

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

(updated 2/23/2018)

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 may now be interacting 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. **As of 1/1/2017** the single 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 any services delivered reports, time sheets or invoices 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 the State of Oregon’s Department of Human Services (DHS). 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.

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

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 may be needed for a PSW; it can be very confusing.

The first type of “enrollment” is “**Provider Enrollment**” and ***is required for all PSWs working for individuals with I/DD.*** It involves the process to become registered and enrolled to the DHS Provider database, be assigned an SPD provider ID number and have a status of “**approved to work**” as that type of provider. Once a PSW is fully registered/enrolled 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**”.

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 is able to receive payment for work performed, and should be completed prior to any service authorization***

for the I/DD individual being successfully submitted in eXPRS POC that identifies/uses the PSW.

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 directly submit the service delivery/dates-time worked information needed for bill for the services provided to individuals with I/DD. These billings are what generates claims the PSW that are then sent to the designated FMAS vendor for payment to the PSW.

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 is to set up the PSW's 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: *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 who deliver the services to individuals with I/DD 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 DHS provider database. Enrollment and activation in the DHS provider database is required for a PSW to deliver Medicaid funded services to individuals with I/DD. This enrollment process includes DHS receiving the PSW's demographic information (*name, DOB, address, SSN/TIN, etc.*) and the PSW's credential information which includes:

- a signed PEAA, which must be re-newed every 2 years; **and**
- an approved CHC, which must be re-newed every 2 years; **and**
- verification that the PSW has passed the required ACA provider validation checks, which include:
 - passes verification of identity (*name & SSN/TIN*) with the IRS/Social Security;
 - passes checks against the Medicaid Banned Provider databases; **and**
 - verification that the PSW is not listed on the Social Security Death Master file.

Once all these verifications are cleared/passed and the PSW's record information is successfully loaded to the DHS provider database, an SPD provider ID number will be assigned for the PSW for the type of work they will be doing. The PSW now has a status of "**approved to work**" and a date

range for that status. PSWs can be more than one type of provider (*for example: can be a PSW and Home Care Worker*). If a PSW is listed as more than one provider type, they may receive a separate number and be “**approved to work**” separately for each type for different dates.

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

A: PSWs should receive notification (*by mail or email*) when a 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 **PSW Provider Administration Unit** at:

Email: psw.enrollment@state.or.us
Phone: 1 (844) 874-2788, option #4

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

A: Please contact the **PSW Provider Administration Unit** at:

Email: psw.enrollment@state.or.us
Phone: 1 (844) 874-2788, option #4

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 of their eXPRS Home page when they login.** Information on how to view this information is available in this [PSW Pro Tip: PSW Credentials on Home Page](#).

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 the web-based computer program 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 now managed in one centralized state system, which is eXPRS. **All DD providers, even DD PSWs,** have their services authorized, dates-time worked for services delivered information and claims processed using eXPRS. In order to be successfully paid for work performed as a PSW, the PSW must use eXPRS.

Q: *How will using eXPRS change how PSWs report their time worked?*

A: Using eXPRS to report date/time worked information as a PSW will involve:

1. entering the dates/times that the PSW worked providing services in eXPRS. This time worked data is called **Services Delivered entries** and must be entered in eXPRS to create claims for payment back to the PSW. PSWs must report this dates/time worked information directly themselves by using eXPRS.
2. printing a completed timesheet or mileage form for signatures directly from eXPRS using the data entered. This timesheet/mileage sheet must be signed by the PSW and their employer, and then submitted to the authorizing CME for approval.

Additional information and training on how to enter dates/time worked information directly into eXPRS is available via PSW Orientation sessions or viewing demonstration videos on the [eXPRS Help Menu](#).

Q: *How will using eXPRS benefit the PSW?*

A: Using eXPRS will allow PSWs to view their service authorizations, time worked data, and claims/payment in real time, in one, centralized place. This will be especially beneficial if PSWs work with more than one individual with I/DD.

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

A: PSWs will need to report their dates/times worked in eXPRS. The system has no way of knowing what dates/times a PSW worked or what service were 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 entering the dates/times worked into eXPRS is part of "filing a claim."

Q: *How does the PSW get paid if they don't have internet access or decline to use eXPRS directly?*

A: An exception can be allowed for a manual submission process for providers to report the dates/time worked for an individual with I/DD. If an exception is granted, the PSW's completed and signed timesheet can be submitted to the authorizing CME, and that agency will enter the date/time worked data into eXPRS.

Q: *How often will the PSW need to submit claims and how often will they get paid?*

A: **Services Delivered** billing information (*date/time worked for services provided*) for each individual served can be entered into eXPRS as frequently as the PSW would like. 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. More information on entering SD billing data can be found in this [PSW Pro Tip: Enter SD Billings Often](#).

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

A: Training on how to enter billing information is provided as part of the PSW Orientation sessions. In addition, training videos for PSWs on how to use the eXPRS system are available on the eXPRS Help Menu. PSWs can access these training videos at any time by using these links:

- **PSW eXPRS Training - Part 1 (Overview)**
<https://www.youtube.com/watch?v=lx3JXCxXObY>
- **PSW eXPRS Training - Part 2 (Billing Demonstration)**
<https://www.youtube.com/watch?v=A33OaN9Nrbg>

In addition, there are many resources and user assistance guides posted for PSWs on the eXPRS Help Menu. You can access that Help Menu information by using this link:

- **eXPRS Help Menu Resource & Assistance Guides**
<http://apps.state.or.us/exprsDocs/>

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. This form is how the PSW's user account is created and linked to their provider record information in eXPRS.

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/>

Q: *If a provider already has direct deposit set up; do they need to send the form in again?*

A: Direct deposit forms & questions for PSWs can be accessed by contacting Oregon's **FMAS** vendor via **PPL's** website here:
<http://publicpartnerships.com/programs/oregon/fmas/>

- Q:** *Can a provider have Direct Deposit to their business account?*
A: Direct deposit forms & questions for PSWs can be accessed by contacting Oregon's **FMAS** vendor via **PPL's** website here:
<http://publicpartnerships.com/programs/oregon/fmas/>
- Q:** *Can a provider have Direct Deposit to a prepaid card?*
A: Direct deposit forms & questions for PSWs can be accessed by contacting Oregon's **FMAS** vendor via **PPL's** website here:
<http://publicpartnerships.com/programs/oregon/fmas/>
- Q:** *Where does the provider send the Direct Deposit form?*
A: Direct deposit forms & questions for PSWs can be accessed by contacting Oregon's **FMAS** vendor via **PPL's** website here:
<http://publicpartnerships.com/programs/oregon/fmas/>
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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 common law 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.

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.

- **Provider Enrollment or other eXPRS related questions and user assistance:**
info.exprs@state.or.us
Or by toll free: 1-844-874-2788, option #4
- **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