Frequently Asked Questions (FAQ) -Thank you for visiting!

**Q: Who is the Independent Choices program current Financial Management Services (FMS) vendor?**

A: Public Partnerships (PPL) is the only vendor for self-direction in the State of Arkansas Independent Choices Program as of October 1, 2023. Remember, self-directing your services means that 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 am not currently an Independent Choices program participant, but I would like to enroll in self-direction. How can I enroll?**

A: You can enroll through our FMS vendor, PPL. To begin the assessment and enrollment process, please reach out to PPL’s customer service toll-free number: +1(800) 256-2913 or email at [PPLARK-CS@pplfirst.com](mailto:PPLARK-CS@pplfirst.com).

**Q: Where can I find out more about PPL?**

You can learn more about PPL in AR on their [Independent Choices web page](https://pplfirst.com/programs/arkansas/arkansas-independent-choices/).

**Q: I am a current Independent Choices program participant and I have a question for PPL. How can I contact them?**

A: Reach out Monday – Friday 8:00am – 5:00pm at:

Customer Service / General Questions: 1-800-256-2913

Customer Service TTY: 1-800-360-5899

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

**Q: What do you need to hire providers in the Independent Choices program?**

People providing services to a participant in the Independent Choices program need to complete paperwork with critical agreement, relationship and tax withholding information.

Your provider may also need to:

* Complete and pass a national criminal background check or maltreatment registry checks if they haven’t done so within the last 5 years.
* Complete and pass a drug screen if they haven’t done so within the last 5 years.

**Q: How does a provider for an Independent Choices program participant enter time for their timesheet?**

A: Your provider enters time using PPL’s Time4Care mobile app which can be downloaded from the Apple App Store or the Google Play Store.

**Q: Is Electronic Visit Verification (EVV) required in Independent Choices?**

A: Yes, EVV is required for providers in the Independent Choices program. Providers will use PPL’s Time4Care mobile app to clock their time entries in and out.

**Q: When does a provider receive payment for their services?**

A: Please check the current pay schedule on the [PPL Independent Choices web page](https://pplfirst.com/programs/arkansas/arkansas-independent-choices/) for specific dates.