

Frequently Asked Questions (FAQs) for DD Personal Support Workers (PSWs)

(updated 11/21/2021)

Q: *There are so many different systems & organizations involved with being a PSW now; who are they & what do they do?*

A: Here's a summary of the different organizations, people and systems that PSWs interact with:

The **Financial Management Agent Service (FMAS)**: formerly known as "FI" for "Fiscal Intermediary", this is the ODDS contracted entity that processes payroll and issues payments to PSWs on behalf of the I/DD individual's employer for services provided/work performed. The contracted FMAS vendor for all DD PSWs in Oregon is **PCG Public Partnerships, LLC (PPL)**.

The **Common Law Employer (CLE)**: formerly referred to as the "employer of record" or "EOR", this is the individual who is employing a PSW to deliver an array of services to an individual with I/DD. Most often the CLE is simply referred to as the "employer". In some cases, the individual with I/DD themselves will serve as their own CLE. The CLE establishes the type of service they wish the PSW to deliver, when and where. They also maintain hire/fire authority and directs the care the individual with I/DD receives.

In addition, the CLE must sign off on the PSW's time sheets verifying that the time worked as reported by the PSW was indeed for the authorized services received by the individual with I/DD.

A **Case Management Entity (CME)**, such as a CDDP, Brokerage or CIIS Program, is an agency that is responsible for coordinating and authorizing the in-home & community services the individual with I/DD receives. This work may also include conducting service needs assessments, service plan development and authorization, problem solving, advocacy, and be a source of information regarding the rules and regulations for in-home & community services available to the individual with I/DD. The staff that assists the individual is called a Service Coordinator (SC) from a CDDP or CIIS, or a Personal Agent (PA) from a Brokerage.

The SC or PA may also assist the individual with some duties related to locating and hiring a PSW and service contract/agreement development, and may assist in completing the necessary forms needed for paying the PSW.

Office of Developmental Disability Services (ODDS): this is a service delivery office that is part of Oregon’s Department of Human Services (ODHS). ODDS is responsible for the overall funding, administration, management, and oversight of all services provided to individuals with I/DD in Oregon. This includes individuals with I/DD receiving in-home & community services from PSWs.

ODHS Provider Database: this is the centralized ODHS provider database that manages all the provider record information for ODHS Medicaid providers, including DD PSW providers. For PSWs to have services authorized for them and to receive payment, the PSW must have a provider record database, be listed as “**approved to work**” (*meaning they are active*) for dates they are working and have an SPD provider ID number assigned to them.

Oregon Home Care Commission (OHCC): this is the state agency that acts as the “employer” for PSWs for the purpose of the collective bargaining process. The OHCC does many things, including providing support to PSWs through trainings and other information to assist PSWs in acquiring and improving their skills to deliver the best quality services. The OHCC also provides support & training for employers, and manages the Registry & Referral System (see below).

OHCC Registry & Referral System (Registry): this is an online registry and referral system that is designed to assist employers in finding potential PSWs to employ when they need providers to deliver services.

PSWs who are “**approved to work**” in the DHS provider database and have an SPD provider ID number assigned can set up a profile with the registry, if they wish to do so. This profile acts somewhat like an online resume for the PSW, listing the PSW’s skills, training, availability for work, etc. Employers can search for PSWs who have active profiles to see if there are potential providers looking for work whom the employer may be interested in utilizing.

Accessing and setting up a profile on the Registry is completely voluntary for PSWs.

Service Employees International Union (SEIU): SEIU is the agency that represents the PSWs and HCWs in collective bargaining with the State.

SEIU also represents and advocates for the PSWs in cases of grievances or issues involved with implementing the CBA.

PSW-HCW Collective Bargaining Agreement (CBA): The PSW-HCW CBA is a multi-year agreement between the PSW-HCW employees and the State of Oregon. The CBA outlines a variety of agreed working conditions, rates, benefits, etc. for PSW and HCWs.

Carewell SEIU 503: A state contracted agency that provides DD PSWs with excellent training to equip you with the tools and confidence you need to give your consumer the most impactful—and safest—care and support possible. Carewell also facilitates/provides the required trainings that PSWs must take in order to be credentialed to work as a PSW.

More information on Carewell SEIU 503 Training can be found here:
<https://www.carewellseiu503.org/training/>

Questions related to “provider enrollment”

Q: *What does it mean for a PSW to be “enrolled” as a provider?*

A: There are several types of “enrollment” that are needed for a PSW; it can be very confusing.

First is “**Provider Enrollment**” and ***is required for all PSWs working for individuals with I/DD.*** It involves the process to become registered with ODHS, be assigned an SPD provider ID number and have a status of “**approved to work**” as a PSW. Once a PSW is fully registered and has an “**approved to work**” status they are considered active and available to provide services, and receive payment for the work they do for their I/DD employer(s) for the date range(s) they are “**approved to work**”.

There are a number of items needed in order for PSW providers to be fully registered & gain “**approved to work**” status.

- A completed Provider Enrollment & Application Agreement (PEAA)
- Pass a Criminal History Check (CHC)
- Pass all the federally required provider validation checks
- ***As of 9/1/2021,*** complete the **PSW required trainings** with Carewell

However, there are other types of “enrollment,” including different forms and activities that may be needed for the PSW, ***but are separate*** from the “Provider Enrollment” process outlined above.

Other “Enrollment” processes include:

- **Financial Management Agent Service (FMAS) Enrollment:** *****This enrollment is required***** and includes all the financial and other fiscal enrollment forms (*such as W4, direct deposit forms, tax exemption declaration forms, etc.*) needed for the PSW to be set up with the designated **FMAS** agent to receive payments for services provided to their I/DD common law employer. *****This enrollment processes must be completed BEFORE the PSW can have work authorized for them and to receive payment for work performed.***

Information on Oregon’s **FMAS** vendor can be accessed from **PPL**’s website here: <http://publicpartnerships.com/programs/oregon/fmas/>

- **eXPRS User Enrollment:** *****This enrollment is required***** for the PSW to complete their online billing. This enrollment enables the PSW to have access to the eXPRS payment system to record the dates/times they’ve worked providing services to individuals with I/DD in order to receive a paycheck.

The **eXPRS User Enrollment** form for PSWs is available here: <http://apps.state.or.us/exprsDocs/EnrollIndividualProviderUserPSW.pdf>

Instructions on how to complete this form are available here: <http://apps.state.or.us/exprsDocs/EnrollIndividualProviderUserPSWInstructions.pdf>

- **Oregon Home Care Commission Registry Enrollment:** This is enrollment is optional and allows a PSW to establish a provider profile (*which acts somewhat like their resume*) on the OHCC Registry and Referral System. While this enrollment is optional for the PSW, it must be completed **IF** the PSW wants to be active in registry searches for other potential PSW employment opportunities.

The **OHCC Registry and Referral System** website: <https://www.or-hcc.org/>

Questions related to a PSW’s SPD provider ID number

Q: *Does a PSW need to complete training prior to being able to work?*

A: Yes, Senate Bill SB1534 requires:

- As of Sept 1, 2021, an individual becoming a DD PSW provider **for the first time** (eg: **NEW PSW providers**),

- must complete the **4-hour PSW/HCW Orientation** *before* they can receive their SPD provider ID number and be credentialed as a PSW provider for the first time,
AND
- must complete **8 hours of PSW Core Basics** training within 120 days after completing their PSW Orientation,
AND
- must complete **12 hours of PSW Continuing Education** trainings every 2 years from the completion of their PSW Orientation, to continue to be credentialed and work as a PSW provider ongoing.
- By March 31, 2022, all **incumbent PSW providers** (existing/currently credentialed and working prior to 9/1/2021),
 - must complete **8 hours of PSW Core Basics Refresher** training,
AND
 - then must complete **12 hours of PSW Continuing Education** trainings every 2 years from the completion of their **PSW Core Basics Refresher**, to continue to be credentialed and work as a PSW provider ongoing.

Q: *How does a PSW access their required trainings?*

A: PSW providers can access information and their required trainings by visiting the SEIU Carewell website:

<https://www.carewellseiu503.org/training/>

Questions related to a PSW’s SPD provider ID number

Q: *Why do PSWs need an SPD provider ID number?*

Services to individuals with I/DD are supported by various federal Medicaid programs and funding. And since the funds used to pay PSWs are Medicaid funds, the PSWs must be approved as Medicaid providers.

The process of “provider enrollment” and issuance of an SPD provider ID number to a PSW is how the state verifies that the PSW has met all the requirements to be approved as a Medicaid provider; to be authorized and receive payment for Medicaid services.

A PSW’s SPD provider ID number is also what enables the PSW to access the OHCC Registry and Referral system.

Q: *Do PSWs who are also currently Home Care Workers need a new provider number to be a DD PSW?*

Yes. Even though the work performed may be very similar, a Home Care Worker (HCW) is a different type of provider from a Personal Support Worker (PSW). Since they are different types of provider, a person working as both a PSW and HCW will need to be assigned a separate SPD provider ID number for each type.

Q: *How long does it take to get an SPD provider ID number?*

The time it takes complete the enrollment process and assign an SPD provider ID number can vary, as it involves many steps. While we are working diligently to process provider enrollment records for SPD provider ID number assignment as quickly as possible, the process can take several weeks.

Q: *How does a PSW get an SPD provider ID number?*

A: An SPD provider ID number is assigned as part of the Provider Enrollment and Registration process to the ODHS provider database outlined above. Registration in the ODHS provider database is required for a PSW to deliver Medicaid funded services to individuals with I/DD.

Q: *How can a PSW find out what their SPD provider ID number is?*

A: PSWs should receive notification (*by mail or email*) when an SPD provider ID number has been assigned to them. If for some reason PSWs do not receive this notification and wish to confirm their provider number, they can contact the **ODDS Provider Enrollment Unit** at:

Email: psw.enrollment@state.or.us

Phone: 1 (844) 874-2788, option #4 – **VOICEMAIL ONLY**

Q: *If a PSW has questions about the DD PSW Provider Enrollment Application & Agreement (PEAA) form. Who do they contact?*

A: Please contact the **ODDS Provider Enrollment Unit** at:

Email: psw.enrollment@state.or.us

Phone: 1 (844) 874-2788, option #4 – **VOICEMAIL ONLY**

Q: *How does a PSW get a Criminal History Check (CHC)?*

A: PSWs should work with the CME that authorizes services for the I/DD individual they are serving to have the Criminal History Check forms and fitness determination completed or re-newed.

Q: *How can a PSW find out the last time they had a Criminal History Check (CHC)?*

A: PSWs can now view the expiration dates of their current CHC and PEAA in their **My Credentials** section when they log in to eXPRS EVV or eXPRS

desktop. Information on how to view this information is available in the guide **PSW Pro Tip: PSW Credentials on Home Page**, available here: <https://apps.state.or.us/exprsDocs/PSWPTCredentialsOnHomePage.pdf>

Q: *If a PSW has a current CHC; do they need to have another one?*

A: That depends on when the CHC was last completed/approved. ODDS has updated their program policy to require Criminal History Checks for PSWs and other individual providers to be renewed every 2 years. If the PSW's CHC is current (*meaning it was completed and approved within the past 2 years*), then they will only need to get a new CHC when their current CHC expires.

Questions related to the eXPRS Payment System

Q: *What is "eXPRS"?*

A: "eXPRS" (pronounced "express") is the acronym for the **Express Payment & Reporting System**. This system is a website that ODDS uses to authorize services for individuals with I/DD in Oregon, and to process time worked billings and claims for payments to PSWs (*and other providers*) for the services they provide.

Q: *Why do PSWs have to use eXPRS in order to get paid?*

A: The authorization and payment of all services provided to individuals with I/DD in Oregon is managed in one centralized state website, which is eXPRS. All DD providers, even DD PSWs, have services authorized, dates/times worked, and claims/payments processed using eXPRS. In order to be successfully paid for work performed as a PSW, you must use eXPRS.

Q: *How do PSWs report their time worked in eXPRS?*

A: PSWs will use a version of eXPRS called "eXPRS EVV", which is a version of the eXPRS website that is optimized for use on a mobile device.

1. For recording time worked providing **attendant care services**, PSWs will use a mobile device + eXPRS EVV to document when they start working "clock in" and when they stop working "clock out" each day they work. eXPRS EVV then saves the date & start/end times they worked to the main website.
2. At payroll time, PSWs will then use the regular eXPRS website to review their time worked, submit their time, and then print timesheets for their employer(s) to sign. Signed timesheets are then submitted to the authorizing CME for approval.

Information, user guides and tutorial videos on using eXPRS EVV are available on the **eXPRS Help Menu**, here:

<https://apps.state.or.us/exprsDocs/>

Q: *What does it mean to "file a claim" in eXPRS?*

A: PSWs will need to document their dates/times worked using eXPRS EVV. eXPRS has no way of knowing when a PSW has worked or what service was provided until it's reported and entered. That dates/time worked information (*called Service Delivered or SD billing entry*) is then used to create claims, which generate payments back to the PSW. The process of documenting your dates/times worked into eXPRS is sometimes referred to as "filing a claim."

Q: *How often will the PSW need to "file a claim" and how often will they get paid?*

A: By using eXPRS EVV, PSWs will record the dates/times they work each day they work, when they start/stop working. That billing information is processed, gathered into "claims" in payment cycles scheduled to coincide with the PSW payroll schedule. The claims will then be sent to the FMAS payroll vendor who will then issue payments/paychecks to PSWs.

Q: *How does a PSW learn how to enter their time worked billing information into eXPRS?*

A: User assistance guides and tutorial videos for PSWs on how to enter billing information is available directly on the **eXPRS Help Menu** here:

<https://apps.state.or.us/exprsDocs/>

The **PSW tutorial/training videos**:

- [PSW General Overview to eXPRS](#)
- [PSW Overview to eXPRS-EVV](#)
- [eXPRS-EVV Login & Site Features](#)
- [How to Start a Shift in eXPRS-EVV](#)
- [How to End a Shift in eXPRS-EVV](#)
- [How to Add a New Shift in eXPRS-EVV](#)
- [How to Edit an EVV Shift in the eXPRS Desktop](#)
- [eXPRS Desktop Login & Site Features for PSWs](#)
- [How to Bill for Mileage & Job Coaching](#)
- [How to Find & Track Billings & Claims](#)
- [PSW Travel Time](#)
- [How to Reset Your eXPRS Password](#)

Q: *Why does the PSW have to fill out the eXPRS User Enrollment form?*

A: The eXPRS User Enrollment form is required to enable a PSW to have direct access to eXPRS & eXPRS EVV.

Q: *What does the role name - Provider PSW/IC/BC Claims Manager - in the middle section of the eXPRS User Enrollment form mean?*

A: "Provider PSW/IC/BC Claims Manager" is the name of the user role that PSWs need to view their information directly in eXPRS themselves.

Questions about getting paid as a provider

Q: *Is Direct Deposit mandatory?*

A: No, but it is strongly encouraged. New or updated tax or other financial documents may need to be completed and submitted by some providers to the FMAS vendor designated to process payments for eXPRS.

Information on Oregon's **FMAS** vendor can be accessed from **PPL's** website here: <http://publicpartnerships.com/programs/oregon/fmas/>

Q: *How does a PSW complete the Direct Deposit form?*

A: Direct deposit forms for PSWs can be accessed by contacting Oregon's **FMAS** vendor via **PPL's** website here:

<http://publicpartnerships.com/programs/oregon/fmas/>

PPL's Direct Deposit form & Information:

- PSW PPL Direct Deposit Form:
<https://apps.state.or.us/exprsDocs/PSWPPLDDForm.pdf>
 - PSW PPL Direct Deposit Information Flyer
<https://apps.state.or.us/exprsDocs/PSWPPLDDInfo.pdf>
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Questions about the OHCC Registry

Q: *How does a PSW login to the Registry to create a profile?*

The PSW will need to know their SPD provider ID number to access the Registry. Once received, the provider can follow these steps:

- Go to www.or-hcc.org
- Select the program, for example, People with Developmental or Intellectual Disabilities
- Click on the "**Click to Register**" button

- Then create a provider profile by filling in the appropriate details. Please note, your user name cannot be the same as your personal Name or SPD provider ID number.

For assistance with the registry, call toll free:

- 1-877-867-0077, then select option #1

Q: *Does a PSW have to be in the Oregon Home Care Commission's (OHCC) Registry?*

A: No. Completing and activating a provider profile in the OHCC Registry is not required UNLESS the PSW wishes to be active and listed in searches by potential employers to find them and possibly offer them work. If the PSW is happy working for the customer(s) they have now and do not want additional, possible employment, then the provider does not need to do anything.

Questions regarding the SEIU Union and Collective Bargaining Agreement

Q: *What if a PSW doesn't want to be part of the Union?*

A: Questions about union membership, dues, and other union related issues should be directed to SEIU directly. SEIU's contact information is:

Phone: 1-800-452-2146

Email: salem@seiu503.org

Q: *What if a PSW doesn't want union dues withheld from my paychecks.*

A: Questions about union membership, dues, and other union related issues should be directed to SEIU directly. SEIU's contact information is:

Phone: 1-800-452-2146

Email: salem@seiu503.org

Q: *Why does a PSW have to pay union dues? What if a PSW doesn't want to pay dues?*

A: Questions about union membership, dues, and other union related issues should be directed to SEIU directly. SEIU's contact information is:

Phone: 1-800-452-2146

Email: salem@seiu503.org

Q: *Why does the union get the provider's information?*

A: Questions about union membership, dues, and other union related issues should be directed to SEIU directly. SEIU's contact information is:
Phone: 1-800-452-2146
Email: salem@seiu503.org

Other General Questions

Q: *Where are the PSW related forms located at so a PSW can access them?*

The many different forms and form instructions, and other materials are available for PSWs and can be accessed by going to this website:

<http://www.oregon.gov/DHS/SENIORS-DISABILITIES/DD/PROVIDERS-PARTNERS/Pages/psw-resources.aspx>

Updated and additional forms and information are being added from time-to-time, as well as versions in alternative languages. PSWs are encouraged to check this website periodically for updated forms and information.

PSWs are also encouraged to follow the social media Facebook pages for both ODDS and eXPRS. New and updated information is posted via these pages frequently.

- **eXPRS Facebook page:**
<https://www.facebook.com/EXPRSpaymentsystem>
- **ODDS Facebook page:**
<https://www.facebook.com/pages/Oregon-Developmental-Disabilities>

Q: *What if a PSW has a question that is not covered on this FAQ?*

We would encourage PSWs to work with their local CME first regarding questions they may have on this transition process.

PSWs can also access the **Contact Us** link from the eXPRS log in page.

| PSWs seeking assistance with: | Please Contact: |
|---|--|
| <ul style="list-style-type: none"> • PPL employer of record paperwork or enrollment packet • Paycheck or payroll questions • Direct deposit or debit payment card questions • Provider employment or income verification for dates worked after Dec 31, 2016. • Assistance with PPL's BetterOnline™ web portal | <p>Public Partnerships, LLC (PPL) Phone: 1 (888) 419-7705 Email: pplorfmas-cs@pcgus.com PPL's BetterOnline™ web portal: https://fms.publicpartnerships.com/PPLPortal/login.aspx Employment Verification Information https://www.publicpartnerships.com/media/eqxpcdoq/voe_voi-instructions.pdf</p> |
| <ul style="list-style-type: none"> • Questions regarding your service agreements or eXPRS authorizations to work • Questions regarding your eXPRS time entry, billing or printing timesheets • Questions about why pending billings have yet to be approved • Assistance to resolve suspended billing issues | <p>FIRST contact the authorizing CDDP, Brokerage or CIIS Program who authorized your services.</p> <ul style="list-style-type: none"> • If after doing the above you still need assistance, contact: <p>Log on and Complete/Submit an eXPRS Technical Assistance Request available under Customer Service on the top menu bar.</p> |
| <ul style="list-style-type: none"> • Questions related to your PSW credentials (PEA or CHC) • Questions on your PSW DHS provider record | <p>ODDS Provider Enrollment Unit Phone: 1 (844) 874-2788, option #4 - Voicemail ONLY Email: PSW.Enrollment@dhsosha.state.or.us</p> |
| <ul style="list-style-type: none"> • Change of name, address, phone, or email on your PSW provider record/credentials. | <p>Complete and return the PSW Change of Information Request form: https://apps.state.or.us/Forms/Served/de2577.pdf</p> |
| <ul style="list-style-type: none"> • Questions on PSW trainings • PSW vacation or sick leave questions • Home Care Commission Registry questions | <p>Oregon Home Care Commission (OHCC) Phone: 1 (877) 867-0077, option #4 - Voicemail ONLY Registry Website: https://or-hcc.org/</p> |
| <ul style="list-style-type: none"> • PSW employment verification for dates worked prior to Jan 1, 2017. | <p>Email: ODDS.EmploymentVerification@dhsosha.state.or.us</p> |
| <ul style="list-style-type: none"> • PSW user lock outs & password re-sets for eXPRS | <p>eXPRS Account Access Phone: 1 (844) 874-2788, option #3 - Voicemail ONLY Email: info.exprs@dhsosha.state.or.us</p> |

Additional questions if not able to be answered by the local CME agency can be routed to the following entity/topic by the corresponding email or phone provided below.

- **FMAS vendor or payroll questions to PCG Public Partnerships, LLC (PPL)**
PPLORFMAS-CS@pcgus.com
 Or by toll free: 1-888-419-7705 (English)
 1-888-419-7720 (Español)
 1-888-419-7724 (Русский)
 PPL Website:
<http://publicpartnerships.com/programs/oregon/fmas/>
- **Oregon Home Care Commission questions and Registry:**
DD-MH.OHCC@state.or.us
 Or by toll free: 1-877-867-0077, then select option #1

- **SEIU Union related questions:**
salem@seiu503.org
Or by toll free: 1-800-452-2146
- **Carewell SEIU 503 Training:**
Training email:
carewellSEIU503training@risepartnership.com
Benefits email:
carewellSEIU503benefits@risepartnership.com
Or by toll free: 1-844-503-7348 (*8am—6pm, Monday—Friday*)