

Tips for new Personal Support Workers

Visit the [Oregon Home Care Commission](http://oregon.gov/DHS/SENIORS-DISABILITIES/HCC/Pages/index.aspx) website, oregon.gov/DHS/SENIORS-DISABILITIES/HCC/Pages/index.aspx, to register for the PSW orientation. This orientation is for new PSWs or existing PSWs that need a refresher to provide information about duties of a PSW, billing, credentials and working with employers and individuals.

Follow these steps if you need to resolve paperwork issues with the Personal Support Worker payroll vendor, PPL.

1. Contact PPL's customer service department:
 - 1-888-419-7705
 - Spanish: 1-888-419-7720
 - Russian: 1-888-419-7724
 - email: PPLORFMAS-CS@pcgus.com
 - When you call, be sure to note the date and time of the call and the name of the person you spoke with and the phone number you called from.
2. **If you are not getting the support you need from PPL, file a formal complaint** via email or phone.
 - By email:
 - Send email PPLORFMAS-CS@pcgus.com
 - In the subject line type "Formal Complaint"
 - In the body, explain your complaint
 - PPL may follow up and request you to fill out another document
 - By phone:
 - 888-419-7705
 - Spanish 888-419-7720
 - Russian 888-419-7724
 - When you call, state that you want to file a formal complaint
3. Contact the Community Developmental Disability Program or Brokerage staff to get help with payroll timesheet errors or service level agreements.