Personal Support Worker Contact Information and Resources

Questions/Information	Organization to contact	Phone number/Email/Website/Scan Code
Americans (ADA) Disabilities Act claim Payment complaint OregonSaves Overpayment Difficulty of care Parking reimbursement PPE request and questions Verification of employment/ verification of income Worker complaints Worker safety claims How to increase your base wage rate.	Oregon Home Care Commission (OHCC) Customer Relations Contact OHCC Customer Relations by phone, email, or online service (Use scan code or link.)	Click on the link below or open your camera on your smart device and the code will activate and take you to the OHCC Customer Relations Online Service. Website: https://forms.office.com/g/untNXn1Vmi Scan code Customer Relations phone number: 877-624-6080 Customer Relations email address: OHCC.CustomerRelations@odhsoha.oregon.gov
Help with filing a Bureau of Labor and Industries (BOLI) or Equal Employment Opportunity Commission (EEOC) workplace discrimination claim.	OHCC – Executive Director	Submit a request through the OHCC Customer Relations Online Service. https://forms.office.com/g/untNXn1Vmi

Questions/Information	Organization to contact	Phone number/Email/Website/Scan Code
Grievances and late-payment penalty requests are initiated with the MAC. Other questions: • Collective bargaining agreement • OregonSaves • Oregon Provider Time Capture Direct Care Innovations	Member Assistance Center (MAC)	MAC phone number: 844-503-7348 MAC email address: contact@seiu503.org
• Carewell member benefits (medical, dental, vision, paid-time off, and employee assistance program) • Carewell required orientation and training, core, and refresher. • Carewell Training & Benefits website: https://www.carewellseiu503.org/ • Carewell SEIU 503 Training (required) https://www.carewellseiu503.org/training/	Carewell Training & Benefits	Carewell Training & Benefits website: https://www.carewellseiu503.org/
OHCC Certifications: • Professional Development Certification • Learn how to increase your base wage rate. • Enhanced Certification • Exceptional Certification • Ventilator Dependent Quadriplegia Certification	OHCC Certifications/ Customer Relations	OHCC Certification email address: CERTIFICATIONS.OHCC@odhsoha.oregon.gov OHCC Customer Relations online: https://forms.office.com/g/untNXn1Vmi

Questions/Information	Organization to contact	Phone number/Email/Website/Scan Code
CPR/First Aid	OHCC CPR/First Aid	Phone number: 888-365-0001 Email address: CPR.FirstAid@odhsoha.oregon.gov Web page: https://www.oregon.gov/dhs/SENIORS-DISABILITIES/HCC/PSW-HCW/Pages/CPR-FirstAid.aspx
OHCC Health & Safety web page content: • How to request personal protective equipment (PPE) • PPE reports • Flu prevention resources • COVID-19 training courses • COVID-19 resources, FAQs, handouts • Link to Tobacco Quit Line • Workers' compensation	Visit the OHCC Health & Safety web page or contact OHCC Customer Relations.	OHCC Health & Safety web page: https://www.oregon.gov/dhs/SENIORS-DISABILITIES/HCC/PSW-HCW/Pages/Health-Safety.aspx Customer Relations phone number: 877-624-6080 Customer Relations email address: OHCC.CustomerRelations@odhsoha.oregon.gov OHCC Customer Relations online: https://forms.office.com/g/untNXn1Vmi
COVID-19 Vaccine Information and Resources Federal Retail Pharmacy Program participating pharmacies Vaccine information and resources in other languages	OHCC COVID-19 Vaccine Clinics and Resources	OHCC COVID-19 Vaccine Clinics and Resources web page: https://www.oregon.gov/dhs/SENIORS-DISABILITIES/HCC/Pages/COVID-19-Vaccine-Clinics-and-Resources.aspx
Registry questions Referral list Help wanted ads How to access the Registry guides on the web page	OHCC Registry	Registry phone number: 877-867-0077 Registry email address: Registry.OHCC@odhsoha.oregon.gov Registry website: https://or-hcc.org/ Registry web page: https://www.oregon.gov/dhs/SENIORS-DISABILITIES/HCC/Pages/Registry.aspx

Questions/Information	Organization to contact	Phone number/Email/Website/Scan Code
Sign-up for Community Health Worker (CHW) training cohorts	OHCC CHW Training	CHW phone number: 877-880-8071, option 1 CHW email address: OHCC.CHW@odhsoha.oregon.gov OHCC Customer Relations online: https://forms.office.com/g/untNXn1Vmi
How to register for a class or cohort and to receive the Elevate newsletter. OHCC stipend questions	OHCC Training	Training phone number: 877-867-0077 Training email address: Training.OHCC@odhsoha.oregon.gov OHCC Elevate newsletter https://www.oregon.gov/dhs/SENIORS-DISABILITIES/HCC/PSW-HCW/Pages/Worker-News.aspx
Workers' compensation questions Help filing a workers' compensation claim	OHCC Workers' Compensation (WC)	WC phone number: 888-365-0001 WC email address: Workerscomp.OHCC@odhsoha.oregon.gov
OregonSaves Questions: Opting out of program, withdrawing money, and increasing your contribution amount	OregonSaves	OregonSaves phone number: 844 661-6777 OregonSaves email address: clientservices@oregonsaves.com
General OregonSaves questions	Member Assistance Center (MAC)	MAC phone number: 844-503-7348 MAC email address: contact@ seiu503.org
If OregonSaves does not have your name, contact OHCC Customer Relations	OHCC Customer Relations	Customer Relations phone number: 877-624-6080 Customer Relations email: OHCC.CustomerRelations@odhsoha.oregon.gov

ODDS - eXPRS - PPL

Questions/Information	Organization to contact	Phone number/Email/Website/Scan Code
Provider Enrollment Agreement Payment Questions	ODDS Provider Unit	PSW.Enrollment@odhsoha.oregon.gov
eXPRS User Enrollment	eXPRS Technical Assistance Unit	Info.eXPRS@odhsoha.oregon.gov
Questions/Information Payment Issues	Organization to contact eXPRS Technical Assistance Unit	Phone number/Email/Website Please submit a Technical Assistance Request (TAR) https://apps.state.or.us/exprsWeb/ServiceRequest.do
Employment Relationships Fiscal Intermediary Direct deposit W2	PPL	https://fms.publicpartnerships.com/ PPLORFMAS-CS@pcgus.com

Employment verification/income verification

Questions/Information	Organization to contact	Phone number/Email/Website/Scan Code
Employment Verification Income Verification	eXPRS Technical Assistance Unit *For work dates prior to 1/1/2017*	ODDS.EmploymentVerification@odhsoha.oregon.gov
	Public Partnerships, LLC (PPL) *For work dates 1/1/2017 and after*	https://www.publicpartnerships.com/media/eqxpcdoq/voe_voi-instructions.pdf

Additional Resources

Questions/Information	Organization to contact	Phone number/Email/Website/Scan Code
Unemployment claims Need assistance or have questions about your unemployment claim? Submit your question(s) through the contact form	For unemployment claim questions contact the Oregon Employment Department	Website: https://www.oregon.gov/employ/unemployment/pages/default.aspx Contact form: https://unemployment.oregon.gov/contact-us#submit-a-message-through-our-contact-us-form
Report Medicaid fraud		1-888-FRAUD-01
Report Medicare fraud		1-800-MEDICARE
Report abuse of an older person, person with a disability, or child	Oregon Department of Human Services Abuse Hotline.	Call 1-855-503-SAFE (7233). This toll-free number allows you to report abuse or neglect of any child or adult to the Oregon Department of Human Services.

OREGON Home Care COMMISSION
550 Capitol St. N.E.
Salem, Oregon 97301

You can get this document in other languages, large print, braille or a format you prefer. Contact OHCC at 877-867-0077 or email heidi.r.alasio@odhsoha.oregon.gov. We accept all relay calls or you can dial 711.