

Adding a PSW to PPL's BetterOnline™

Did you know when you have a new PSW who starts working with an individual with your CDDP/Brokerage/CIIS program, it is best practice to first search in BetterOnline™ for that PSW before you create a new PPL enrollment for them? You may not need to do a new enrollment at all!

If you find the PSW is already enrolled with PPL, you don't need to do a new enrollment for them. You simply need to associate that PSW to the individual they are now serving. This will trigger a new FMAS packet to be sent to that PSW to get an employment relationship (ER) set up with that individual's employer.

Searching first will reduce the number of duplicate PSW enrollments in BetterOnline™ and reduce errors due to multiple records with the same PSW & their SSN.

Instructions for using BetterOnline™ can be found on [PPL's Website](#).

Remember:

- Search BetterOnline™ for the PSW first.
 - If found, just relate that PSW to the individual.
 - If not found, continue with enrolling them as a new PSW enrollment.