

Changing an Employer in BetterOnline™

- 1) Complete the Change of Employer form and submit the form to Public Partnerships via secure email sent to pplorodds@pcgus.com. If you do not have secure email, please email and request a secure email be sent to you. Effective 9/1/2018 use of the form is the only way to initiate the change of Employer process. Change of employer requests will not be accepted over the phone effective 9/1/2018.

Fill in all information requested on the form:

- a. New Employer Full First and Last Name
 - b. New Employer Address, City, State and Zip Code
 - c. New Employer SSN
 - d. New Employer Relationship to Participant
 - e. New Employer Phone
- 2) Once Public Partnerships receives the request, an Employer packet will be pre-populated with the information provided and sent to the new Employer. Employers may receive the packet via two methods:
 - a. Method 1 (fastest) – Secure email. The Case Management Entity must note on the form that the Employer wishes to receive their packet this way AND an email for the new Employer **must** be supplied.
 - b. Method 2 – USPS. The packet should arrive within 5 -7 business days from the date on which PPL receives the form.
 - 3) Employer forms / packets will be reviewed and processed internally within 2 - 4 business days* if everything has been completed correctly. *Note: Receiving a new EIN from the IRS could take up to an additional 5 business days.
 - a. If the packet is incomplete or has errors, the new Employer will be notified by:
 - i. Up to 3 automated calls stating: *“Hello, this message is from Public Partnerships regarding your enrollment in the OR FMAS program. We processed your enrollment forms and found some errors. The forms have been returned to you for correction. Please return your corrected forms by email, fax, or mail directly to PPL. Information on how to return paperwork is included on each form. If you have any questions, please contact our customer service team at your earliest convenience at 1-888-419-7705.”*
 - ii. A letter with a copy of the incorrect or missing form.

SPECIAL INSTRUCTIONS FOR EMPLOYERS WITH EXISTING EINS – If an Employer has an existing EIN, PPL must also receive additional paperwork from the IRS to enroll the Employer. PPL

cannot enroll Employers with existing EINs without a IRS 147C letter submitted. **Unfortunately, the IRS will not give Public Partnerships the correct EIN/name match. Only the Employer can get this information from the IRS.**

If the employer has an existing EIN they will be notified by:

- a. A letter from PPL to the Employer to let them know that they have an existing EIN and a 147c letter is needed. The information sent to the Employer includes instructions on how to contact the IRS to ask for a 147c letter.
- b. Up to 3 automated calls stating: *“Hello, this message is from Public Partnerships regarding your enrollment in the OR FMAS program. We need some additional information from you to complete your request for an Employer Identification Number or EIN for short. Please contact our customer service team at your earliest convenience at 1-888-419-7705.”*

Once the information has been gathered for the new Employer’s profile (all required information on the Employer forms and EIN obtained) the Individual’s record in BetterOnline™ will be updated to reflect the new Employer information. The information for the former Employer will be deleted from the Individual’s profile.

Case Managers should send an email to pplorodds@pcgus.com to inquire about the status of the Change of Employer, as needed.

NOTE: If the Employer being replaced desires to become the Individuals’ PSW, they will not receive a PSW enrollment packet until the new Employer’s information is updated in the Individual’s profile and the PSW is associated with the new Employer.

How to ask the IRS for a 147C letter *Instructions for Employers*

Here is what you will need to do to ask the IRS to confirm the Employer Name/EIN combination:

- 1) Call the IRS at 1-800-829-4933 and request Letter 147C to confirm the Employer/EIN combination. After selecting “English or Spanish”, dial extension #1, then extension #3. If your previously established EIN has an associated D.B.A. (doing business as), request the IRS to remove it from the account. Then, request the IRS to fax or mail Letter 147C to you. If mailed, the letter should arrive within seven days.

- 2) When the corrected Letter 147C has been received, please fax, email, or mail the document to PPL at the location below. If faxed, please allow 3 business days for processing time.

Fax: 1 (844) 399-6593

Email: PPLORFMAS@pcgus.com

Or

Mail: Public Partnerships LLC
OR FMAS
P.O. Box 50040
Phoenix, AZ 85076

If you are not able to talk to the IRS on your own, you have two options:

Option 1)

You can use an interpreter to call the IRS if there is a language barrier. How that would work is the EOR and the interpreter would need to put the IRS on speaker phone. The IRS would ask the question, the interpreter would then ask the question to the EOR, the EOR would answer and then the interpreter would then respond to the IRS agent. The reason they need to be on speaker is because the IRS agent needs to be able to hear the interpreter ask the question and they need to hear that a response was given by the EOR.

Option 2)

The IRS will also allow a person who your Power of Attorney (POA) to request the 147C letter. Your POA would need to complete IRS form 2848. Next, your POA would call the IRS and the IRS agent would ask your POA to fax the POA while on the phone. Once the IRS receives the faxed 2848 form, they would proceed to continue the process. The IRS wants to make sure at the bottom of the 2848 where it says forms, it lists "147C letter". The IRS will ask personal security questions that your POA will need to know the answers to in order for the IRS to send the 147C.