Developmental Disabilities Services

Information Memorandum Transmittal

Lilia Teninty

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Number: APD-IM-17-076
Issue date: 10/13/2017

Topic: Developmental Disabilities

Subject: Transition of Provider Enrollment Services

Applies to (check all that apply):

- All DHS employees
- Area Agencies on Aging
- Aging and People with Disabilities
- Self Sufficiency Programs
- County DD Program Managers
- ODDS Children’s Residential Services
- Child Welfare Programs
- County Mental Health Directors
- Health Services
- Office of Developmental Disabilities Services (ODDS)
- ODDS Children’s Intensive In Home Services
- Stabilization and Crisis Unit (SACU)
- Other (please specify): Case Managers, Personal Agents, and CME Support Staff

Message:

Effective October 2, 2017 all Provider Enrollment Services for the Office of Developmental Disabilities (ODDS) will be transferred to the Contracts and Provider Administration Unit (CPAU).

Routing for Provider Enrollment Agreements and Support will be as follows:

<table>
<thead>
<tr>
<th>Area</th>
<th>Email</th>
<th>Support Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td>Personal Support Worker Enrollment</td>
<td><a href="mailto:psw.enrollment@state.or.us">psw.enrollment@state.or.us</a></td>
<td>844-874-2788 Option #4</td>
</tr>
<tr>
<td>Independent Contractor (Discovery,</td>
<td><a href="mailto:ODDS.providerenrollment@state.or.us">ODDS.providerenrollment@state.or.us</a></td>
<td>503-947-5179</td>
</tr>
<tr>
<td>Behavior Consultant, Job Developer)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Provider Agency Enrollment</td>
<td><a href="mailto:ODDS.providerenrollment@state.or.us">ODDS.providerenrollment@state.or.us</a></td>
<td>503-947-5179</td>
</tr>
<tr>
<td>PSW Payment Issues*</td>
<td><a href="mailto:psw.paymentissues@state.or.us">psw.paymentissues@state.or.us</a></td>
<td>844-874-2788 Option #2</td>
</tr>
<tr>
<td>Provider Agency Support</td>
<td><a href="mailto:ODDS.providerenrollment@state.or.us">ODDS.providerenrollment@state.or.us</a></td>
<td>503-947-5179</td>
</tr>
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**NOTE:** PSW Payment Issues and eXPRS lockouts or Account Questions will not be answered ‘live’. It is recommended for PSWs to email questions or concerns. PSW Payment Issues is to only be utilized *after* the PSW has contacted the CME and the CME has made the determination that they are unable to support the PSW further.

Fax for Submissions: 503-945-6219  
Mailing Address:  
Contracts and Provider Administration Unit  
500 Summer St., E-09  
Salem, OR 97301  

Additionally, some operational changes will be made to streamline the process for enrollments. Those changes are:

- All PEAA’s will be reviewed for completeness *prior* to being accepted by CPAU. Any PEAA that is not fully completed will be rejected with a notification sent to the provider and submitting CME (if known) along with instructions for how to correct. Any rejected PEAA must be resubmitted.
- CME’s may request an update on any submitted PEAA by sending an email to psw.enrollment@state.or.us with the **Subject: Request for Update**. An update will be provided within 2 business days to the requester.

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

<table>
<thead>
<tr>
<th>Contact(s):</th>
<th>Jess Cline</th>
</tr>
</thead>
<tbody>
<tr>
<td>Phone</td>
<td>503-449-6138</td>
</tr>
<tr>
<td>Email</td>
<td><a href="mailto:jess.m.cline@state.or.us">jess.m.cline@state.or.us</a></td>
</tr>
<tr>
<td>Fax</td>
<td>503-945-6219</td>
</tr>
</tbody>
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