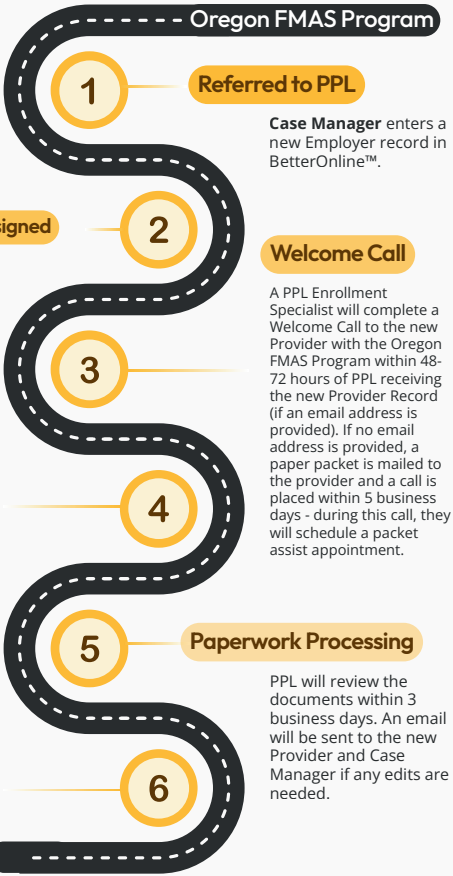
NEW PROVIDER ENROLLMENT TIMELINE



Referred to PPL

Case Manager enters a new Employer record in BetterOnline™.

PPL Enrollment Specialist Assigned

PPL assigns an **Enrollment Specialist** to call the new Provider.

Welcome Call

A PPL Enrollment Specialist will complete a Welcome Call to the new Provider with the Oregon FMAS Program within 48-72 hours of PPL receiving the new Provider Record (if an email address is provided). If no email address is provided, a paper packet is mailed to the provider and a call is placed within 5 business days - during this call, they will schedule a packet assist appointment.

Enrollment Call

A PPL Enrollment Specialist will assist the existing Employer and new Provider with enrollment paperwork within 5 business days of the new Provider record being received.

Paperwork Processing

PPL will review the documents within 3 business days. An email will be sent to the new Provider and Case Manager if any edits are needed.

Enrollment Success

PPL will inform the new Provider and Case Manager that all paperwork is complete.