

## Disassociation Requests

- 1) Case Managers should submit a request to disassociate a PSW from their Employer when the PSW is no longer employed by the employer. The request can be made by sending a secure email to [pplorodds@pcgus.com](mailto:pplorodds@pcgus.com). Note: If you do not have secure email, please send an email to us and request we send a secure email to which you can respond).

An alternate method to make the request is to call Customer Service at 1-888-419-7610.

- 2) Information needed to disassociate a PSW:
  - a. Associated employers' full name, OR Individuals' PRIME #.
  - b. PSW's full name.
  - c. Date that Public Partnerships should enter in BetterOnline™ as the disassociation date.
- 3) Requests will be completed within 2 business days, if not sooner.
- 4) Two things happen once the disassociation date is entered in BetterOnline™:
  - a. Public Partnerships will notify ODDS of the disassociation by including this information in the data file that is sent to ODDS nightly. ODDS will upload the disassociation date to eXPRS.
  - b. BetterOnline™ will not allow the PSW to be paid for any dates of service for the specific employer from whom they are no longer employed after the date of disassociation.
- 5) If you requested a disassociation in error, you have two options to correct the problem:
  - a. You can find the Individual/Employer's profile in BetterOnline™; click on the 'Associated PSWs' button; enter the first and last name or PPL ID number for the PSW that you want to associate; and, click on the blue hyperlink showing the PSW's name. The PSW's name will appear then on the list of associated PSWs.
  - b. You can send an email to [pplorodds@pcgus.com](mailto:pplorodds@pcgus.com) and ask for the Individual/Employer and PSW to be re-associated.