



RE: Employment Packages

Dear PCA Consumer:

Welcome to the Stavros Fiscal Intermediary (FI) program! Stavros FI is responsible for completing your payroll related tasks including and not limited to, processing your PCA bi-weekly payroll, maintaining payroll and personnel records, obtaining identification numbers for federal and state taxes, and submitting employer related taxes to federal and state agencies.

Inside this welcome packet, please find enclosed the forms you will need to complete and return to us to begin your participation in the FI program – and to make sure your PCAs get paid for the work that they do.

You will also find important notices and letters from MassHealth about program policies. These include the information on the Personal Care Attendant Workforce Council, Overtime management policy, paid family medical leave (PFLMA), and paid time off (PTO) for PCAs.

Our business hours are 9AM to 5PM Monday through Friday (excluding major holidays). Stavros FI has customer service offices located at 210 Old Farm Rd in Amherst, Massachusetts and at 227 Berkshire Ave in Springfield, Massachusetts. We can be reached by phone during our business hours at 800-442-1185 or via email 24 hours a day, 7 days a week at fiscalfeedback@stavros.org. Please allow 1 business day for us to respond. Our website, Stavrosfi.org, also contains all the forms and web links needed for your program.

Your PCA Activity timesheets can be submitted via fax 888-773-4281 or 413-256-3849. Timesheets can also be dropped off in the drop boxes at our Amherst or Springfield locations. We strongly encourage you to sign up for our online timesheet portal. This portal allows you to create and submit your PCA timesheets online. It is the fastest and easiest way for you to ensure your PCA is paid timely.

Please Remember:

As a Consumer in the Stavros Fiscal Intermediary program, you *must* inform your PCAs they must have Direct Deposit to receive their payroll payments. Please make sure they provide a proof of account from their financial institution when submitting the direct deposit sign up form.

Any newly hired PCA must complete a 1-time, 4-hour new hire orientation within 9-months of their date of hire. Failure to do so will result in a \$1.00 per hour deduction on their paycheck. PCAs that worked in the MassHealth PCA program before January 1, 2014 or completed it already do not need to take it.



Stavros Fiscal Intermediary can only pay your PCAs for hours that are approved by MassHealth and for which you are MassHealth Eligible. As the employer, you may be responsible for wages due to your PCA if:

- You bill for more hours than MassHealth has approved;
- You lose your MassHealth Eligibility;
- You have your PCA work for you while you are in a hospital or a Long Term Care Facility.

Please contact your skills trainer if you have any questions about any of these issues.

Forms You Need to Complete

The following is a list of the forms you have received, will need to complete, and a brief description of their use.

Please complete the forms and return to your skills trainer as soon as possible. Once we have received and processed your FI Packet and you have received a Prior Authorization from MassHealth, you may submit timesheets (Activity Forms) to the FI Office. There are instructions on the back explaining the correct way to fill them out. Please leave the Employer Number blank for your first set of timesheets. If you have any questions on the completion of your timesheets, you may contact our office at (413) 256-6692 or (800) 442-1185.

The FI office will determine your payroll schedule and employer number when we receive your first set of timesheets. You will then receive a packet that contains a letter with your employer number, your payroll schedule and timesheets. It is important that you follow the payroll schedule so there is not a delay with processing your timesheets.

If you have any questions about these forms, please ask your Skills Trainer. They will be happy to assist you with completion of these forms.

Consumer Information Form: This form lets us know who you are and which Provider Agency you work with, and provides us with important information to get you started in our FI Program. This form also has a checklist of the forms you will need to complete to enroll in Stavros FI.

Consumer Agreement: Every consumer must sign a Consumer Agreement; this will allow us to act as your Fiscal Employer Agent. This also indicates that you understand what your obligations are as a PCA consumer.

IRS Form 8821, Tax Information Authorization: This authorizes Stavros F.I. to inspect and receive tax information for the payroll taxes and forms indicated on line 3(a) and 3(b).



IRS Form SS-4, Application for Employer Identification Number (EIN): MassHealth regulations state that each consumer will be an employer and must obtain an EIN to report their PCA's withholding taxes to the Internal Revenue Service. You – the consumer – must complete this form and your name should appear **exactly** as it does on your Social Security card. If you had previously obtained an EIN, you will need to provide Stavros a copy of a letter from the IRS with your EIN on it.

IRS Form 2678, Employer/Payer Appointment Agent: This form allows Stavros F.I. to file the appropriate reports for your PCA's payroll with the Internal Revenue Service. This form must be completed by you – the consumer – and your name should appear exactly as it does on your Social Security card.

Mass DOR Form M-2848, Power of Attorney and Declaration of Representative: This form allows the Stavros F.I. to represent you with the Massachusetts Department of Revenue (DOR – the people who collect state taxes) in case there is ever an issue with your Mass DOR account. This form must be completed by you – the consumer – and your name should appear exactly as it does on your Social Security Card.

Consent to Use Payroll Processing Agent: Stavros F.I. contracts with iSolved to process payroll for your PCAs: your PCAs' checks are printed there. Your signature means you are acknowledging that you are aware of this. You must sign this form!

Important Notices

Personal Care Attendant Workforce Council (PCA Council): The PCA council helps consumers and PCAs in the MassHealth program. They assist in recruiting, hiring, and training PCAs. This form contains contact information for the PCA council, information for the Mass PCA directory and PCA New Hire Orientation.

Department of Industrial Accidents Notice to Employees: As an employer in Massachusetts, you need to post this Notice where your PCAs can see it. In the event that one of your PCAs is injured while working for you, the name and telephone number of your workers' compensation insurance company are on this form. Please fill in your name and address before posting. The consumer has the right to request a copy of this policy from Stavros FI.

Stavros Disaster Continuous Operation Plan (COOP): This document describes the steps that the FI will take in the event of an emergency to ensure that your payroll is processed in a timely manner.



Emergency Notification Form: Stavros F.I. has subcontracted with Blackboard Connect to notify you in the event of an emergency or with general F.I. messages. We would like you to let us know how prefer to be contacted and what types of messages you wish to receive.

Stavros CIL Grievance Procedure: If you are not happy with the services you are receiving use the steps as outlined in this document to file an official complaint.

Stavros Center for Independent Living Notice of Privacy Practices: This notice explains how we handle your confidential records at Stavros.

MassHealth Policy Letters

Paid Time Off (PTO) for PCAs: This memo outlines the PTO terms for PCAs. It explains how PCAs accrue PTO and how they can use it.

Paid Family Medical Leave: This letter describes the PFMLA program and the associated tax that is being deducted for it.

Overtime Management: This letter from MassHealth describes the Overtime management program. It describes how a consumer can obtain an Overtime approval if they require a PCA to work over 50 hours per week.