> My name is Nancy Thomas, and I am one of the PA's that work for my daughter Kelly Thomas.
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> From the registration to PPl in March through today, it's has been a stressful, anxiety ridden process. It is set up to make people fail. PPL has never provided any guidance on how to register newly hired PA's, how to correct problems with timekeeping, how to register new PA's, how to solve HR problems. They have no human resource office nor do they have a payroll department.
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> I have had problems with timekeeping, signing in on the time4care application. My daughters authorized units have been incorrectly charged against her by PPL and I am still waiting for PPL to resolve the issue that PPL took away 59 (15minute increments) from my daughter the first week of April. When I have worked the same amount of hours 2 weeks in a row, my pay is not the same. Deductions are different week to week.
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> Phone calls to PPL still go unanswered. I have called more than 100 times since April, and when I do get a call back—- it's weeks later only to be told, "a ticket has been written". It should be corrected soon. My daughter has been robbed of 14 3/4 hours of care at this point. I get a different answer every time I call or they don't know the answer.
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> The time4care application is unreliable. Three nights last week when I worked, I received an error when clocking in. Logging into the website, I get error messages. I hope I get paid this week.
>
> PPL blames the FI's, the Medicaid office, the consumers, and the PA's for the problems with timekeeping and payroll. PPL is now telling people that they can't work overtime. They send constant emails and texts to us advising us that we can't work overtime. Well, that is incorrect. My daughter can't get out of bed, use the bathroom if a staff person calls off and I am the only one that can work and it's on overtime.
>
> I am told that PPL is a payroll company, yet they think that they can dictate to the consumer or the PA when a PA can work.

Authorizations are taking weeks or months to get into the PPL system. PA's then don't get paid, PA's then quit. My daughter has had 2 quit because PPL is just so unreliable. How is this not a disruption in services.
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> The tasks and duties that prior FI's managed are being shifted to PA' and consumers. This burden is unfair and causing unnecessary health issues for both. New PA's are waiting weeks for clearance and for an account to be set up.
>
> PPL was paid billions of dollars. This means they should be logging our hours, reconcile our authorizations to ensure that Medicaid is billed correctly and issue pay. PA's should just have to

punch in, care for their consumer and punch out. Consumers do enough with recruiting, training and scheduling. Consumers have lost the ability to choose the FI that they want to work with.

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> Sent from my iPad