This IM is a follow up to the announcement made during the May CME directors meeting regarding the PPL Enrollment Changes.

We are excited for PPL to implement the High Touch Enrollment process beginning June 1, 2021. This is a web portal where Employers and PSWs can securely complete paperwork online with the assistance of a PPL Enrollment specialist in their required language. This process will shorten enrollment times by one to two weeks.

CMEs will continue to provide the initial information as you do now. For those CMEs that provided an email address you will receive status updates on the enrollments submitted by your agency. If you have not submitted an email address please submit to Leaann.stutheit@dhsoha.state.or.us.

Once PPL receives the information from the CME they will contact the enrollee with a ‘Welcome Call’ from a live enrollment person. That representative will review the demographic information provided in BetterOnline with the enrollee to insure it is correct. After that, the PPL enrollment specialist will offer them the opportunity to
receive their packet via DocuSign (explaining what that is) or if they would prefer to have a paper packet in the mail. If they choose the mail option, PPL will mail the packets from the Phoenix office within 1 – 2 business days.

Please direct questions about this new process to pplorodds@pcgus.com as PPL’s Customer service is able to respond to general process inquiries but not specifics. PPL will also publish an FAQ on the program page the first of June and update it as questions come in.

Questions about this transmittal sent to ODDS.Questions@dhsoha.state.or.us will be addressed during the regularly scheduled webinars (2nd Wednesday of the month at 2:00 pm):

Join Microsoft Teams Meeting
OR
+1 971-277-2343
Conference ID: 403 980 561#

If you have any questions about this information, contact:

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<th>Contact(s): Vanessa Richkind</th>
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<tr>
<td>Phone:</td>
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<tr>
<td>Email: <a href="mailto:vanessa.richkind@dhsoha.state.or.us">vanessa.richkind@dhsoha.state.or.us</a></td>
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