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:**

- **eXPRS Technical Triage:**
  - Phone: 1-844-874-2788
  - Email: technical.triage@state.or.us
  - Website: [https://apps.state.or.us/expresWeb/](https://apps.state.or.us/expresWeb/)

**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
  - **BetterOnline™ Website:** [http://fms.publicpartnerships.com/PPLPortal/login.aspx](http://fms.publicpartnerships.com/PPLPortal/login.aspx)