

Whom to Call for Questions – Personal Support Workers

If you have questions or concerns about:

Report abuse of an older person, person with a disability, or child		1-855-503-7233
Enrolling as a provider	Local Community Developmental Disabilities Program (CDDP) or Support Services Brokerage	CDDP: http://www.oregon.gov/DHS/SENIORS-DISABILITIES/DD/Pages/county-programs.aspx Brokerage: http://www.oregon.gov/DHS/SENIORS-DISABILITIES/DD/Pages/Support-Services-Brokerages.aspx
Information on ODDS Provider Service Agreement	Consumer-employer and case management entity	
Questions about when and how to do a task	Consumer-employer	
Attendance	Consumer-employer	
Authorized hours	Consumer-employer and case management entity	

Using eXPRS		1-844-874-2788
Payment issues	Public Partnerships, LLC	http://publicpartnerships.com/programs/Oregon/fmas PPLORFMAS@pcgus.com 1-888-419-7705 (English) 1-888-419-7720 (Spanish) 1-888-419-7734 (Russian) 1-888-360-5899 (TTY)
Travel time	Case management entity	
Report work-related safety concerns	Case management entity	
Changes in your consumer-employer's condition or hospitalization	Case management entity	
Workers' compensation	Workers' compensation coordinator	1-888-365-0001
Registry	OHCC	1-877-267-0077
Training/CPR	OHCC	1-877-267-0077
Medical benefits	Homecare Workers Supplemental Trust &	1-844-507-7554, option 3, then option 4

	Benefits Trust	
Paid time-off	Homecare Workers Supplemental Trust & Benefits Trust	1-844-507-7554, option 3, then option 4
Questions about CBA	SEIU, Local 503 Member Resource Center	1-877-451-0002
Community Resources	ADRC of Oregon	1-855-ORE-ADRC (673-2372) www.ADRCoforegon.org
Report Medicaid fraud		1-888-FRAUD-01
Report Medicare fraud		1-800-MEDICARE