

ODDS PSW Support Line for eXPRS

The **ODDS PSW Support Line for eXPRS** (aka: eXPRS Tech Triage) phone number - **1-844-874-2788** - has added new call routing options to assist PSWs in accessing the specific resource needed to address their questions/answers more efficiently.

All lines/calls are answered Mon-Fri, 8a-5pm (excluding holidays).

When calling **ODDS PSW eXPRS Support - 1-844-874-2788** - users can now press the numeric options below to be routed to support for a specific issue:

For assistance with:	Press #
<ul style="list-style-type: none"> • PPL employer of record paperwork or enrollment packet • Paycheck or payroll questions • Direct deposit or debit payment card questions • Provider employment or income verification • Assistance with PPL's BetterOnline website 	1
<p>Contact the CDDP/Brokerage <u>FIRST</u>, but after doing so, the PSW still needs assistance with:</p> <ul style="list-style-type: none"> • eXPRS authorization questions • eXPRS time entry or billing questions 	2
<ul style="list-style-type: none"> • eXPRS user login enrollment questions or issues • eXPRS lock out assistance or password resets 	3
<ul style="list-style-type: none"> • questions related to the PSW's credentials (PEA or CHC) • questions on the PSW's DHS provider record • change of name, address, phone or email on the PSW's DHS provider record/credentials 	4
<ul style="list-style-type: none"> • questions on PSW trainings • PSW vacation or sick leave questions • Home Care Commission Registry questions 	5
<ul style="list-style-type: none"> • To hear these menu options again 	6
<ul style="list-style-type: none"> • Other questions related to a PSW using eXPRS • To leave a voicemail message for ODDS PSW eXPRS Support 	7