

Did  
you  
know?



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eXPRS Pro Tip for DD Personal Support Workers (PSWs)  
**eXPRS vs PPL's BetterOnline™**

**Did you know ...**

**... that eXPRS and PPL's BetterOnline™ websites do very different things?**

**eXPRS** is a DHS/ODDS website that is used by all DD PSWs to enter their dates/time worked, view their authorized services and print their timesheets to send to CDDPs/Brokerages for review. eXPRS processes & sends all PSW reported time worked to PPL so PPL can process & issue payroll paychecks to PSWs. **Entry of dates/time worked directly into eXPRS is required for all PSWs.**

Assistance and information for **eXPRS only** submit an **eXPRS Technical Assistance Request** available under **Customer Service** on the top menu bar.

**eXPRS Technical Assistance Request:**

- <https://apps.state.or.us/exprsWeb/ServiceRequest.do>

**eXPRS Support:**

- Phone: 1-844-874-2788, option #3 – **VOICE MAIL ONLY**

**BetterOnline™** is a website managed by PPL, not ODDS, and is not the same as eXPRS. BetterOnline™ is used by PPL to process and track PSW/employer payroll enrollment so PPL can send paychecks to PSWs. PSWs can use BetterOnline™ to view their PPL payment/paystub information and enrollment paperwork, if they wish. **BetterOnline™ is not used by PSWs to report their time worked. Please do not send timesheets to PPL. They must be submitted to the appropriate CDDP or Brokerage office.**

Assistance and information for **PPL & BetterOnline™ only:**

**PPL Customer Service:**

- Phone: 1-888-419-7705
- Email: [PPLORFMAS-CS@pcgus.com](mailto:PPLORFMAS-CS@pcgus.com)
- **BetterOnline™ Website:** <https://fms.publicpartnerships.com/PPLPortal/login.aspx>
- **PPL Website:** <http://publicpartnerships.com/programs/oregon/fmas/>