

# Office of Developmental Disabilities

A message from Lilia Teninty, Director



March 13, 2017

To: All ODDS Staff and Stakeholders

From: Lilia Teninty, Director, Office of Developmental Disabilities Services

Here are some tips to help Personal Support Workers and employers when seeking help to resolve paperwork issues with the payment vendor, PPL.

## 1. Contact PPL

- Your first step to resolve problems is to contact PPL's customer service:
  - 1-888-419-7705
  - Spanish: 1-888-419-7720
  - Russian: 1-888-419-7724
  - email: [PPLORFMAS-CS@pcgus.com](mailto:PPLORFMAS-CS@pcgus.com)
- When you call, be sure to note the date and time of the call and the name of the person you spoke with.

## 2. **If you are not getting the support you need from PPL, we encourage you to file a formal complaint.** As part of the contract with PPL we are monitoring these complaints.

You can file a formal complaint via email or phone.

- By email:
  - Send email [PPLORFMAS-CS@pcgus.com](mailto:PPLORFMAS-CS@pcgus.com)
  - In the subject line type "Formal Complaint"
  - In the body, explain your complaint
  - PPL may follow up and request you to fill out another document
- By phone:
  - 888-419-7705
  - Spanish 888-419-7720
  - Russian 888-419-7724

- When you call, state that you want to file a formal complaint

3. Contact the County Developmental Disability Program or Brokerage staff to get help.

As a reminder, the contingency plan we created was designed to help make sure providers got paid during the transition to PPL. It helped most providers get paid; in fact 9,631 PSWs got paid in the last pay cycle. Due to tax laws we needed to end the contingency.

**To be paid on March 30 for work from March 1 through March 15, all paperwork must be submitted by noon on March 14 via email or fax.**

To get updates and other helpful information, you can “Follow” these Facebook pages: ODDS (@oregonDHS.IDD), eXPRS payment system (@EXPRSpaymentsystem) or the Home Care Commission (@OregonHomeCareCommission). You can also follow ODDS on twitter (@OregonODDS).

Thank you all for helping us complete this transition process to get providers paid and continue supports for the individuals we serve.

Sincerely,  
Lilia

Lilia Teninty  
Director  
Office of Developmental Disabilities Services

Learn more about the [Office of Developmental Disabilities Services](#).

If you have a disability and need this document in another format, please send an email to [DHS.Forms@state.or.us](mailto:DHS.Forms@state.or.us) or contact the Office of Document Management at (503) 378-3523; TTY at 503-378-3523.