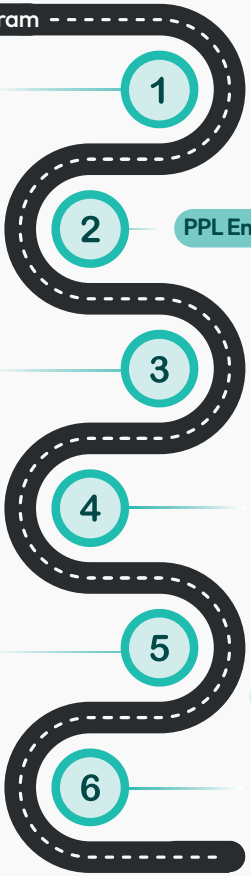
Oregon FMAS Program

NEW EMPLOYER ENROLLMENT TIMELINE



1 Referred to PPL

Case Manager enters a new Employer record in BetterOnline™.

2 PPL Enrollment Specialist Assigned

PPL assigns an **Enrollment Specialist** to the Individual / Employer within the next business day.

3 Welcome Call

A PPL Enrollment Specialist will complete a **Welcome Call** to the individuals / Employers with the Oregon FMAS Program within 2 business days of PPL receiving the new Individual / Employer Record. During this call, they will schedule a packet assist appointment.

4 Enrollment Call

A PPL Enrollment Specialist will assist the new Employer and Provider with enrollment paperwork within 3 business days of PPL receiving the new Individual / Employer Record.

5 Weekly Updates

A PPL Enrollment Specialist will have weekly calls with the Employer and Provider until all paperwork is complete. The Enrollment Specialist will also email the Case Manager with updates.

6 Enrollment Success Call

A PPL Enrollment Specialist will inform the Employer that all paperwork is complete. The Enrollment Specialist will direct the Employer to the Case Manager who will confirm the provider's start date.