

## **FREQUENTLY ASKED QUESTIONS**

The questions below should assist Brokerages and CDDPs with responses to questions received by Personal Support Workers (PSWs) about the:

- Provider Enrollment Application and Agreement (PEAA)
- PSW Provider number
- PSW Registry profile
- eXPRS User Enrollment form

### **1. WHY DO PSWS NEED A PROVIDER NUMBER?**

A PSW needs a provider number to:

- Complete a profile in the Registry. A PSW who does not want to be referred out in the Registry is **not** required to complete a profile.
- Submit online service payment claims for services provided to customers after January 1, 2014.
- A PSW cannot be paid without a provider number. The provider number will be what the provider uses to access information about their service authorizations, as well as submit claims for payment of services delivered in eXPRS.

### **2. HOW DOES A PSW RECEIVE A PROVIDER NUMBER?**

To receive a provider number, the PSW must be “credentialed” to be “approved to work” by DHS. This credential process includes completing, signing, and returning a PEAA and passing the following required checks:

- Criminal background check
- Social Security number/name check
- Medicaid fraud check

All PSWs must complete a PEAA by **Monday, December 2, 2013**, and pass all required checks to obtain a provider number in time to receive authorization to submit an online service payment claim in eXPRS after **January 1, 2014**.

ODDS will mail letters with the provider number to PSWs without an email address. OHCC will email the provider number to PSWs with an email address.

***A paper process is being developed for PSWs who do not have access to online services.***

**3. WHO NEEDS TO COMPLETE A PROFILE IN THE REGISTRY?**

PSWs who are looking for work and who want to be referred out on the Registry must complete a profile.

PSWs who want to respond to job announcements posted by customers, family members, or representatives must complete a profile.

**4. HOW DO PSWs LOGIN TO THE REGISTRY TO CREATE A PROFILE?**

First, the PSW **must** have a provider number, and then follow these easy steps:

- Go to [www.or-hcc.org](http://www.or-hcc.org)
- Select a program, then choose the New Worker “**Click to Register**” button. Your User ID is your **LAST NAME** and your Password is your **PROVIDER NUMBER**.
- You will be guided through a process to complete your profile.

For assistance with the Registry, call toll-free at 1-877-867-0077, Option #1.

**5. HOW WILL CUSTOMERS/EMPLOYERS BENEFIT FROM PSWs COMPLETING THEIR PROFILES?**

A customer/employer seeking an employee (PSW) to provide relief care, substitute/short notice services, or services from a new worker (full-time, part-time, live-in) will receive a matched list of workers who best meet their service needs, or the customer can post a job announcement and potential workers will contact the customer or the customer’s representative.

**6. ARE PSWs REQUIRED TO COMPLETE A PROFILE?**

No. Only those PSWs who want to be referred out in the Registry need to complete a profile. However, each PSWs still needs a provider number.

**7. WHAT FORMS DO PSWS NEED TO SUBMIT TO GET PAID AFTER JANUARY 1, 2014?**

By Monday, December 2, 2013, PSWs should complete the PEAA and return by mail or fax to the Office of Developmental Disabilities Services (ODDS) or to the agency that they work with. The mailing address and fax number for ODDS is below:

**Office of Developmental Disabilities Services  
Contracts Administration Unit  
500 Summer St. NE, E09  
Salem, OR 97301  
Fax: 503-373-7274**

The following documents are required and must be submitted to the Brokerage or CDDP:

- Background Check Request Form (301AED) – if applicable
- W-4 form

Optional document

- Direct Deposit Authorization/ Instructions Form (DHS 189) – if applicable

**8. WHERE DO PSWS RETURN THE DIRECT DEPOSIT FORM?**

The completed form must be accompanied with a voided check or bank verification and may be returned to the mailing address or fax number below:

**Department of Human Services/Oregon Health Authority  
Office of Financial Services  
Attention: EFT Coordinator  
500 Summer Street NE, E-97  
Salem, OR 97301-1080  
Fax: 503-945-6860**

**9. HOW DO PSWS RECEIVE AUTHORIZATION TO SUBMIT SERVICE PAYMENT CLAIMS ONLINE IN EXPRS?**

A PSW must submit the eXPRS User Enrollment form after receipt of their provider number. The form must be submitted by email to [info.exprs@state.or.us](mailto:info.exprs@state.or.us) or faxed to 503.947.5357.

## **10. WHERE ARE THE FORMS LOCATED?**

All forms are available at: <http://www.oregon.gov/dhs/paa>

## **11. WHAT IF A PSW HAS A QUESTION?**

All questions should be directed to a mailbox that will be monitored by staff from ODDS and OHCC. The email address is [DD-MH.OHCC@state.or.us](mailto:DD-MH.OHCC@state.or.us)

## **12. WHAT IS THE DIFFERENCE BETWEEN THE “DHS PROVIDER DATABASE,” THE “REGISTRY,” AND “EXPRS?”**

### **DHS Provider Database**

The DHS Provider Database is the database where the PSW’s official provider number and records are created and maintained. The PSW’s statistical and demographic provider information, payment information, type of provider, and credentials are stored in this database. Each provider must be enrolled in the DHS Provider Database to have their information used/accessed by the “Registry” and by “eXPRS.”

### **Registry and Referral System (Registry)**

The Registry and Referral System (Registry) was developed and is maintained by the Oregon Home Care Commission. ***The Registry is an online service that matches customers (employers) with a list generated by the Registry of available PSWs who are willing to provide the services requested by the employer.***

If a PSW wants to be referred out to provide respite or additional work, they must first be listed as “approved to work” in the DHS Provider Database and have a provider number. The worker can then create a profile in the Registry. The Registry uses information that it retrieves from the DHS Provider Database to allow a PSW to set up their profile in the Registry.

### **eXPRS (Express Payment and Reporting System)**

eXPRS(the Express Payment and Reporting System) is the online system used by DHS’s Office of Developmental Disability Services to manage service authorizations and process provider claims from providers to be paid for services delivered to individuals with intellectual and developmental disabilities in Oregon. eXPRS uses provider information from the DHS Provider Database to know which

providers are enrolled and “approved to work” so service authorizations can be created for them to actually work and then receive payment for services rendered. If a provider is not enrolled and “approved to work” in the DHS Provider Database, then eXPRS cannot authorize services for them. Without a service authorization, providers are not authorized to work nor get paid. PSWs must complete and submit the eXPRS form after receipt of their provider number.