

Personal Support Worker FAQ

What are the systems and organizations involved with a PSW, and what do they do?

- **Financial Management Agent Service (FMAS):** Formerly known as “FI” for “Fiscal Intermediary”, this is the ODDS contracted entity that processes payroll and issues payments to PSWs on behalf of the I/DD individual’s employer for services provided/work performed. The contracted FMAS vendor for all DD PSWs in Oregon is **PCG Public Partnerships, LLC (PPL)**.
- **Common Law Employer (CLE):** Formerly referred to as the “employer of record” or “EOR”, this is the individual who is employing a PSW deliver services to an individual with I/DD. Most often the CLE is simply referred to as the “employer”. In some cases, the individual with I/DD themselves will serve as their own CLE. The CLE establishes the type of service they wish the PSW to deliver, when and where. They also maintain hire/fire authority and directs the care the individual with I/DD receives.

In addition, the CLE must sign off on the PSW’s timesheets. This verifies that the time worked as reported by the PSW was indeed for the authorized services received by the individual with I/DD.

- **Case Management Entity (CME):** An agency (such as a CDDP, Brokerage or CIIS Program) that is responsible for coordinating and authorizing the in-home & community services the individual with I/DD receives. This work may also include conducting service needs assessments, service plan development and authorization, problem solving, advocacy, and be a source of information regarding the rules and regulations for in-home & community services available to the individual with I/DD. The staff that assists the individual is called a Service Coordinator (SC) from a CDDP or CIIS, or a Personal Agent (PA) from a Brokerage.

The SC or PA may also assist the individual with some duties related to locating and hiring a PSW and service contract/agreement development, and may assist in completing the necessary forms needed for paying the PSW.

- **Office of Developmental Disability Services (ODDS):** this is a service delivery office that is part of Oregon’s Department of Human Services (ODHS). ODDS is responsible for the overall funding, administration, management, and oversight of all services provided to individuals with I/DD in Oregon. This includes individuals with I/DD receiving in-home & community services from PSWs.
- **ODHS Provider Database:** The centralized ODHS provider database that manages all the provider record information for ODHS Medicaid providers, including DD PSW providers. For PSWs to have services authorized for them and to receive payment, the PSW must have a provider record in this database, be listed as “*approved to work*” (meaning they are active) for dates they are working and have an SPD provider ID number assigned to them.
- **Oregon Home Care Commission (OHCC):** This is the state agency that acts as the “employer” for PSWs for the purpose of the collective bargaining process. The OHCC does many things, including providing support to PSWs through trainings and other information to assist PSWs in acquiring and improving their skills to deliver the best quality services. The OHCC also provides support & training for employers, and manages Carina (see below).
- **Carina:** Carina has replaced the Oregon Home Care Commission (OHCC) Registry as the primary tool for individuals receiving Medicaid or Oregon Project Independence (OPI) funded in-home services to find homecare workers or personal support workers. Carina is a free online care matching service that lets consumers search for HCWs, post job ads, and communicate directly with providers using a secure messaging platform. For more information about Carina or the previous OHCC Registry and Referral System, visit the [ODDS Website](#).
- **Service Employees International Union (SEIU):** SEIU is the agency that represents the PSWs and HCWs in collective bargaining with the State. SEIU also represents and advocates for the PSWs in cases of grievances or issues involved with implementing the CBA.
- **PSW-HCW Collective Bargaining Agreement (CBA):** The PSW-HCW CBA is a multi-year agreement between the PSW-HCW employees and the State of Oregon. The CBA outlines a variety of agreed working conditions, rates, benefits, etc. for PSW and HCWs.

- **Carewell SEIU 503:** A state contracted agency that provides DD PSWs with the training needed to provide safe and impactful care and support. Carewell also provides the required trainings that PSWs must take in order to be credentialed to work as a PSW. More information on Carewell SEIU 503 training can be found here: <https://www.carewellseiu503.org/training/>

What does the term “provider enrollment” mean?

Provider Enrollment is required for all PSWs working for an individual with I/DD. It is the process to become registered with ODHS, be assigned an SPD provider ID number and have a status of “**approved to work**” as a PSW. Once this is completed, the PSW is considered active and available to provide services, and also to receive payment for work done for their I/DD employer(s) during the date range(s) they are “**approved to work**”. This is required for all PSWs working for individuals with I/DD.

To gain “**approved to work**” status, a PSW must:

- Complete the Provider Enrollment & Application Agreement (PEAA)
- Pass a Criminal History Check (CHC)
- Pass all the federally required provider validation checks
- **As of 9/1/2021**, complete the **PSW required trainings** with Carewell

What other types of enrollments are there for PSWs?

There are other enrollments for PSWs that may be needed that are different from the Provider Enrollment process outlined above.

- **Financial Management Agent Service Enrollment:** This enrollment is required for all PSWs working for an individual with I/DD. It includes all the financial and other fiscal enrollment forms (*such as W4, direct deposit forms, tax exemption declaration forms, etc.*) needed for a PSW to be set up with the designated **FMAS** agent to receive payments for services provided to their I/DD common law employer. This enrollment must be complete before PSW can have work authorized for them and to receive payment for work performed.

Information on Oregon’s **FMAS** vendor can be accessed from [PPL’s Website](#).

- **eXPRS User Enrollment:** This enrollment is required. It enables the PSW to access the eXPRS payment system and to complete billing activities for

services they've provided. Click here for the [PSW eXPRS User Enrollment Form](#)

- **Carina Enrollment:** This enrollment is optional. It allows a PSW to establish a provider profile in the Carina system, enabling them to appear in registry searches for other potential PSW employment opportunities. For more information, see [The OHCC Website](#).

Does a PSW need to complete training prior to being able to work?

Yes, someone becoming a PSW Provider for the first time must complete the 4-hour PSW/HCW Orientation before receiving their SPD ID # and be credentialed as a PSW provider for the first time.

They must also complete 8 hours of PSW Core Basics training within 120 days after completing their PSW Orientation, and complete 12 hours of PSW Continuing Education trainings every 2 years from the completion of their PSW Orientation to continue to be credentialed and work as a PSW provider ongoing.

How does a PSW access their required trainings?

PSW providers can access information and their required trainings by visiting the [SEIU Carewell Website](#).

Why do PSWs need an SPD ID number?

Services to individuals with I/DD are supported by various federal Medicaid programs and funding. Because the funds used to pay PSWs are Medicaid funds, the PSWs must be approved as Medicaid providers.

The process of provider enrollment and issuance of an SPD provider ID number to a PSW is how the state verifies that the PSW has met all the requirements to be approved as a Medicaid provider.

Do PSWs who are also currently Home Care Workers need a new provider number to be a DD PSW?

Yes. The work may be similar, but a Home Care Worker (HCW) is a different type of provider from a Personal Support Worker (PSW). Since they are different types of provider, a person working as both a PSW and HCW will need to be assigned a separate SPD provider ID number for each type.

How long does it take to get an SPD provider ID number?

The time it takes to complete the enrollment process and assign an SPD provider ID number can vary, as it involves many steps.

How does a PSW get an SPD provider ID number?

An SPD provider ID number is assigned as part of the Provider Enrollment and Registration process to the ODHS provider database outlined above. Registration in the ODHS provider database is required for a PSW to deliver Medicaid funded services to individuals with I/DD.

How can a PSW find out what their SPD provider ID number is?

PSWs will be notified by mail or email when an SPD provider ID number has been assigned to them. If for some reason PSWs do not receive this notification and wish to confirm their provider number, they can email the **ODDS Provider Enrollment Unit** at psw.enrollment@odhsoha.oregon.gov.

If a PSW has questions about the DD PSW Provider Enrollment Application & Agreement (PEAA) form. Who do they contact?

Contact the **Provider Enrollment Unit** at psw.enrollment@odhsoha.oregon.gov.

How does a PSW get a Criminal History Check (CHC)?

PSWs should work with the CME that authorizes services for the I/DD individual they are serving to have the Criminal History Check forms and fitness determination completed or renewed.

How can a PSW find out the last time they had a Criminal History Check (CHC)?

PSWs can see the expiration dates of their CHC and PEAA in their **My Credentials** section of the eXPRS Desktop or eXPRS Mobile-EVV.

How often are Criminal History Checks required?

ODDS has updated their program policy to require Criminal History Checks for PSWs to be renewed every 2 years. If the PSW's CHC is current (*meaning it was completed and approved within the past 2 years*), then a new CHC is only required when their current CHC expires.

What is "eXPRS"?

eXPRS is the acronym for the **Express Payment & Reporting System**. This is the web application that ODDS uses to authorize services for individuals with I/DD in Oregon, and to process time worked billings and claims for payments to PSWs (*and other providers*) for the services they provide.

Why do PSWs have to use eXPRS in order to get paid?

All service authorization and payment for I/DD services in Oregon is managed in eXPRS. PSWs' authorizations, billings and claims are all processed using eXPRS. To be paid for your work as a PSW, you must use eXPRS.

How do PSWs report their time worked in eXPRS?

PSWs will use eXPRS Mobile-EVV, which is the eXPRS website that has been optimized for use on a mobile device.

- 1) For **attendant care services**, PSWs will use using eXPRS Mobile-EVV to document when they start working ("clock in") and when they stop working ("clock out") each day they work. eXPRS EVV then saves the required information about the attendant care shift to the main website.
- 2) For **non-attendant care services** and also at payroll time, PSWs will use the regular eXPRS website to create any needed billings, review their time worked, submit their time, and then print timesheets for their employer(s) to sign. Signed timesheets are then submitted to the authorizing CME for approval.

How often will the PSW need to bill for services and how often will they get paid?

When PSWs use eXPRS Mobile-EVV, Service Delivered Billing Entries (SDs) will be created that document the dates and times they start and stop work. These SDs are gathered into claims for payment in alignment with the PSW payroll schedule. Claims will then be sent to the FMAS payroll vendor who will then issue paychecks to PSWs.

How does a PSW learn how to enter their time worked billing information into eXPRS?

Watch the tutorial video: [eXPRS for Personal Support Workers](#). Also, visit the [eXPRS Help Menu](#) and look under the heading **PSW Providers** to find user guides and videos for PSWs in multiple languages on how to use eXPRS.

Why does a PSW have to fill out the eXPRS User Enrollment form?

This form gives a PSW access to eXPRS & eXPRS EVV, and is required by ODDS.

Is Direct Deposit mandatory?

No, but it is strongly encouraged. New or updated tax or other financial documents may need to be completed and submitted by some providers to the FMAS vendor designated to process payments for eXPRS.

Information on Oregon's **FMAS** vendor can be accessed from **PPL's** website here:
<http://publicpartnerships.com/programs/oregon/fmas/>

How does a PSW complete the Direct Deposit form?

Direct deposit forms for PSWs can be accessed from [PPL's Website](#).

How does a PSW create a Profile on Carina?

Follow the instructions on <https://or-hcc.org/>

Does a PSW have to be in the Oregon Home Care Commission's Registry

No. Completing and activating a provider profile in Carina is not required. It is used if the PSW wishes to be active and listed in searches by potential employers to find them and possibly offer them work.

Who should I contact about SEIU 503 Union questions, such dues, participation, or other information?

Questions about union membership, dues, and other union related issues should be directed to SEIU directly. SEIU's contact information is:

- Phone: 1-800-452-2146
- Email: salem@seiu503.org

Where are the PSW related forms located at so a PSW can access them?

There are many different forms, instructions, and other materials are available on various websites:

- [ODDS Website > Resources for Personal Support Workers](#)
- [eXPRS Facebook Page](#)
- [ODDS Facebook Page](#)

What if a PSW has a question that is not covered on this FAQ?

PSWs are encouraged to work with their local CME first regarding questions they may have. PSWs can also access the **Contact Us** link from the eXPRS log in page.