

## Becoming a Personal Support Worker (PSW)

There are many steps involved in becoming qualified and authorized as a Personal Support Worker (PSW) in Developmental Disabilities Services programs in Oregon.

**IMPORTANT: You may not begin working as a PSW until ALL of the following steps are completed**

### 1. Complete a Criminal History Background Check

An approved criminal history background check is required to become qualified and eligible to work as a PSW in the state of Oregon. Background check applications are processed by the Oregon Department of Human Services (DHS)/Oregon Health Authority (OHA) Background Check Unit (BCU).

**To request a background check, complete the online request form at this link: <https://forms.gle/hhicabuZE8fPCwjo6> AND email a copy of both sides of your ID to [dd.backgroundchecks@multco.us](mailto:dd.backgroundchecks@multco.us).** When we receive your background check request and your ID, Multnomah County I/DD staff will contact you by email to schedule a meeting by online video conference using Google Meet to verify your identity as required by Oregon Administrative Rules (OARs). See [How to Attend a Meeting with Google Meet](#) for information about using Google Meet.

After we have verified your identity, Multnomah County I/DD staff will start your background check application in BCU's background check system called ORCHARDS. The background check application process requires that you complete part of the application online.

**The ORCHARDS system will send you an email with instructions, your Application ID Number and a website link for you to complete the application online and consent to the records check. The email will be sent from [bcu.orchards@dhsaha.state.or.us](mailto:bcu.orchards@dhsaha.state.or.us) and have "New background check submitted for you in ORCHARDS" in the subject line. Please check your spam/junk email. You have 21 days after the ORCHARDS email is sent to complete the background check application and consent to the records check.**

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**BCU will not process your application until you have completed the application questions and consented to the background check. Your application will be closed by BCU if you do not authorize the background check before the deadline.**

Results of your background check will be sent to you by Multnomah County I/DD staff or by BCU.

**Fingerprints may be required for your background check application.** You will be informed of any fingerprinting requirements after your completed background check application is submitted for processing. You will be notified by email if fingerprints are required, and you will be given detailed instructions for submitting fingerprints.

### **2. Complete a Provider Enrollment Application & Agreement**

The Provider Enrollment Application & Agreement (PEAA) is required in order to assign you a SPD Provider ID (sometimes called a Medicaid Provider Number). The PEAA cannot be fully processed until you have an approved criminal history background check in place. Your Social Security Number is required on the PEAA form. The form is available at this link: <https://sharesystems.dhsoha.state.or.us/DHSForms/Served/se0734.pdf>

### **3. Complete Mandatory Orientation and Training**

All new PSWs are required to complete new worker orientation and training before being assigned a Medicaid Provider ID number (SPD Provider ID number) and authorized to work by the Oregon Dept. of Human Services. Orientation and training is provided by Carewell SEIU 503 Training. Carewell offers self-paced online training available 24 hours per day, seven days a week and instructor-led webinars at different times and days, including evenings and weekends. Orientation and training information is available at:

- [New Worker Training Information Flyer and Frequently Asked Questions](#)
- [New Worker Training Registration and User Guide](#)
- Translated materials in several languages are available from the [Oregon Home Care Commission New Worker Orientation website](#).

#### **Carewell SEIU 503 Contact information:**

Phone: 1-844-503-7348

Email: [carewellSEIU503training@risepartnership.com](mailto:carewellSEIU503training@risepartnership.com)

Website: <https://www.carewellseiu503.org/training/>

### 4. Receive Your SPD Provider ID Number

Your SPD Provider ID Number is issued by the Oregon Department of Human Services Office of Developmental Disabilities Services Provider Administration Unit (PAU). Your SPD Provider ID Number allows you to receive payment for services to clients. The PAU will send your SPD Provider ID Number directly to you by email. Please watch for it; check your spam or junk mail folder. You need to have this number in order to get a login and password to enter your hours worked for payment later on in the process (See Step 9 below).

### 5. Complete an Employee Enrollment Packet for the Payroll Service

Public Partnerships LLC (PPL) is contracted with the state as the Fiscal Management Agent Services (FMAS) provider to process payroll for PSWs. PPL prepares and issues your paychecks and W-2 Forms on behalf of the Employer of Record (client/family). A PPL Enrollment Specialist will contact you by phone to begin the payroll enrollment process. An Employee Enrollment is needed **for each client you provide service to**.

### 6. Association in the PPL System to the Employer of Record

Each PSW must be associated with the client's Employer of Record in the PPL System. Each client must have an Employer of Record pre-established in the PPL system in order to associate a PSW to that Employer and for PSW paychecks to be issued. These associations are entered in the PPL system by Multnomah County I/DD staff. This means that the person designated as your Employer needs to complete their own PPL Employer Enrollment packet if one has not already been completed.

### 7. Employment Relationship Verified in the eXPRS Billing System

The eXPRS system is where you enter your work hours. Employment relationships in eXPRS are established by PPL from your Employee Enrollment packet. **An employment relationship must be established in eXPRS before a Service Agreement (next step) can be sent to you for signature.**

### 8. Sign a Service Agreement

The Service Agreement describes the services you are to provide to your client. **One Service Agreement is needed for each client you provide service to.** A Service Agreement will be sent to you by the client's Service Coordinator (case manager) when an employment relationship is established in eXPRS between you and your client(s). After you sign and return the Service Agreement, you will be added to the client's service plan in eXPRS and authorized to start working. The Service Agreement will establish your start date for working. Your client's Service Coordinator will be able to confirm this date for you.

### 9. Complete the eXPRS User Enrollment Form

This form is required to receive a login/username and password for website access to the state's eXPRS Payment and Reporting System. You will need your SPD Provider ID for the User Enrollment Form (see Step 4 above). Without a login and password, you will not be able to enter your work hours in eXPRS and submit a time card for payment.

#### All PSWs are required to:

1. Log into eXPRS and enter your work start and end times, **and**
2. Submit your hours worked, **and**
3. Create a printed time card from eXPRS that lists the dates and hours worked, along with the location of service provided, and include the signature and date of **both** the PSW and the Employer, **and**
4. Send the printed and signed time card to Multnomah County I/DD for payment approval before any paycheck will be issued for those hours.

The eXPRS User Enrollment form for PSWs is available at:

<http://apps.state.or.us/exprsDocs/EnrollIndividualProviderUserPSW.pdf>

Instructions for completing the eXPRS User Enrollment Form are available at:

<http://apps.state.or.us/exprsDocs/EnrollIndividualProviderUserPSWInstructions.pdf>

### PSW Time Cards: Getting Paid

The Oregon Department of Human Services requires all PSWs to enter their work dates and hours into the eXPRS system. **This is a requirement.** Below are the steps required in order for you to receive a paycheck:

1. Log into eXPRS using your login name and password provided to you from info.exprs@state.or.us. After submitting your User Enrollment Form, you will receive an email with your login and temporary password. For instructions logging into eXPRS the first time, see:

<https://apps.state.or.us/exprsDocs/HowToAccessLoginFirstTimeUsers.pdf>

**Note:** If you have not already done so, complete the eXPRS User Enrollment Form to receive your eXPRS user login name and password. A SPD Provider ID Number and an email address is required. See Step 8 above.

2. Enter your time-worked each time you *start* and *stop* working by logging into eXPRS at <https://apps.state.or.us/exprsWeb/>.

See the eXPRS EVV How To Guides listed below:

- [eXPRS-EVV Overview for PSW Providers](https://apps.state.or.us/exprsDocs/OverviewPSWProvidersEVV.pdf)  
<https://apps.state.or.us/exprsDocs/OverviewPSWProvidersEVV.pdf>
- [How to Login & Navigate in eXPRS-EVV](https://apps.state.or.us/exprsDocs/HowToLoginNavigateEVV.pdf)  
<https://apps.state.or.us/exprsDocs/HowToLoginNavigateEVV.pdf>
- [How to Start a Shift in eXPRS-EVV](https://apps.state.or.us/exprsDocs/HowToStartShiftEVV.pdf)  
<https://apps.state.or.us/exprsDocs/HowToStartShiftEVV.pdf>
- [How to End a Shift in eXPRS-EVV](https://apps.state.or.us/exprsDocs/HowToEndShiftEVV.pdf)  
<https://apps.state.or.us/exprsDocs/HowToEndShiftEVV.pdf>
- [eXPRS-EVV Frequently Asked Questions \(FAQ\)](https://apps.state.or.us/exprsDocs/EVVFAQ.pdf)  
<https://apps.state.or.us/exprsDocs/EVVFAQ.pdf>

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- Instructions for entering and submitting your hours can be found online:  
<https://apps.state.or.us/exprsDocs/HowToCreateServiceDeliveryPSWIC.pdf>
  - Additional information can be found by clicking on “eXPRS User Help Guides” at <https://apps.state.or.us/exprsDocs/>
3. During the pay period (the 1st to the 15th or the 16th to the last day of the month), log into eXPRS and submit the work hours entered. Print a time card that reflects all your Pending hours in eXPRS.
  4. Fill out the progress notes on the time card (or purpose of trip for mileage). Progress notes should be a summary of services you provided during your work that met the service plan goals for the client you worked with. Signature and date are also required by you (the PSW) and your Employer.
  5. Send your signed and printed time card to Multnomah County I/DD for approval and payment processing. See the PSW Oregon State Contract Payroll Calendar for pay periods and time card due dates. Payroll Calendars can be found in the eXPRS User Help Guides in the “Other Information Section” on this web page:  
<https://apps.state.or.us/exprsDocs/>

**Incomplete time cards will not be processed.  
Late time cards will be processed in the next payroll cycle.**

**Send your Time Cards by email to [dd.timesheets@multco.us](mailto:dd.timesheets@multco.us)**

**Mail or drop off time cards** in person at a Multnomah County I/DD office:

**Portland Office:**

Five Oak Building  
209 SW 4th Avenue  
Portland OR 97204

**Gresham Office:**

West Gresham Plaza Building  
2951 NW Division St, 2nd Floor  
Gresham OR 97030

### Payment Issues and Time Card Assistance

For questions about payment issues, entering hours in eXPRS, or issues searching for a Service Authorization for entering hours, call:

**Provider Payments Help Line at 503-988-9485**  
or email [dd.timesheets@multco.us](mailto:dd.timesheets@multco.us)

### Helpful Information About Who to Contact

#### PSW eXPRS User Support

For technical difficulties related to the eXPRS system, these folks can assist you.

**Note: locked accounts will unlock automatically overnight.**

**Phone: 1-844-874-2788 option #3**  
**Email: [info.exprs@state.or.us](mailto:info.exprs@state.or.us)**

Also see the Help Menu in the eXPRS system for information regarding entering hours, printing time cards, making corrections, reviewing your PSW provider record and work authorization expiration dates, etc.

**eXPRS Website: <https://apps.dhs.state.or.us/exprsWeb>**

#### PSW Enrollment and Background Check Information

The background check application process is entirely online. There are no paper forms used. Providers must have a valid email address. More information is posted on our website at: <https://multco.us/dd/idd-provider-resources>

Contact the Multnomah County I/DD Provider Credentialing Team with questions about your background check application status, your PSW enrollment status, or other related questions.

**Phone: 503-988-9790**  
**Email: [dd.backgroundchecks@multco.us](mailto:dd.backgroundchecks@multco.us)**

**Public Partnerships LLC (PPL) Payroll Customer Support**

For information about your paycheck stubs, tax withholding, direct deposit, address changes, and the like, contact PPL directly. We strongly encourage you to go to their website (<https://fms.publicpartnerships.com/PPLPortal/login.aspx>) and set up your own login and password. You will then have access to all your pay information, including copies of checks and payment details, and payments in process, and all kinds of other information. Select “OR FMAS ODDS” and “PSW” as your role when setting yourself up on their website.

**PPL Customer Support Phone Numbers:**

**English:** 1-888-419-7705

**Spanish:** 1-888-419-7720

**Russian:** 1-888-419-7734

**TTY:** 1-888-360-5899

**Email:** [PPLORFMAS-CS@pcgus.com](mailto:PPLORFMAS-CS@pcgus.com)



## **Other Informational Contacts**

### **Oregon Department of Human Services, Office of Developmental Disabilities Services (ODDS) Providers Administration Unit (PAU)**

For information or questions regarding the status of your PSW enrollment and assignment of your SPD Provider ID number.

**Phone: 1-844-874-2788 option #4**

**Email: [psw.enrollment@state.or.us](mailto:psw.enrollment@state.or.us)**

## **Oregon Home Care Commission Registry and Referral System**

If you are interested in being a PSW for additional individuals, and want other people to contact you for work, you can complete a profile and enroll in the statewide Registry and Referral System maintained by the Oregon Home Care Commission. This is where families and individuals look when they need to hire PSWs. You will need your SPD Provider ID to enroll.

To enroll in the Registry and Referral System, contact the Oregon Home Care Commission:

**Website: [www.or-hcc.org](http://www.or-hcc.org)**

**Email: [registry.ohcc@state.or.us](mailto:registry.ohcc@state.or.us)**

**Phone: 1-844-874-2788 option #5**

## **PSW Training from the Oregon Home Care Commission**

Check out additional training opportunities available:

**Website:**

**<http://www.oregon.gov/dhs/seniors-disabilities/HCC/Pages/index.aspx>**

## **Carewell SEIU503 Online Orientation and Other Training**

For personal support workers and homecare workers.

**Website: <https://seiu503training.org/>**

### SEIU Local 503 Member Resource Center

**Phone: 1-844-503-SEIU (7348)**

**Website: <https://seiu503.org/>**

As a PSW, you are represented by a labor union. You can contact the SEIU Member Resource Center if you have any questions about wages, hours, your contract, working conditions, labor laws, unemployment, medical benefits, and other employee related issues.

### Health Care Trust

Contact the Health Care Trust if you are interested in purchasing health care insurance.

**Phone: 1-844-507-7554 option 1**