**Marion County DD Processing**

**Frequently Asked Questions**

**Category: Personal Support Workers (PSW) Enrollment**

**How do I start the process of becoming a PSW?**

The first step is to fill out and return a PSW New Enrollment packet. The packet includes a Criminal History Check (CHC) which needs to be submitted in person so that photo ID can be verified and copied.

Packets are available:

* Printed from: <http://www.co.marion.or.us/HLT/DD/Pages/services.aspx>
* Picked up from our office at 3180 Center St NE, Salem, OR 97301
* Emailed by sending a request to [ddprocessing@co.marion.or.us](mailto:ddprocessing@co.marion.or.us) or by calling DD Processing at 503-540-2128

**How long does it take to get approved to work as a PSW?**

Processing time can vary but may take 10 - 12 weeks depending on processing at the State level.  Please make sure your forms are filled out completely and correctly to avoid processing delays. If corrections are needed, you will be notified by email.

**How will I know when I’m approved to work?**

Final approval to work depends on many items being completed (*Refer to the PSW Enrollment Process Flowchart).* You will first receive approval of your Criminal History Check, but this is only ONE piece of many and does NOT approve you to start working.  A confirmation email will be sent to you and your Employer when you may begin working.

**I’m already set up as a PSW; how do I find more clients?**

Once you have a PSW SPD provider number and a current CHC, you may register with the Oregon Home Care Commission registry at [https://or-hcc.org](https://or-hcc.org/).  Once you find an individual to work with, you will need to contact us for an “Adding a New Client” packet. You may NOT begin working until the paperwork has been completed (*Refer to the Adding a New Client Flowchart).* Processing time is dependent on how quickly the paperwork is received and returned.

Please note, the registry is run by Oregon Home Care Commission and is separate from the Marion County office. This is a great website designed to connect potential Employers and PSWs.  PSWs can “advertise” themselves by creating a profile and Employers can then search all PSWs.  Employers can also create a “Help Wanted” ad which PSWs can then browse and respond to.

Tip: When using the registry, enter LESS search criteria to bring up MORE results.

**Do my PSW credentials expire? How do I renew?**

Yes, PSW credentials expire after two years and are listed on the home page of your eXPRS login screen. There are two types of credentials that must be renewed: your CHC & your PSW SPD provider number which is your Provider Enrollment Application and Agreement (PEAA).

Renewal packets are available:

* Printed from: <http://www.co.marion.or.us/HLT/DD/Pages/services.aspx>
* Picked up from our office at 3180 Center St NE, Salem, OR 97301
* Emailed by sending a request to [ddprocessing@co.marion.or.us](mailto:ddprocessing@co.marion.or.us) or by calling DD Processing at 503-540-2128

Renewals must be submitted 70 to 90 days BEFORE your expiration date to allow for processing time and to avoid payment delays.  If you fail to renew your credentials before they expire, you will NOT be approved to work and will NOT be authorized to receive pay.

**Who are all these organizations?**

It can be confusing in your role as a PSW to interact with many different organizations.

* **Marion County Intellectual/Developmental Disabilities & Marion County DD Processing** (I/DD office or CDDP) is the local program. We are your first contact with any questions you may have regarding services, eligibility, PSW and EOR enrollments, and eXPRS time entry.
* **Office of Developmental Disabilities Services** (ODDS) is the State level office.  They control funding, rules, services throughout the State of Oregon, and contract with us to implement the program within our County.
* **eXPRS** is the State’s online payment and time processing system.
* **Public Partnerships, LLC (PPL)** is a private organization that ODDS contracts with to manage PSW payroll.  PPL issues PSW paychecks, W-2s, tax information, etc. on ODDS’ behalf.
* **Oregon Home Care Commission** (HCC or OHCC) is a division of the Oregon Department of Human Services (DHS) which supports PSWs by defining qualifications, managing the registry, providing trainings, etc.

**Category: Personal Support Workers Time Entry/Payroll**

**eXPRS isn’t working – what do I do?**

eXPRS is the State’s system so there is very little that Marion County staff can do (we are users of this system just like you are).  If the system is down or scheduled to be down, there may be a message on the login screen in red print.

**I’m locked out of eXPRS – what do I do?**

If you are locked out and need to reset your password, you will need to follow the instructions on the screen or contact eXPRS by calling 1-844-874-2788, option #3. eXPRS unlocks accounts twice a day (mid-morning and mid-afternoon) so you have the option of trying to log in again at a later time if you are not able to speak to someone.

**How do I know you got my timesheet?**

Timesheets are processed in the order that they are received and are normally done so within 24 – 48 hours. To confirm that your timesheet has been received, you can view the status of your time entries in eXPRS. If they move from “pending” status to “approved” status, your timesheet has been received and processed.

Confirmation of received timesheets are sent if timesheets are emailed to [ddprocessing@co.marion.or.us](mailto:ddprocessing@co.marion.or.us). Confirmations are NOT sent for timesheets that are dropped off or faxed in. If you choose to email your timesheet, please make sure they are clear and legible as they are a part of the permanent record.

**What is the “Service Goal” and “Progress Notes”?**

These two sections on the timesheet are required for any timesheet submitted on or after 7/1/16.  If either of these two sections are left blank, that timesheet will NOT be processed for payment.

Service Goal is the goal that you are working with the client to achieve as defined in the Service Agreement. Please check with your Employer if you are unsure of the service goal.

Progress Notes explain how you helped the person to meet their goals, and/or any other information that is relevant for the Service Coordinator to know.

Additional information can be found <https://www.oregon.gov/DHS/SENIORS-DISABILITIES/DD/PROVIDERS-PARTNERS/Pages/psw-resources.aspx>

**Something is wrong with my paycheck…**

Please contact PPL directly regarding payment & direct deposit questions.

**Category: Employer of Record (EOR)**

**I’m already set up as an EOR; how do I find more PSW’s?**

Create a profile on the Oregon Home Care Commission registry at [https://or-hcc.org](https://or-hcc.org/).  Please note, the registry is run by Oregon Home Care Commission and is separate from the Marion County office. This is a great website designed to connect potential Employers with PSWs.  PSWs can “advertise” themselves by creating a profile and Employers can then search all PSWs.  Employers can create a “help wanted” ad which PSWs can then browse and respond to.

Once you find a potential PSW, the PSW will need to fill out an “Adding a New Client” packet. The PSW may NOT begin working until this paperwork is completed (*Refer to Adding a New Client Flowchart)*.

Tip: When using the registry, enter LESS search criteria to bring up MORE results.

**What is the role of an EOR?**

The Employer is responsible for hiring, training, scheduling, and dismissing PSWs.  The Employer is also responsible for ensuring PSWs are performing duties in alignment with the Individual’s goals and Individual Service Plan (ISP).  Employers must sign all timesheets which attest that the information on the timesheet is true and accurate.  Being an Employer does NOT impact personal taxes.

**What’s the difference between using a PSW and using an agency?**

When a client is authorized to receive in-home attendant care, the client/guardian may choose to receive that service by:

* Contacting an agency provider, and the agency will send their staff into the home to work with the individual.
  + It is the agency’s responsibility to obtain client/guardian signatures on invoices and to submit them to Marion County DD Processing

 AND/OR

* Become an Employer, and hire their own PSWs to come into the home to work with the individual.
  + It is the responsibility of both the PSW and Employer to ensure timesheets are complete, accurate (including signature of PSW and Employer) and submitted to Marion County DD Processing.  PSWs are also responsible for entering their times into eXPRS.