

Office of Developmental Disabilities

A message from Lilia Teninty, Director



March 31, 2017

To: All ODDS Staff and Stakeholders

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

Beginning April 1, 2017, Personal Support Workers (PSWs) will no longer be able to work if they are not “good to go” or if the employer of record is not “good to go.” Good to go means all legal paperwork has been submitted to PPL and the paperwork is confirmed to be valid.

ODDS recently sent letters to PSWs and employers that still needed to complete their paperwork. Community Developmental Disability Programs (CDDPs) and Brokerages also contacted PSWs and employers. SEIU helped with PSW communications, too.

Those actions follow months of contacts by CDDPs, Brokerages and PPL to help PSWs and employers complete the necessary paperwork. Additionally, my messages on February 1, March 6, and March 13 all addressed the need to complete the paperwork.

1 percent of the PSW workforce are affected by this prohibition. More than 17,000 PSWs are good to go.

The contingency plan needed to end because there would be negative tax consequences to PSWs, employers and the state if we continued it. The contingency plan had allowed PSWs to get paid during the transition to PPL even if the required paperwork wasn't complete.

PSWs are crucial to the IDD system and the lives of the individuals we support. It's important that all PSWs and employers submit the required paperwork so that support isn't interrupted.

Payroll transition to PPL

The payroll transition work began in August 2016. It included several changes to data systems, training and information sessions to CDDPs and Brokerages, and in-person information and enrollment sessions to help PSWs and employers complete necessary paperwork.

Even with the extensive preparation, the transition to PPL has not been as smooth as we had expected. We continue to work with PPL to resolve problems and have directed them to improve their customer service. We also continue to work with CDDPs and Brokerages to get paperwork issues resolved for Employers and PSWs.

Again, the contingency protocol was put in place to ensure PSWs got paid while paperwork issues were resolved. It began in January and it ended on February 28. That contingency made it possible to pay most PSWs on time.

Resolving paperwork problems

PSWs and employers: If you are having problems completing the paperwork, follow these steps:

1. Contact PPL's customer service department

- 1-888-419-7705
- Spanish: 1-888-419-7720
- Russian: 1-888-419-7724
- email: 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
 - 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.

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 or contact the Office of Document Management at (503) 378-3523; TTY at 503-378-3523.