

# Did you know?



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## eXPRS Pro Tip for CDDP, Brokerage, CIIS Staff Adding a PSW to PPL's BetterOnline™

### Did you know ...

*... when you have a new PSW who starts working with an individual with your CDDP/Brokerage/CIIS program, **it is best practice to first SEARCH in BetterOnline™ for that PSW before you create a 'new' PPL enrollment for them?** You may not need to do a 'new' enrollment at all!*

If you find the PSW is already enrolled with PPL, you don't need to do a 'new' enrollment for them. You simply need to associate that PSW to the individual they are now serving. This will trigger a new FMAS packet to be sent to that PSW to get an employment relationship (ER) set up with that individual's employer.

Instructions for associating a PSW to an Individual's profile in BetterOnline™ can be found on **pages 20 – 21** of PPL's user guide [BetterOnline™ Instructions for Case Managers & CDDPs/Brokerages](#).

Searching first will reduce the number of duplicate PSW enrollments in BetterOnline™ and reduce errors due to multiple records with the same PSW & their SSN.

### Remember ...

- Search BetterOnline™ for the PSW first.
  - If found, just relate that PSW to the individual.
  - If not found, continue with enrolling them as a 'new' PSW enrollment.