

# Information Memorandum Transmittal Developmental Disabilities Services



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**Number: DD-IM-21-041**

**Issue date: 5/28/2021**

**Topic:** Developmental Disabilities

**Due date: 6/1/2021**

**Subject:** PPL Enrollment Changes

**Applies to (check all that apply):**

- |   |  |
|---|--|
| <input type="checkbox"/> All DHS employees                              | <input type="checkbox"/> County Mental Health Directors                        |
| <input type="checkbox"/> Area Agencies on Aging: {Select type}          | <input type="checkbox"/> Health Services                                       |
| <input type="checkbox"/> Aging and People with Disabilities             | <input type="checkbox"/> Office of Developmental Disabilities Services (ODDS)  |
| <input type="checkbox"/> Self Sufficiency Programs                      | <input checked="" type="checkbox"/> ODDS Children's Intensive In Home Services |
| <input checked="" type="checkbox"/> County DD Program Managers          | <input type="checkbox"/> Stabilization and Crisis Unit (SACU)                  |
| <input checked="" type="checkbox"/> Support Service Brokerage Directors | <input type="checkbox"/> Other ( <i>please specify</i> ):                      |
| <input type="checkbox"/> ODDS Children's Residential Services           |  |
| <input type="checkbox"/> Child Welfare Programs                         |  |

**Message:**

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@dhsosha.state.or.us](mailto:Leaann.stutheit@dhsosha.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](mailto: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.

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Questions about this transmittal sent to [ODDS.Questions@dhsoha.state.or.us](mailto: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](tel:+19712772343)

Conference ID: 403 980 561#

*If you have any questions about this information, contact:*

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