

Did you know?



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 an ODHS/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 or 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
- **BetterOnline™ Website:** <https://fms.publicpartnerships.com/PPLPortal/login.aspx>
- **PPL Website:** <http://publicpartnerships.com/programs/oregon/fmas/>