

FREQUENTLY ASKED QUESTIONS

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

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 STEPS participant, you must:

- Complete and submit all KS STEPS program, through Public Partnerships LLC (PPL) required forms, including having your employer verify your Form 1-9. Required forms list can be found in the PA/Employee Enrollment Packet - they are:
- Employee Agreement and Attestation Form
- IRS Form 1-9
- IRS Form W-4
- Kansas Department of Revenue Form K-4
- Kansas Abuse Registry Check Form (PPS 10400)

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

- 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.
- Receive a paycheck issued by the KS STEPS program, through PPL, based on properly submitted timesheets for authorized services twice per month.
- Receive a W-2 Wage Statement from the KS STEPS program, through PPL every year, on behalf of your employer

WHAT TAXES WILL BE WITHHELD? WILL I SEE THEM ON MY PAYCHECK STUB?

KS STEPS 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. W-2s will be available online for personal assistants. 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?

Enrollment forms are available through My Account. If you need access to paper forms please contact customer service at **833-771-1838**. Paper enrollment packets can be submitted via email to **PPL_KSSTEPS_ENR@pcgus.com**

Fax Number:	Email:	Mailing Address:
1-855-344-5443	pplks-unitedhealthcare@pcgus.com	Attn: KS STEPS UHC 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 833-771-1838. Our customer service team is available to assist you over the phone Monday through Friday, 8:00am - 5:00pm Central Time. TTY users can call PPL toll-free at 1-800-360-5899.

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**