



**Frequently Asked Questions (FAQs) for
DD Personal Support Workers (PSWs)
Independent Contractor PSWs (IC-PSW)
and other DD Individual Service Providers**
UPDATED INFORMATION – 2/15/2015

Q: *There are so many different systems and organizations involved with being a PSW provider now; who are they and what do they do?*

A: Here's a summary of the different organizations, people and systems that PSW and IC-PSW providers may now be interacting with:

The Fiscal Intermediary (FI): This is a contracted entity that facilitates payroll to PSW and IC-PSW providers for the work that they have done for their I/DD customer employer. The provider's timesheet information is reviewed and then sent to the FI for them to process payroll and issues payments to providers. As of 7/1/2014 the single contracted FI agent for all PSW/IC-PSW providers who work for I/DD customer-employers in Oregon is **TNT Fiscal Intermediary Services**.

The Customer-Employer: This is the individual with I/DD who is employing a PSW or IC-PSW (or other DD individual provider) to deliver an array of services to support them in their home and/or community. The customer-employer establishes the type of service they wish the PSW or IC-PSW provider to deliver, when and where. The customer-employer maintains hire/fire authority and directs the care they receive.

In addition, the customer-employer must also sign off on any services delivered reports, time sheets or invoices verifying that the time worked as reported by the provider was indeed for the authorized services received.

The Customer-Employer's Representative: This may be a family member of the individual receiving services (or other person the individual or family has selected), and will assist or act as the "employer" for some duties, if the individual is unable to act in the above outlined employer capacity themselves.

A CDDP or Brokerage: This is an agency 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 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 provider and service contract/agreement development, and may assist in completing the necessary forms needed for paying the provider.

Office of Developmental Disability Services (ODDS): This is a service delivery office that is part of the State of Oregon's Department of Human Services (DHS). 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.

ODDS is in the process of restructuring statewide business processes to centralize the service authorization and payment of services to PSW/IC-PSW providers into one system. This includes enrolling all PSW/IC-PSW and other individual providers into the DHS provider database and implementation of the eXPRS payment system to facilitate that service authorization and payments.

DHS Provider Database: This is a centralized provider database that manages all the provider record information for DHS providers, including DD PSW/IC-PSW and other individual service providers. In order for providers to be available to have services authorized for them and to receive payment from DHS for those services, the provider must be enrolled, listed as "**approved to work**" (meaning they are active) and have an SPD/DHS provider ID number assigned to them.

Oregon Home Care Commission (OHCC): This is the state agency that acts as the “employer” for PSWs/IC-PSWs for the purpose of the collective bargaining process. The OHCC does many things, including providing support to PSWs/IC-PSWs through trainings and other information to assist providers in acquiring and improving their skills to deliver the best quality services to customer-employers, trainings for customer-employers, and manages the Registry & Referral System (see below).

OHCC Registry & Referral System (Registry): This is an online registry and referral system that is designed to assist customer-employers in finding potential providers to employ when they need providers to deliver services.

PSW/IC-PSW providers who are “**approved to work**” in the DHS provider database and have an SPD provider ID number assigned can set up a profile with the registry, if they wish to do so. This profile acts somewhat like an online resume for the provider, listing the provider’s skills, training, availability for work, etc. Customer-employers can search for providers who have active profiles to see if there are potential providers looking for work whom the customer-employer may be interested in employing.

Accessing and setting up a profile on the Registry is completely voluntary for the PSW/IC-PSW providers.

Service Employees International Union (SEIU): SEIU is the agency that represents the PSW, IC-PSW, HCWs in collective bargaining with the State. SEIU also represents and advocates for the PSW/IC-PSW providers in cases of grievances or issues involved with implementing the CBA.

PSW-HCW Collective Bargaining Agreement (CBA): The PSW-HCW CBA is a 2 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 HCW providers.

Questions related to “provider enrollment”

Q: *What does it mean for a PSW/IC-PSW to be “enrolled” as a provider?*

A: There are several types of “enrollments” that may be needed for a PSW or IC-PSW provider; it can be very confusing.

The first type of “enrollment” is what we consider “**Provider Enrollment**” and **is required for all providers working for individuals with I/DD, as of 7/1/14.** It involves the process to become registered and enrolled to the DHS Provider database, be assigned an SPD provider ID number and have a status of “**approved to work**” as that type of provider. Once a provider is fully registered/enrolled and has an “**approved to work**” status they are considered active and available to provide services, and receive payment for the work they do for their I/DD customer-employer(s) for the date range they are “**approved to work**”.

However, there are other types of “enrollment,” including different forms and activities that may be needed for the provider, **but are separate** from the “Provider Enrollment” process outlined above.

Other “Enrollment” processes include:

- **Fiscal Intermediary Provider Enrollment:** **This enrollment is also required,** and includes all the financial and other fiscal enrollment forms (such as W4, direct deposit forms, tax exemption declaration forms, etc.) needed for the provider to be set up with the designated Fiscal Intermediary agent (**as of 7/1/2014 this is TNT FI Services**) to receive payments for services provided to their I/DD customer-employer.
*****This enrollment processes must be completed BEFORE the provider is able to receive payment for work performed, and should be completed prior to any service authorization for the I/DD customer-employer that identifies/uses the provider.***

Those FI enrollment forms can be accessed from TNT FI’s website here:
<http://www.tntfi.com/enrollmentforms.html>

- **eXPRS User Enrollment:** This enrollment is optional, but is highly encouraged. This enrollment is to enable the provider to have access to the eXPRS payment system to directly submit the service delivery/dates-time worked information needed for services delivered to the customers who employ them, which is then used to create claims. These claims in

eXPRS (as of 7/1/14) are what will generate the payment the provider will receive from the designated fiscal intermediary agent.

The **eXPRS User Enrollment** form for PSW/IC-PSW providers is available here:

<http://apps.state.or.us/exprsDocs/EnrollIndividualProviderUserPSW.pdf>

Instructions on how to complete this form are available here:

<http://apps.state.or.us/exprsDocs/EnrollIndividualProviderUserPSWInstructions.pdf>

- **Oregon Home Care Commission Registry Enrollment:** This is enrollment is also option, and is to set up the provider’s profile (which acts somewhat like their resume’) on the OHCC Registry and Referral System. While this enrollment is optional for the provider, it must be completed **IF** the provider wants to be active in registry searches for other potential PSW/IC-PSW employment opportunities.

The **OHCC Registry and Referral System** website:

<https://www.or-hcc.org/>

Questions related to a provider’s SPD provider ID number

Q: *Why do PSW/IC-PSW providers need an SPD provider ID number?*

Services to individuals with I/DD are supported by various federal Medicaid programs and funding. And since the funds used to pay providers who work to deliver the services to their customer-employers with I/DD are Medicaid funds, the providers must be approved as Medicaid providers.

The process of “provider enrollment” and issuance of an SPD provider ID number to a PSW/IC-PSW is how the state verifies that the provider has met all the requirements to be approved as a Medicaid provider to be authorized to deliver services and receive payment.

A provider’s SPD provider ID number is also what enables the provider to access the OHCC Registry and Referral system.

Q: *Do providers who are currently Home Care Workers also need a new provider number to be a DD PSW?*

Yes. Even though the work performed may be very similar, a home care worker (HCW) is considered to be a different type of provider than a personal support worker (PSW). Since they are different types of provider, the provider, if doing both, would need to be assigned a separate SPD provider ID number for each type.

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

The time it takes complete the enrollment process and assign an SPD provider ID number can vary, as it involves many steps. While we are working diligently to process provider enrollment records for SPD provider ID number assignment, the process can take several weeks.

Q: *How does a PSW/IC-PSW get an SPD provider ID number?*

A: An SPD provider ID number is assigned as part of the Provider Enrollment and Registration process to the DHS provider database. Enrollment and activation in the DHS provider database is required for a provider to deliver Medicaid qualifying services to individuals with I/DD. This enrollment process includes DHS receiving all of the provider's demographic information (name, DOB, address, SSN/TIN, etc.) and the provider's credential information which includes:

- a signed PEAA, which must be re-newed every 2 years; **and**
- an approved CHC, which must be re-newed every 2 years; **and**
- verification that the provider has passed the required ACA provider validation checks, which include:
 - passes verification of identity (name & SSN/TIN) with the IRS/Social Security;
 - passes checks against the Medicaid Banned Provider databases (OIG & SAM); **and**
 - verification that the provider is not listed on the Death Master file.

Once these verifications are cleared/passed and the provider's record information is successfully loaded to the DHS provider database, an SPD provider ID number will be assigned for the provider for the type of work they will be doing. The provider now has a status of "**approved to work**" and a date range for that status. Providers can be more than one type of provider (for example: can be a PSW and Home Care Worker provider). If a provider is listed as more than one provider type, they may receive a

separate number and be “**approved to work**” separately for each type for different dates.

Q: *How can a PSW/IC-PSW find out what their SPD provider ID number is?*

A: Providers should receive notification (by mail or email) when a SPD provider ID number has been assigned to them. If for some reason providers do not receive this notification and wish to confirm their provider number, they can contact the DHS Provider Relations Unit at:

Email: psw.enrollment@state.or.us
Fax: 503-947-5357
Phone: 1-800-241-3013
US Mail: Provider Relations Unit
P. O. Box 14990
Salem, OR 97309-5083

Q: *If a provider has questions about the DD PSW Provider Enrollment Application and Agreement (PEAA) form. Who do they contact?*

A: Please contact the DHS Provider Relations Unit at:

Email: psw.enrollment@state.or.us
Fax: 503-947-5357
Phone: 1-800-241-3013
US Mail: Provider Relations Unit
P. O. Box 14990
Salem, OR 97309-5083

Q: *How does a provider get a Criminal History Check (CHC)?*

A: Providers should work with the CDDP or Brokerage that authorizes services for their customer-employer to have the Criminal History Check forms and fitness determination completed or re-newed.

Q: *How can a provider find out the last time they had a Criminal History Check (CHC)?*

A: Providers should check with the CDDP or Brokerage that authorizes services for their customer-employer. The CDDP or Brokerage should have access to this CHC information.

Q: *If a provider has a current CHC; do they need to have another one?*

A: That depends on when the CHC was last completed/approved. ODDS has updated their program policy to require Criminal History Checks for PSW, IC-PSW and other individual providers to be renewed every 2 years. If the provider's CHC is current (meaning it was completed and approved within the past 2 years), then they will only need to get a new CHC when their current CHC expires.

Questions related to the eXPRS Payment System

Q: *What is "eXPRS"?*

A: "eXPRS" (pronounced "express") is the acronym for the **Express Payment and Reporting System**. This system is the web-based computer program that ODDS uses to authorize services for individuals with I/DD in Oregon, and to process claims for payments to providers for the services they provide.

Q: *Why do PSW/IC-PSWs have to use eXPRS in order to get paid?*

A: DHS is continuing to transition the authorization and payment of all services provided to individuals with I/DD in Oregon to be in one centralized state system. The system that facilitates this for ODDS and I/DD individual services is eXPRS. DHS is adding the authorization and payment of In-Home & Community based services for individuals with I/DD statewide to this system. DD providers of In-Home & Community services to an individual with I/DD (such as a PSW or Independent Contractor) will have their services authorized, dates-time worked for services delivered information and claims processed using eXPRS very soon (target date January 2015).

Q: *How will using eXPRS change how the PSW/IC-PSWs get paid?*

A: How PSW or IC-PSW providers get paid will change in some regards, and stay the same in others.

Previously, PSW and IC-PSW providers were receiving payments from a Fiscal Intermediary (FI) service that worked with the CDDP or Brokerage that assisted the provider's customer-employer. If a provider worked for

clients from more than one CDDP or Brokerage, then they received may have received their paychecks from different agents.

As of 7/1/2014, the state began using a single FI agency for all PSW/IC-PSW providers statewide. This FI agency is **TNT FI Services**. All timesheets from all CDDPs and Brokerages for providers are now sent to this single FI agent to process provider payments. This will hopefully be more helpful to providers to receive their payments from a single source, no matter which or how many CDDP or Brokerages they are coordinating with. When service authorizations and payments for PSW/IC-PSW providers transition to using eXPRS, the information from time sheets/invoices submitted by providers that report the date/time worked will need to also be entered into eXPRS. That date/time worked information entered will be sent to TNT FI directly from eXPRS. TNT FI will use the information from eXPRS to process payroll payments to providers for the work they have done.

Q: *How will using eXPRS change how PSW/IC-PSWs report their time worked?*

A: Using eXPRS to report date/time worked information as a PSW or IC-PSW provider will involve 2 steps:

1. eXPRS will have a "**Services Delivered**" reporting form available (modeled after the time-sheet forms similar to what providers may be using now). This form can be used to report the dates/times worked, and will need to be completed/signed by the provider, signed by the customer-employer to document and verify the hours worked/services received, and then submitted to the Brokerage or CDDP for the customer-employer they worked for, much like the process used now. Providers will need to complete and submit a paper timesheet/invoice like they have in the past. They can use the eXPRS forms provided, or the forms provided by the CDDP or Brokerage.
2. After that, the dates/time worked information on the "**Services Delivered**" reporting form (or other timesheet/invoice) must be entered into eXPRS, so it can be used to create claims for payment back to the provider. Providers can report this dates/time worked information directly by using eXPRS themselves (this is **HIGHLY** encouraged) and then print the completed form for signatures, or indicate on the

“Services Delivered” reporting form if they authorize someone else (eg: designated staff person) to enter the information in eXPRS on their behalf. Additional information and training on how to submit these forms and enter dates/time worked information directly into eXPRS will be provided very soon.

Q: *How will using eXPRS benefit the PSW/IC-PSW provider?*

A: Using eXPRS will allow providers to view and access service authorization, services delivered data reported/entered and claims/payment information and track the status of their time worked billings submitted in real time in one, centralized place. This will be especially beneficial if providers work for more than one customer-employer.

Q: *What does it mean to "file a claim" in eXPRS?*

A: When remaining services for individuals with I/DD transition to using eXPRS, providers will need to report their dates/times worked information in the system. This information should be the same information reported on the provider’s timesheet/invoice or the **“Services Delivered”** reporting form (may have been previously called a "timesheet"). The system has no way of knowing what dates/times a provider actually worked or what service was actually provided until it’s reported and entered. That dates/time worked information is then used to create claims, which is used to generate payments back to the provider. The process of reporting and entering the dates/times worked delivering a specific service into eXPRS, which then uses that information to create claims to ultimately generate a payment, is part of "filing a claim."

Q: *How does the PSW/IC-PSW get paid if they don't have internet access or decline to use eXPRS directly?*

A: DHS will also have an alternate, manual submission process for providers to report the date/time worked for a customer-employer. This information, after submitted on paper, will be used by a designated 3rd party to enter data in eXPRS needed to create claims for the provider, on their behalf. There will be more information made available when that process is finalized.

Q: *How often will the PSW/IC-PSW need to submit claims and how often will they get paid?*

A: Services delivered information (date/time worked for services provided) for each customer-employer can be entered into eXPRS as frequently as the provider would like. That information is then processed, gathered and put into "claims" in payment cycles scheduled to coincide with the payroll timelines/schedule established with TNT FI each month. The claims information from the payment cycle will then be sent to TNT FI, who will then process payments/paychecks to providers.

Q: *How does a provider learn how to enter their time worked information into eXPRS?*

A: ODDS and the eXPRS team have created training videos for PSW & IC-PSW providers on how to use the eXPRS system for time worked data entry. Providers can access these training videos from YouTube at any time by using these links:

- **PSW eXPRS Training - Part 1 (Overview)**
<https://www.youtube.com/watch?v=lx3JXCxXObY>
- **PSW eXPRS Training - Part 2 (Billing Demonstration)**
<https://www.youtube.com/watch?v=A33OaN9Nrbg>

In addition, there are many resources and user assistance guides posted for PSW & IC-PSW providers on the eXPRS Help Menu. You can access that Help Menu information by using this link:

- **eXPRS Help Menu Resource & Assistance Guides**
<http://apps.state.or.us/exprsDocs/>

Q: *Why does the provider have to fill out the eXPRS User Enrollment form?*

A: The eXPRS User Enrollment form is required to be completed and submitted **IF** a provider wishes to have direct access to eXPRS themselves to view their service authorizations, report their dates-time worked information for services delivered, and view claims. However, while a provider having direct access to eXPRS to do this work themselves is highly encouraged, it is not required.

Q: *What does the role name - Provider POC Claims Manager - in the middle section of the eXPRS User Enrollment form mean?*

A: "Provider POC Claims Manager" is the name of the user role that providers will need in order to view their service authorizations, report their dates-time worked for services delivered, view their claims and payment information directly in eXPRS themselves.

Questions about getting paid as a provider

Q: *If a provider operates as a business with a separate business name and tax ID number, are they now required to complete a W-4 form to have withholdings on this income even though they are not anyone's employee?*

A: Probably not. New or updated tax or other financial documents may need to be completed and submitted by some providers to the new Fiscal Intermediary agency - TNT FI Services - who is designated to process payments for eXPRS when the eXPRS system process is implemented. Addition information will be made available to providers, if/as needed.

Q: *Is Direct Deposit mandatory?*

A: 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 new Fiscal Intermediary agency - TNT FI Services - who is designated to process payments for eXPRS when the eXPRS system process is implemented. Addition information will be made available to providers, if/as needed.

The FI enrollment forms can be access from TNT FI's website here:
<http://www.tntfi.com/enrollmentforms.html>

Q: *How does a provider complete the Direct Deposit form?*

A: New or updated tax or other financial documents may need to be completed and submitted by some providers to the new Fiscal Intermediary agency - TNT FI Services - who is designated to process payments for eXPRS when the eXPRS system process is implemented. Addition information will be made available to providers, if/as needed.

The FI enrollment forms can be access from TNT FI's website here:
<http://www.tntfi.com/enrollmentforms.html>

Q: *If a provider already has direct deposit set up; do they need to send the form in again?*

A: New or updated tax or other financial documents may need to be completed and submitted by some providers to the new Fiscal Intermediary agency - TNT FI Services - who is designated to process payments for eXPRS when the eXPRS system process is implemented. Addition information will be made available to providers, if/as needed.

The FI enrollment forms can be access from TNT FI's website here:
<http://www.tntfi.com/enrollmentforms.html>

Q: *Can a provider have Direct Deposit to their business account?*

A: New or updated tax or other financial documents may need to be completed and submitted by some providers to the new Fiscal Intermediary agency - TNT FI Services - who is designated to process payments for eXPRS when the eXPRS system process is implemented. Addition information will be made available to providers, if/as needed.

The FI enrollment forms can be access from TNT FI's website here:
<http://www.tntfi.com/enrollmentforms.html>

Q: *Can a provider have Direct Deposit to a prepaid card?*

A: New or updated tax or other financial documents may need to be completed and submitted by some providers to the new Fiscal Intermediary agency - TNT FI Services - who is designated to process payments for eXPRS when the eXPRS system process is implemented. Addition information will be made available to providers, if/as needed.

The FI enrollment forms can be access from TNT FI's website here:
<http://www.tntfi.com/enrollmentforms.html>

Q: *Where does the provider send the Direct Deposit form?*

A: New or updated tax or other financial documents may need to be completed and submitted by some providers to the new Fiscal Intermediary agency - TNT FI Services - who is designated to process payments for eXPRS when the eXPRS system process is implemented. Additional information will be made available to providers, if/as needed.

The FI enrollment forms can be accessed from TNT FI's website here:

<http://www.tntfi.com/enrollmentforms.html>

Questions about the OHCC Registry

Q: *How does a PSW/IC-PSW provider login to the Registry to create a profile?*

The PSW/IC-PSW will need to know their SPD provider ID number to access the Registry. Once received, the provider can follow these steps:

- Go to www.or-hcc.org
- Select the program, for example, People with Developmental or Intellectual Disabilities
- Click on the **“Click to Register”** button
- Then create a provider profile by filling in the appropriate details. Please note, your user name cannot be the same as your personal Name or SPD provider ID number.

For assistance with the registry, call toll free:

- 1-877-867-0077, then select option #1

Q: *Does a PSW/IC-PSW have to be in the Oregon Home Care Commission's (OHCC) Registry?*

A: No. Completing and activating a provider profile in the OHCC Registry is not required UNLESS the provider wishes to be active and listed in searches by potential customer-employers to find them and possibly offer them work. If the provider is happy working for the customer(s) they have now and do not want additional, possible employment, then the provider does not need to do anything.

Questions regarding the SEIU Union and Collective Bargaining Agreement

Q: *What if a PSW or IC-PSW doesn't want to be part of the Union?*

A: 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

Q: *What if a PSW or IC-PSW doesn't want union dues withheld from my paychecks.*

A: 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

Q: *Why does a PSW or IC-PSW have to pay union dues? What if a PSW or IC-PSW doesn't want to pay dues?*

A: 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

Q: *Why does the union get the provider's information?*

A: 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

Other General Questions

Q: *Where are the PSW related forms located at so a provider can access them?*

The many different forms and form instructions, and other materials are available for PSW and IC-PSW providers and can be accessed by going to this website:

<http://www.oregon.gov/dhs/paa>

Updated and additional forms and information are being added from time-to-time, as well as versions in alternative languages. PSW and IC-PSWs are encouraged to check this website periodically for updated forms and information.

Providers are also encouraged to follow the social media Facebook pages for both ODDS and eXPRS. New and updated information is posted via these pages frequently.

- **eXPRS Facebook page:**
<https://www.facebook.com/EXPRSpaymentsystem>
- **ODDS Facebook page:**
<https://www.facebook.com/pages/Oregon-Developmental-Disabilities>

Q: What if a PSW or IC-PSW has a question that is not covered on this FAQ?

We would encourage PSW and IC-PSW providers to work with their local CDDP or Brokerage first regarding questions they may have on this transition process.

Additional questions if not able to be answered by the local CDDP or Brokerage agency can be routed to the following entity/topic by the corresponding email or phone provided below. Given the high volume of workload related to this transition project, we ask that providers please be patient when awaiting a response.

- **SPD provider ID number, provider enrollment process/status, and PEAA questions:** psw.providerenrollment@state.or.us
- **eXPRS user enrollment/training questions:**
info.exprs@state.or.us
- **Oregon Home Care Commission questions and Registry:**
DD-MH.OHCC@state.or.us
Or by toll free: 1-877-867-0077, then select option #1

- **SEIU Union related questions:**
salem@seiu503.org
Or by toll free: 1-800-452-2146
- **Fiscal Intermediary or payroll questions:**
TNT Fiscal Intermediary Services
<http://www.tntfi.com/enrollmentforms.html>
Phone: 503-463-0134
Fax: 503-463-0179