

## Frequently Called

# Referral Numbers

| WHO to call  | PURPOSE of call  | PHONE NUMBER   |
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| <b>SEIU Local 503 Member Resource Center</b>                                 | For all questions involving our contract, our union, and our rights!   | Toll Free 1-877-451-0002   |
| <b>Our Homecare Union, SEIU Local 503</b>                                    | To get active in campaigns to strengthen homecare worker rights, advocate for our consumer-employers and build our labor movement!   | Salem 503.581.1505<br>Portland 503.408.4090<br>Eugene 541.342.1055<br>Medford 541.779.4324<br>Pendleton 541.276.4983   |
| <b>Local APD or AAA office</b><br>-CEP Specialist<br>-Case Manager           | <ul style="list-style-type: none"> <li>Voucher and pay related issues, including applications and late pay</li> <li>Issues regarding a case, such as Authorized Hours</li> </ul> | Contact your local APD or AAA  |
| <b>Homecare Benefits and Supplemental Trust</b>                              | Medical, vision or dental insurance for Homecare Workers who meet the criteria determined by the Trust   | Toll free 1.844.507.7554   |
| <b>OHCC</b><br>Oregon Home Care Commission REGISTRY & REFERRAL SYSTEM        | Issues involving access to the Registry and Referral System, which matches consumer-employers with Homecare Workers available for work.  | Toll free 1.877.867.0077 select option 1<br><a href="http://www.oregon.gov/dhs/spd/pages/adv/hcc/index.aspx">http://www.oregon.gov/dhs/spd/pages/adv/hcc/index.aspx</a>  |
| <b>OHCC Oregon Home Care Commission TRAINING PROGRAM</b>                     | Accessing training for Homecare Workers<br>- Register early<br>- Cancel if necessary   | Salem 503.378.3957<br>Toll free 1.877.867.0077 select option 2<br>training.ohcc@state.or.us<br><a href="http://www.oregon.gov/dhs/spd/pages/adv/hcc/index.aspx">http://www.oregon.gov/dhs/spd/pages/adv/hcc/index.aspx</a> |
| <b>OHCC</b><br>Oregon Home Care Commission WORKERS' COMPENSATION COORDINATOR | When a physical injury occurs on the job as a direct result of doing an assigned task.   | Salem 503.378.3099<br>Toll free 1.888.365.0001<br><br><a href="http://www.oregon.gov/dhs/spd/pages/adv/hcc/index.aspx">http://www.oregon.gov/dhs/spd/pages/adv/hcc/index.aspx</a>  |
| <b>SEIU 503 MEMBERSHIP Benefits</b>  | Questions about optional benefits for homecare members such as life insurance, disability and legal insurances & vacation discount benefits.                                     | Salem 503.581.1505<br>Toll free 1.800.452.2146<br>Request to speak to someone from the membership department   |
| <b>CIIS Provider Services</b>  | CIIS voucher and pay related issues  | Salem 503-378-5051<br>Toll free 1-888-390-5437   |
| <b>Service Coordinator, Personal Agent or Case Manager</b>                   | Incident reports, change in condition, authorized hours and services   | Your CDDP (Community Developmental Disabilities Program), Brokerage, CMH or CIIS   |
| <b>DHS WAGE GARNISHMENT UNIT</b>   | Questions about wage garnishments  | Salem 503-947-5126   |
| <b>W-2 Hotline Number</b>  | Questions about your W-2   | 503-947-5138   |
| <b>eXPRS/Direct Deposit</b>  | Issues with technical aspects or enrollment; how to file claims, when to file claims, and how to process a paper claim.  | 503-947-5357   |