

Office of Developmental Disabilities

A message from Lilia Teninty, Director



February 1, 2017

To: All ODDS Staff and Stakeholders

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

I am writing today with an update on the Personal Support Worker (PSW) payroll transition to PPL. Personal Support Worker (PSW) and employer enrollment with PPL has not gone as seamlessly as we would have liked. I'd like to acknowledge and thank everyone involved in this very difficult process.

CDDPs and Brokerages stepped up to get packets to employers and PSWs and have followed-up with them to get paperwork submitted. As we have worked with PPL to identify gaps in information, CDDPs and Brokerages again worked to fill in those gaps. Individuals and families have worked hard to complete necessary employer paperwork. And most importantly, PSWs have completed packets and tracked down information in the midst of the vital work they do with clients. All of this help has been instrumental, thank you.

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 are working with PPL to resolve the problems and have directed them to improve their customer service.

If you got a robocall from PPL

PPL recently did a robocall to notify employers and PSWs about missing paperwork. Some people who got the calls did not understand what they were supposed to do. If you are an employer of record, the call most likely was because of a problem with your Employer Identification Number. If you got the robocall you need to contact PPL right away to find out what is missing and get paperwork issues resolved.

Contingency plan extended

We have extended the contingency plan for payroll through the February 28 pay period. If the PSW and employer submitted accurate Social Security and Employer Identification Numbers, PSWs will get paid during the contingency period, even if other paperwork hasn't been completed. That contingency plan made it possible to pay 99.2 percent of PSWs on January 18, 2017.

Until April, PPL is providing a list to CDDPs and Brokerages of PSWs not paid. If an administrative error caused the error it will be fixed and the PSW paid the next week. If additional information needs to be submitted, the PSW will need to contact PPL to find out what is missing.

Please know that after the contingency plan ends, all required information from employers and PSWs will need to be complete and logged at PPL in order to issue paychecks on time.

Direct deposit and W-2s

We know there were issues with direct deposit for PSWs who had not submitted the needed documentation before December 22, 2016 for the first pay period.

PSWs that submitted direct deposit documentation before December 22, 2016 should have received direct deposit for the first pay period. Due to legal restrictions, TNT was unable to provide direct deposit information to PPL during the transition.

W-2s for work done between January 1 and December 31, 2016 will come from TNT since they were the payroll entity for all of 2016.

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.

Sincerely,
Lilia

Lilia Teninty
Director
Office of Developmental Disabilities Services

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