

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 1<sup>st</sup>.*

**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](mailto: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 1<sup>st</sup>.***

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

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

**PPL Customer service can be reached by email at:**

- [PPLORFMAS-CS@pcqus.com](mailto: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:**

