

Using BetterOnline™

(updated 9/30/2025)

Overview

Personal Support Workers (PSWs) use eXPRS to enter billings, view their authorized services and print their timesheets to send to Case Management Entities (CMEs) for review. eXPRS processes & sends all PSW payments to Public Partnerships, LLC (PPL), who processes the payroll and issue paychecks to PSWs.

PPL’s **BetterOnline™** website is managed by PPL (not ODDS), and is not the same as eXPRS. BetterOnline™ is used by PSWs to access payroll information, including electronic copies of their paystubs, which are called invoices. BetterOnline™ is also used by PPL to process and track PSW/employer payroll enrollment.

How to Find your Paid Invoices

To find your paid invoices, log in to BetterOnline™ and search for your invoices. Then, select the hyperlink in the **Check No** column. This will open the paystub associated with that payment as a PDF document. Users can view, print or save the paystub document once opened.

Action	Invoice ID	Invoice Date(s)	PSW Name	Submitted By	Total Amount	Check No	Payment Date	Status
DETAILS						RA123***7	05/15/2024	PROCESSED
DETAILS						RA123***8	05/15/2024	PROCESSED
DETAILS						RA123***9	05/15/2024	PROCESSED
DETAILS						RA123***0	05/15/2024	PROCESSED

Reading Paystubs to Understand Adjustments

There are times when previously paid hours for a PSW are later voided. This occurs most often to make billing corrections. When hours that were paid are voided, the PSW now owes money that must be paid back to the State.

Money owed by a PSW is recovered from future payments to the PSW in line with the OHCC Collective Bargaining Agreement. Below are examples of how that recovery may look to a PSW in BetterOnline™ and on a PSW paystub.

A recovery amount showing in BetterOnline™:

BETTER ONLINE
Public Partnerships

Case Managers CDOPI/Brokerage Agency Individual Search PSW Search Invoice Reporting

Search Invoice Status

Your search found 28 records.

Amount	Check No.	Payment Date	Status
\$72.50	RA1****5	06/26/2017	PROCESSED
(\$72.46)	5****3	06/15/2017	PAID
\$1,450.00	3****1	06/15/2017	PAID

How that recovery amount would be shown on a PSW paystub:

PSW Provider Name- PORF00 ***7 June 15, 2017 Check No 5***3

Labor Earnings For Period: 01/01/2015 - 01/15/2015				Payments		
	Units	This Check	YTD Amount		This Check	YTD Amount
Attendant Care, Home or Comm	94.73	1,377.54	15,671.22	Total Earnings	1377.54	19526.75
Overtime			3,855.53	Federal Income Tax	-183.70	-950.87
				Medicare-Employee	-19.98	-283.18
				Oregon State Tax	-104.00	-861.00
				Workers Benefit Fund EE	-1.40	-15.45
				Social Security-Employee	-85.41	-1,210.64
Total Labor Earnings					-983.05	-16,205.61

Payment Method		Amount
Pay Check		-983.05

Time and Invoices Paid

Individual No.	Employer	Last Name	First Name	Start Date	Service	Time / Units	Rate	Amount Paid
CORF00 ***1				01/06/2015	Attendant Care, Home or Comm	-5.27	13.75	-72.46
CORF00 ***1				05/31/2017	Attendant Care, Home or Comm	100.00	14.50	1450.00

For assistance with BetterOnline™, see the following resources:

- **Phone:** 1-888-419-7705
- **Email:** pplorfmas-cs@pplfirst.com
- **BetterOnline™ Website:** <https://fms.pplfirst.com/PPLPortal/login.aspx>
- **PPL Website:** <https://pplfirst.com/programs/oregon/oregon-financial-management-agent-services-or-fmas/>