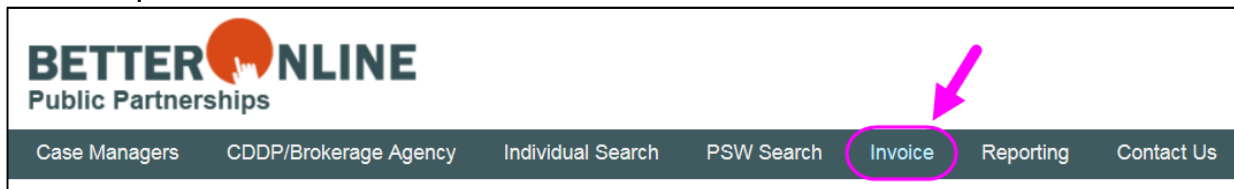


How to determine if a PSW was paid for time worked & the method of payment in BetterOnline.

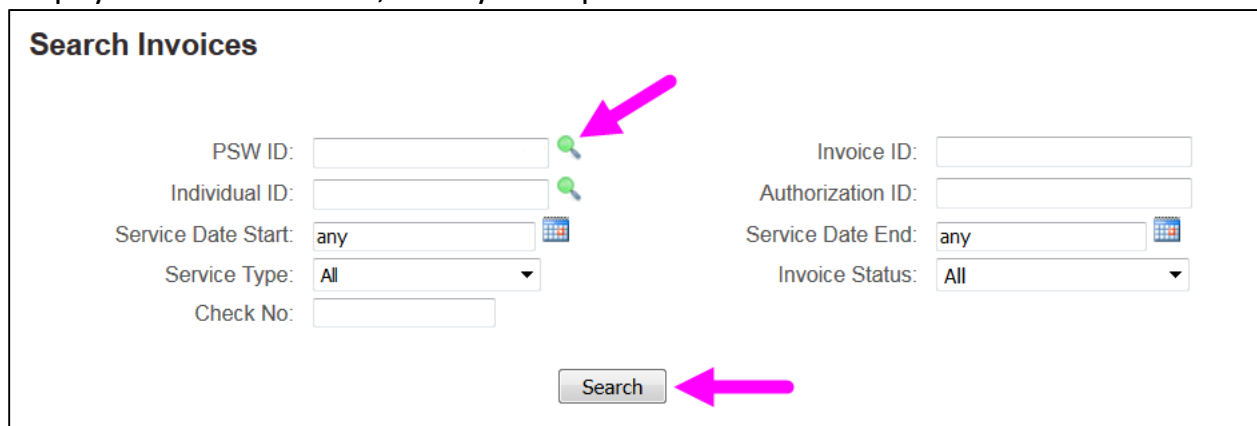
(updated 2/14/2017)

Case Management Entities (CMEs) and PSWs can search PPL's BetterOnline™ under the "Invoice" section to see what payments have been issued to a PSWs, and the method of payment (check or direct deposit). **PPL has updated BetterOnline so the data displayed is now a more accurate representation of a PSW's payment status.**

1. First, the user must login to BetterOnline and select the "Invoice" section from the top menu bar.



2. The user can then search for the specific PSW, as needed, to view their payment information, if they have permissions to do this search.



3. In viewing the payment information returned, use the below information & examples to determine when & how that payment was issued. Please note the information in the following columns:

- a. The **Check No** column. This is the column that can tell the user if the payment made was done so as a check or direct deposit.
 - If the information in this column **is only numbers** (12345), then that indicates the payment was made by **paper check** mailed.

- If the information in this column is **RA####** (the letters “RA”, followed by numbers), then that indicates the payment was made by **direct deposit**.
- b. The **Status** column.
- If this column says “**PAID**” then the payment has been issued to the PSW.
 - If this column says “**PROCESSED**” that means the payment is being processed by PPL, but has not yet been released.
- c. The **Payment Date** column. ***This column has been updated!*** The date in this column now reflects the date the payment was issued to the PSW **OR** the tentative/future date the payment will be issued.

→ **IMPORTANT**: the date the payment was or is scheduled to be issued **MAY NOT** be the date the payment is actually received by the PSW.

- **Direct deposits** may take ***up to 72 hours*** from the payment issue date to appear in bank accounts.
- **Paper checks** may take ***2 – 7 business days*** from the payment issue date to be received by the PSW through the US postal service.

Example of **DIRECT DEPOSIT** to be made on a future date (payment pending):

BETTER ONLINE
Public Partnerships

Case Managers CDDP/Brokerage Agency Individual Search PSW Search Invoice Reporting Contact Us

Search Invoice Status

Search Invoices

PSW ID:

Individual ID:

Service Date Start:

Service Type:

Check No:

Invoice ID:

Authorization ID:

Service Date End:

Invoice Status:

Your search found 5 records.

Action	Invoice ID	Invoice Date(s)	PSW Name	Total Amount	Check No	Payment Date	Status
<input type="button" value="Details"/>	TS0*****7	2/9/2017	PSW First Last	\$338.00	RA0****9	02/16/2017	PROCESSED

- **Check No** column has data that begins with “**RA**”, then followed by numbers.
- **Status** column says “**PROCESSED**” (payment is in process to be paid on the payment date listed)
- **Payment Date** column shows the date the payment is scheduled to be issued from PPL.

Example of **DIRECT DEPOSIT** payment:

BETTER ONLINE
Public Partnerships

Case Managers CDDP/Brokerage Agency Individual Search PSW Search Invoice Reporting Contact Us

[Search Invoice Status](#)

Search Invoices

PSW ID:

Individual ID:

Service Date Start:

Service Type:

Check No:

Invoice ID:

Authorization ID:

Service Date End:

Invoice Status:

Your search found 5 records.

Action	Invoice ID	Invoice Date(s)	PSW Name	Total Amount	Check No	Payment Date	Status
<input type="button" value="Details"/>	TS0*****1	2/2/2017	PSW First Last	\$504.00	RA0****1	02/08/2017	PAID
<input type="button" value="Details"/>	TS0*****8	1/12/2017	PSW First Last	\$842.00	RA0****8	01/18/2017	PAID

- **Check No** column has data that begins with “**RA**”, then followed by numbers.
- **Status** column says “**PAID**”
- **Payment Date** column shows the date the payment was issued from PPL.

Example of **PAPER CHECK** payment:

BETTER ONLINE
Public Partnerships

Case Managers CDDP/Brokerage Agency Individual Search PSW Search Invoice Reporting Contact Us

[Search Invoice Status](#)

Search Invoices

PSW ID:

Individual ID:

Service Date Start:

Service Type:

Check No:

Invoice ID:

Authorization ID:

Service Date End:

Invoice Status:

Your search found 5 records.

Action	Invoice ID	Invoice Date(s)	PSW Name	Total Amount	Check No	Payment Date	Status
<input type="button" value="Details"/>	TS0*****0	1/31/2017	PSW First Last	\$7.00	1***8	02/06/2017	PAID
<input type="button" value="Details"/>	TS0*****4	1/5/2017	PSW First Last	\$24.00	2**9	01/11/2017	PAID

- **Check No** column has data that is just numbers.
- **Status** column says “**PAID**”
- **Payment Date** column shows the date the payment was issued from PPL.

Example of **NO PAYMENT** yet issued:

The screenshot shows the 'BETTER ONLINE Public Partnerships' search interface. The 'Search Invoice Status' section contains several input fields: PSW ID (UI1***** -- FIRST LAST), Individual ID, Service Date Start (any), Service Type (All), Check No., Invoice ID, Authorization ID, Service Date End (any), and Invoice Status (All). A 'Search' button is located below the fields. The search results show one record with the following details:

Action	Invoice ID	Invoice Date(s)	PSW Name	Total Amount	Check No	Payment Date	Status
Details	TS0 ***** 0	1/12/2017	FIRST LAST	\$ 940.00		01/12/2017	GOOD TO PAY

Two pink arrows point to the 'Check No' and 'Status' columns in the table. The 'Check No' column is empty, and the 'Status' column contains 'GOOD TO PAY' instead of 'PAID'. The 'Payment Date' column shows a date that has been crossed out with a red line.

- **Check No** column has NO data.
- **Status** column **does not** say "PAID"; there is other text there.
- Ignore the information in the **Payment Date** column, if there is information here.