter the last four digits of your Social Security Number (SSN).
- 5 Select your consumer from the list.
- 6 Follow the prompts to start a new shift or end your shift.
- 7 If needed, follow the prompts to correct and resubmit entries.



You must use the land or mobile phone line associated with your consumer's PPL@Home profile to call into the system. If the landline or mobile phone number doesn't match, you won't be able to clock in or out and hear the following prompt:

"Sorry, the phone number you are calling from does not match the number registered for this individual. Please call back from the correct phone number. Thank you. Goodbye."