

Sept 2016

Q: What does “FMAS” mean?

A: *FMAS means **Financial Management Agent Services**. It is the new term used in place of Fiscal Intermediary or FI.*

Q: What exactly will I be receiving?

A: *PSWs & employers will first receive an introduction letter from PPL. Then a few days later, PSWs & employers should receive their new vendor enrollment packets, also from PPL. The intro letters & packets are being prepared for mailing now. All information & packets should be received by Nov 1st.*

Q: How do I return my packet to PPL?

A: *PSWs & their employers can return their completed packets in one of the below ways (in order of preferred return method):*

1. *By email to:*
PPLORFMAS@pcqus.com
2. *By fax to:*
1-844-399-6293
3. *Bring it to **an in-person registration session** in November.*
4. *By US mail to:*
**Public Partnerships – OR FMAS
PO Box 50040
Phoenix, AZ 85076**

Q: Who is sending out the packets/information?

A: ***Public Partnerships, LLC (PPL)** will be sending introduction letters and payroll vendor enrollment packets by US mail directly to PSWs & their employers.*

Q: What do I do with the packet once I get it?

A: *Packet instructions will be included. PSWs & their employers will each need to sign and return the forms in their packets.*

PSWs must also return a completed I-9 form. They can ask their employer to complete the blank form provided in their packet, or submit a copy of their current, completed I-9 form.

Q: When are the packets due back to PPL?

A: *To ensure there is no interruption in services to individuals or payments to PSWs, **all packets must be returned to PPL by Dec 1st.***

Q: What if I have questions about my enrollment packet?

A: Starting Oct 14th, PSWs & their employers can contact PPL Customer Service with any questions.

PPL Customer service can be reached by email at:

- PPLORFMAS-CS@pcqus.com

Or by phone at:

- 1-888-419-7705 (English)
 - 1-888-419-7720 (Español)
 - 1-888-419-7734 (русский/Russian)
 - 1-888-360-5899 (TTY)
- Calls answered/returned M-F, 8a-5p**

Q: What should I be looking for in the mail?

A: The new payroll vendor packets will come from **Public Partnerships, LLC (PPL) and will be in an envelope that looks like this:**

