

EMPLOYER FREQUENTLY ASKED QUESTIONS (FAQ)

Kansas Department of Health and Environment Support and Training to Employ People Successfully.

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 STEPS 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 STEPS program, through PPL's EVV platform, 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 STEPS 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
- 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 833-771-1838

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 STEPS 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 STEPS program, through PPL and your MCO Care Coordinator 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 833-771-1838.

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 STEPS 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 STEPS PROGRAM, THROUGH PPL?

Employers and PAs must use the Time4Care smart device application for compliance with Electronic Visit Verification. In certain circumstances the employer or PA can opt into the telephony option. Please go to publicpartnerships.com for more details.

HOW CAN I REACH PPL?

Participants/employers, PAs, and MCO Care Coordinator can reach PPL customer service team by calling toll-free 833-771-1838 or by email at kssteps-cs@pcgus.com. PPL customer service is open between 8:00 AM and 5:00 PM CST, 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.

833-930-3542 is the production number and live telephony line for KS STEPS
 PPL has established a KS STEPS specific toll-free number (**833-771-1838**) for Members their representatives and PCAs to contact PPL
 PPL has also established a program email address: **kssteps-cs@pcgus.com**