



# WASHINGTON COUNTY OREGON

## NEW PSW PROVIDER PROCESS

### 1. Signing up:

- The Background Check Unit “**ORCHARDS**” will email you a Disclosure Survey within 3 days. It should come from their email: [bcu.info@odhsoha.oregon.gov](mailto:bcu.info@odhsoha.oregon.gov).

You have **7** days to complete their **Disclosure Survey** from the date they email it to you or your Background Check will close and you will have to start over.

***Background Checks can take 4-8 weeks.***

#### **Note:**

**If** fingerprints are needed, there will be a second email after the initial ORCHARDS email. This email contains instructions on how to complete your fingerprinting for them.

- **Public Partnerships (PPL):** Within 3-5 days, this payroll company will call you and/or send you a secure email with your payroll paperwork. Complete their payroll paperwork with your Employer and return it back to **PPL**.

### 2. Training:

- **Carewell SEIU 503 Union:** you **must** sign up and complete the 8-hour PSW/HCW Orientation with the SEIU before you will get a Provider ID#. Workers can access training by visiting the Carewell website: <https://www.carewellseiu503.org/training/>

### 3. Starting work:

- To start working you must have:
  - 1) an approved Background Check
  - 2) completed your Carewell Orientation training
  - 3) received your provider number
  - 4) completed the payroll paperwork
  - 5) and signed the Service Provider Agreement.

***Work cannot start until the Service Provider Agreement is signed and the client's Service Coordinator has told you that you may start working.***

### 4. Resources:

- Public Partnerships (PPL): 1-888-419-7705; [PPLORFMAS-CS@pcgus.com](mailto:PPLORFMAS-CS@pcgus.com)
- eXPRS: 1-844-874-2788, option #3 - **Voicemail ONLY;**  
[Info.eXPRS@odhsoha.oregon.gov](mailto:Info.eXPRS@odhsoha.oregon.gov) - For lockouts and password resets.
- Home Care Commission: 1-800-282-8096
- Service Employees International Union: 1-844-503-7348, [www.seiu503.org](http://www.seiu503.org)

For questions about the PSW process, please call:

Washington County Developmental Disabilities at 503-846-3150, ask for Yolanda

**Department of Health and Human Services — Human Services Division  
Behavioral Health • Developmental Disabilities**

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<https://www.washingtoncountyor.gov/developmental-disabilities>