



Arkansas Department of Human Services  
Division of Provider Services and Quality Assurance

August 28, 2023

To: Employers and Providers of Self Direction Services in Arkansas

Subject: IndependentChoices Transition to Public Partnerships

We are coming into the next step of the transition from PALCO to Public Partnerships (PPL) and time is of the essence. **Beginning Sunday, October 1, 2023, PPL will be the only vendor for self-direction services in the State of Arkansas. You must enroll with this vendor by September 11, 2023, to ensure a continuity of your self-direction services. Any IndependentChoices program participants who has not transitioned to PPL by Monday, September 11, 2023, will be disenrolled from the Self-Direction program.** If you have not completed your home visit with a PPL Support Broker, please contact us as soon as possible and we will connect you with your Support Broker to ensure your continuation in the Self-Direction program.

These are the important dates coming up:

A. If you are self-directing with PALCO today, here are 3 dates you need to know:

**1. 08/29/2023 – 9/11/2023**

- i. This is the LAST Service Period that providers will be able use PalcoConnect for self-direction in Arkansas.
- ii. Providers must be enrolled with PPL by this date to continue receiving payment for services.

**2. Monday, September 11, 2023**

- i. This is the LAST day providers will use PalcoConnect to enter their time worked.
- ii. Providers not enrolled with PPL by this date will not be paid for self-directed services.

**3. Wednesday, September 20, 2023**

- i. This is the LAST payment to Providers by Palco for 8/29/2023 – 9/11/2023.



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- B. If you are continuing to self-direct your services with Public Partnerships (PPL):
1. 9/12/2023 – 9/25/2023
    - i. This is the FIRST Service Period that providers will use Time4Care.
  2. Tuesday, September 12, 2023
    - i. This is the FIRST date providers will use Time4Care to enter their time worked.
  3. Wednesday, October 4, 2023
    - i. This is the FIRST payment to provider by Public Partnerships for time worked 9/12 – 9/25.

**If you want to continue self-directing your IndependentChoices services after Monday, September 11, 2023, you must transition to Public Partnerships (PPL), or you will be disenrolled from the Self-Direction program.**

**Please contact us as soon as possible if you have not talked with your Support Broker.**

Customer Service Phone: 1-800-256-2913

Customer Service TTY: 1-800-360-5899

Customer Service Email: [PPLARK-CS@pcgus.com](mailto:PPLARK-CS@pcgus.com)



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**FREQUENTLY ASKED QUESTIONS**

**Q: Do I need to transition to PPL?**

**A:** If you want to continue to self-direct your services through the **State of Arkansas IndependentChoices Program** you must transition to Public Partnerships (PPL) by Monday, September 11, 2023. PPL will be the only vendor for self-direction services **in the State of Arkansas effective October 1, 2023**. Remember, self-directing your services means you are in complete control over who you hire, how you receive your services and when. Self-Direction gives you budget and employer authority while being supported by a PPL Support Broker who is always there to assist.

**Q: I was told that I could stay with PALCO.**

**A:** PALCO only provides financial management and counseling services for the Independent Choices program and is not currently a direct care service provider. If you want to continue to self-direct your services through the Independent Choices Program you must transition to PPL by September 11, 2023.

**Q: What if I do not transition by Monday, September 11, 2023.**

**A:** In order to have your self-direction budget transfer from PALCO to PPL without a break in service, you must transition to PPL no later than Monday, September 11, 2023. If you do not transition by that date, you will lose the ability to access your self-direction budget to pay you caregiver.

DHS encourages you to complete your transition to PPL to ensure continuation of self-directed services. PPL will work with you and your providers with completing the transition paperwork and EVV training.

**Delaying your transition to PPL after Monday, September 11, 2023, will result in caregivers not being paid and will cause a break in your Self-Directed services.**

**Q: When do I stop entering time into Palco connect?**

**A:** The last entry into Palco Connect is for service period **08/29/23-09/11/23**.

**Q: When can I expect my last payment from Palco?**

**A:** Your last payment from Palco will be Wednesday **September 20, 2023**.

**Q: When do I need to begin entering my time with Public Partnership (PPL)?**

**A:** **9/12 – 9/25**. This is the **FIRST** Service Period that providers will use Time4Care.



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**Q: When can I expect payment from PPL for hours worked 09/12/23-09/25/23**

**A:** Wednesday, October 4, 2023.

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