

Frequently Asked Questions

What should I expect as a Personal Assistant (PA)/employee for a participant in the Kansas WORK Program?

Before you are eligible to provide service to a WORK participant, you must:

- Complete and submit all KS WORK program, through Public Partnerships LLC (PPL) required forms, including having your employer verify your Form I-9. Required forms list can be found in the PA/Employee Enrollment Packet – they are:
 - Employee Agreement and Attestation Form
 - IRS Form I-9
 - IRS Form W-4
 - Kansas Department of Revenue Form K-4
 - Kansas Abuse Registry Check Form (PPS 10400)

After you start working for a WORK participant/employer, you will:

- Submit timesheets online through the BetterOnline Portal twice per month, by the timesheet deadline for the pay period (see PA Payment Schedule enclosed in this packet).
- Receive a paycheck issued by the KS WORK program, through PPL, based on properly submitted timesheets for authorized services twice per month.
- Receive a W-2 Wage Statement from the KS WORK program, through PPL every year, on behalf of your employer.

What taxes will be withheld? Will I see them on my paycheck stub?

KS WORK program, through PPL will withhold Social Security, Medicare (FICA), state taxes, and federal income taxes from your paycheck as applicable. A summary of all tax withholdings will appear on your paycheck stub throughout the calendar year. KS WORK program, through PPL also will mail you a Form W-2 each January. You will need this Form W-2 to file your individual tax return by April of each year.

Where do I submit my required forms?

All required forms can be faxed, emailed, or can be mail to KS WORK program, through PPL: **For fastest processing, send forms via fax or email.**

Fax Number:	Email:	Mailing Address:
1-855-319-9305	pplksaetna@pcgus.com	Attn: KS WORK AETNA Public Partnerships LLC One Cabot Road, Suite 102 Medford, MA 02155

How can I contact PPL?

We're here to help answer your questions about how to complete paperwork and to answer other questions you may have about the WORK program and PPL's services. Whenever you have questions or issues you'd like to discuss with PPL, please call us toll-free at 1-833-549-5673. Our customer service team is available to assist you over the phone Monday through Friday, 8:00am – 6:00pm Central Time. TTY users can call PPL toll-free at 1-800-360-5899.