

Employer Frequently Asked Questions (FAQ)

The following are questions frequently asked by participants/employers related to Public Partnerships LLC (PPL) services.

What is my role as an employer? What is PPL's role in the process?

Self-directing your services allows you to use Medicaid funds to hire your own employees to serve as Personal Assistants (PAs). You are the employer and the KS WORK program, through PPL is your Fiscal/Employer Agent. Below is a summary of who is responsible for the following tasks.

As an Employer, you will:

- Recruit, hire, and fire all PAs
- Submit signed timesheets to the KS WORK program, through PPL noting the hours worked for each PA
- Establish wage rates and performance evaluation criteria for each PA
- Establish schedules and tasks to be completed by each PA

As your Fiscal/Employer Agent, the KS WORK program, through PPL will:

- Facilitate criminal background checks on prospective PAs
- Issue paychecks to PAs twice per month after the receipt of properly submitted timesheets
- Withhold appropriate taxes at the state and federal level for each PA
- File monthly, quarterly, and annual forms and tax deposits with state and federal agencies (see below to learn more about which taxes are withheld)
- Issue W-2 Statements to each PA in January
- Arrange to purchase workers' compensation insurance to cover your PAs
- Provide you with monthly expenditure reports to assist you in managing your budget
- Answer all questions that you and your PAs have about enrollment, timesheets, and payments
- Help you and your PAs with the enrollment process through our customer service center at 1-877-908-1747

Which taxes are withheld for my each of my PAs?

All PAs must pay taxes. PPL will withhold Social Security, Medicaid (FICA), and state and federal income taxes from each PA's paycheck. A summary of all PA tax withholdings will appear on their paycheck stub. Furthermore, PPL will prepare and mail a W-2 Wage Statement to each PA in January.

Do employers pay taxes too?

Yes. As an employer, you must match each PA's Social Security and Medicaid (FICA) contribution. In addition, you must pay federal and state unemployment for each PA. Acting as your agent, PPL will complete all this paperwork. These tax payments are made using your WORK Program funds.

Will I be required to pay for services out of my own pocket?

No. All payroll related expenses are funded using Medicaid funds. These expenses include PA wages and taxes, employer payroll taxes, and unemployment insurance.

Do my PAs need to complete paperwork too?

Yes. Each PA needs to complete required forms before starting work. Please notify the KS WORK program, through PPL and your Independent Living Counselor when you choose to hire a PA. PA forms can be found online at publicpartnerships.com or can be sent by mail upon request by contacting PPL customer service at 1-877-908-1747.

What are the employer/PA conditions?

As the employer, you must present each PA with the Employee Agreement and Attestation, a document found in your PA's enrollment packet, before they can be paid. You and the PA must sign and date this document and the **KS WORK program, through PPL** must confirm the form was processed successfully before your PA can begin working. The Employee Agreement and Attestation will establish a hire date, wage rate, as well as provide important information to the PA about employment policies and rules.

Who is responsible for submitting timesheets to the KS WORK program, through PPL?

As an employer, it is your responsibility to see that timesheets are submitted to the KS WORK program, through PPL in a timely manner.

How can I reach PPL?

Participants/employers, PAs, and Independent Living Counselors can reach PPL customer service team by calling toll-free 1-877-908-1747 or by email at pplks-unitedhealthcare@pcgus.com. PPL customer service is open between 8:00 AM and 6:00 PM EST, Monday through Friday. At all other times, you can leave a voicemail message. We also use our voicemail system as a backup during regular business hours. PPL returns all voicemail messages within one business day of receiving the message.

PPL uses special phone features to make your experience calling us as efficient and user-friendly as possible. For example, during busy times when there is a wait to talk with a PPL representative, you can leave a voicemail message and retain your place in line – PPL will automatically call you back when it's your turn. This gives you the option to do other things and not spend time waiting on the phone.

Does PPL support TTY?

PPL has a separate phone line (1-800-360-5899) that connects callers to our TTY system. This is for callers with hearing and/or speech impairments who use text telephones.

Does PPL communicate in multiple languages?

Over half of our customer service team is fluent in both Spanish and English. We also have access to translation services for assisting callers who speak other languages. PPL does not charge callers for translation services.

Please call us at 1-877-908-1747 if you have any questions.

We look forward to working with you!

Public Partnerships LLC