



PA OLTL Program
Customer Service: 1-877-908-1750
TTY: 1-800-360-5899
Administrative Fax: 1-855-858-8158
Email: cs-oltl@pcgus.com

Direct Care Worker Requalification Letter

Dear Participant/Common Law Employer:

Every three years the Office of Long-Term Living (OLTL) requires participants who use Participant Directed Services to requalify direct care workers (DCW) they employ. You have received this requalification packet because you have one or more DCWs with qualifications that will expire within 60 to 90 days. It is important that you and your worker complete and return the form as soon as it is received so that Public Partnerships (PPL) can process the paperwork and conduct any background checks that may be required before your worker's qualification expiration date. PPL is required to conduct a new State Criminal Background Record check every three (3) years. A Child Abuse History Clearance or FBI Fingerprinting may also be conducted if there are changes since the last time you qualified your worker or if PPL does not have the background check in your worker's file. The requalification packet includes a Requalification Direct Care Worker Information and Attestation Form containing five (5) pages.

There are some unpopulated sections on the form that you will need to complete. Please review the form carefully. In order to prevent delays in processing your form, remember to:

- Verify that your information and your worker's information is correct
- Complete all sections of the form
- Sign and date form where indicated for you and your DCW
- Return all five (5) pages

Please return completed form by fax 1-855-858-8158
or mail to:
PUBLIC PARTNERSHIPS, LLC
P.O. BOX 1108
WILKES-BARRE, PA 18773-9905

If the information is incorrect on the form, please contact Customer Service at 1-877-908-1750 so that we may update your information and send you a corrected form. If you require program materials in alternate print format or languages (for example, Braille or large print), please contact our Customer Service team.

Public Partnerships encourages you to call us at 1-877-908-1750 if you have any questions regarding completion of the requalification packet. Our customer service team is available Monday through Friday 8:00 am until 8:00 pm (EST) and Saturday 9:00 am to 1:00 pm (EST). We look forward to assisting you through the requalification process.

Sincerely,
Public Partnerships LLC