

Office of Developmental Disabilities

A message from Lilia Teninty, Director



March 6, 2017

To: All ODDS Staff and Stakeholders

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

After several months of working to get all Personal Support Worker (PSW) and employer paperwork submitted to PPL, we need to end the “contingency plan” we put in place to help with the transition process. The contingency plan made it possible to pay 9,631 PSWs in the last pay cycle.

The contingency plan was temporary, to give PSWs and Employers more time to complete and submit their paperwork. Due to federal tax requirements, we must end the contingency plan effective the payroll period that ended on February 28, 2017. If we don't end the contingency plan now, there could be negative tax implications for the state, Employers and PSWs. We don't want that to happen.

If you are due payments for the payroll period of February 16 through February 28 you will be paid on March 15 on the contingency protocol, but no further payments will be made until all paperwork has been submitted.

The good news is over 11,220 PSWs and their employers have everything submitted and are “good to go” with everything that is needed submitted to PPL. Paperwork still needs to be completed for the remaining PSWs. That paperwork may include one form or more forms that need to be redone in whole, or in part, by either the PSW or the employer.

In order for a PSW and employer to be “good to go” both parties need to have everything submitted correctly. If you're contacted about getting something submitted, please follow-up, even if you submitted the information before. It may be a small problem with a form that can be fixed quickly, like leaving something blank or not signing in one place.

We've shared the details of what is needed for each PSW and employer with CDDPs and Brokerages and we've asked them to contact PSWs and employers directly to discuss and get the forms from PPL and submit them

back to PPL. The STEPS teams have also offered to help and may be involved in contacting PSWs and employers in different areas of the state.

If you are contacted about missing forms, please follow the directions given and submit the paperwork by the due dates below.

Deadlines

To be paid on March 30 for work from March 1 through March 15, all paperwork must be submitted by the following dates.

The **deadline for submitting paperwork** depends on how it is being submitted:

- Submitting by mail? PSW and Employer paperwork must be in the mail to PPL by noon, March 10.
- Submitting by email or fax? PSW and Employer paperwork must be in the PPL office no later than noon, March 14

If deadlines are met

The PSW will be paid on time for the pay period ending March 15, if the timesheet is submitted and approved by the regular deadline.

If deadlines are not met

For employers: If paperwork issues have not been resolved by March 14 you will not be allowed to authorize work for a PSW.

If this happens, your case management entity will need to work with you to find care for the individual through agency providers until the paperwork is submitted and entered at PPL.

For PSWs: If paperwork issues have not been resolved by March 15 you will not be allowed to work for any individual in the ODDS program as a personal support worker.

Any hours worked for that time period that the state is unable to pay due to missing paperwork will be held in a pending status, meaning the check will not be issued until the paperwork has been submitted. When the paperwork is submitted and verified as complete, you will get paid then for March 1 – 15 and for days worked after the completed paperwork is submitted.

Resolving paperwork problems

The CDDPs, Brokerages and State CIIS staff received a list of PSWs and Employers with missing paperwork, and what paperwork is missing. They will continue to help PSWs and Employers complete what needs to be submitted. STEPS consultants are also involved in some areas of the state and PPL also has this information and the forms.

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 are also continuing 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 is ending at the end of February. That contingency made it possible to pay most PSWs on time.

For more information

What should you do if you have questions about the information that needs to be submitted? Your first step 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

You can also "Follow" ODDS' Facebook page, the eXPRS page or the Home Care Commission page on Facebook to get updates and helpful information.

Thank you all for helping us complete this transition process.

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.