

Issue: Case Managers are enrolling new Employers and new Employees (PSWs) but not taking the necessary extra step to associate the Employee (PSW) to their Employer.

Impact: PSW enrollment paperwork cannot be sent or printed until they are associated to an Employer (Individual) in BetterOnline. PSWs will not get paid until all paperwork for both the Employer and PSW are completed and turned in to PPL.

Instructions:

- 1) If Employer has not yet been added to BetterOnline, do that first. Follow usual instructions.
 - Click **Individual Search** in menu header
 - Click **Enroll a New Individual** button
 - Fill in as much of the fields you can on the **Add Individual** page
- 2) If PSW has not yet been added to BetterOnline, do that next. Follow usual instructions.
 - Click **PSW Search** in menu header
 - Click **Add New PSW** button
 - Fill in as much of the fields you can on the **Add PSW** page
- 3) Next, associate the PSW to the Employer.
 - Locate the Employer by clicking **Individual Search** in menu header
 - Click on **Individual Profile** hyperlink
 - Scroll to the bottom of the Individuals' Profile page and click **Associated PSWs**
 - If you do not see the Employee (PSW) in the **Associate PSWs to Individual** box, then type in their name in the **Search PSW** box
 - i. Note, you can search in multiple ways and do not need to have the entire name entered into the fields to search.
 - When their name appears from the search, click on the Employee (PSW) name which is hyperlinked
 - This PSW is now associated to the Employer (Individual) and will show up in the **Associate PSWs to Individual** box

The PSW is now “associated” to their new Employer and PPL will send the PSW their Enrollment packet with the required forms that need to be filled out and returned. For the sake of time, the Case Manager can also print the packets and send.

Note: An Employer is automatically sent paperwork as soon as their profile is set up in BetterOnline whether or not they have PSWs associated with them. PSWs will NOT get their enrollment packet sent until they are associated to an Employer. In order for a PSW to get paid, they will need to ensure their Employer has already completed and submitted their required forms. Additionally, the Employer will need to sign two of the three forms required to be completed and submitted by PSWs.