

Stavros PCA New Hire Paperwork Portal User Guide

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Begin by going to <https://stavros.payprocorp.com/Account/Login> to register. Click either “Register as a new user” or Register in the top menu bar (see red arrows).

The registration page will open. Please enter your email address (this will be your username for the website) and create a password. Your password must be at least 8 characters long and contain at least 1 uppercase letter, 1 lowercase letter, a number, and special character (!, #, \$, %, etc.). Then click register.

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Register

Create a new account

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Password

Confirm password

Password policy Passwords must be at least 8 characters long and contain at least one upper case letter, lower case letter, number, and symbol. For example: 'P@ssw0rd'





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Verify Email Address

Click the link in the email message we sent you to verify your email address.

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The message above will now appear. Please go to your email account and open the email from PayPro. You will then confirm your account by clicking the link (see red arrow below).

Confirm your account

 Paypro Notifications (noreply@payprocorp.net)

To: you [Details](#) ▾



Confirm your account

Please confirm your account by clicking [here](#). 

 Reply  Reply All  Forward

You will be directed to the page below confirming your account. Please click continue.

Account Confirmation

Thank you for confirming your account.

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You will be brought back to the home page. Please enter your email address and password to login.

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Phone Number

Add new account phone number

Phone Number

Contact Method

Text Message (mobile phone)

Phone Call (landline or mobile phone)

Adding a phone number makes your account more secure. You will receive a security code to verify your phone number. Please enter this code on the following page. Your phone number will be used for account security related purposes only. Standard data fees and text messaging rates may apply based on your plan with your provider.

The page above will now open. Please enter a phone number and select a contact method. This is a secondary verification. You will receive a text message (cell phone numbers only) with a verification code or phone call (landline or cell phone number).

Verify Phone Number

Enter verification code

Please enter the security code we just sent to your phone.

Security Code

243421

Verify Password

••••••••

Add Phone Number

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Please enter you security code and re-enter your password. Click “Add Phone Number”. You get the success message below. Please click continue.

Verify Phone Number

Success

Your account phone number has been changed.

Continue

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You will now begin the new hire process. Select “I am a personal care attendant (PCA)” and click next.

Welcome

Let's get started

What is your role?

I am a consumer

I will be the one receiving the care / assistance

I am a personal care attendant (PCA)

I will be the one providing the care / assistance

Next

The PCA Program is a MassHealth program that helps people with permanent or chronic disabilities keep their independence, stay in the community, and manage their own personal care by providing funds to hire personal care attendants (PCAs). The PCA consumer (the person receiving PCA services) is the employer of the PCA, and is fully responsible for recruiting, hiring, scheduling, training, and, if necessary, firing PCAs.



Now, you will start completing your new hire paperwork. Click "Resume" to start.

New Hire Applications

	Date Started	Consumer Name	Status
Resume	6/11/2021	[REDACTED]	In Progress

The new hire paperwork that will be complete on the website are:

- Personal Care Attendant Signature Form
- M-4 Massachusetts Tax Withholding Form
- W-4 Federal Tax Withholding Form
- I-9 Federal Employment Verification Form
- Stavros Timesheet Portal User Agreement
- Non-Covered Services Attestation
- Paid Family Leave Acknowledgement
- Stavros Direct Deposit Form/Focus Blue Debit Card Application

You will now be prompted to enter your information. This information will be used to auto fill you information on the new hire forms. Once finished, please click next.

Basic Information

Address, contact, and identification information

First Name	Middle Name	Last Name
<input type="text"/>	<input type="text"/>	<input type="text"/>
Address Line 1	Address Line 2	
<input type="text"/>	<input type="text"/>	
City	State	ZIP Code
<input type="text"/>	<input type="text"/>	<input type="text"/>
Date of Birth	Social Security Number	
<input type="text" value="mm / dd / yyyy"/>	<input type="text"/>	
Email Address	Home Phone Number	Mobile Phone Number
<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="button" value="Cancel"/>	<input type="button" value="Next »"/>	

The next screen will ask for your relationship to the consumer. Please select the appropriate relationship. Please note a response of Other relative or nonrelative will prompt you to describe your relationship to the consumer. This will be used to complete the Personal Care Attendant Signature Form.

PCA Relationship

PCA Relationship to Consumer

I understand that I cannot be paid as a PCA if I am a spouse, parent (if the PCA consumer is a minor child), surrogate, foster parent, or legally responsible relative of the PCA consumer.

The following describes my relationship to my employer (the PCA consumer):

- Adult child (18 yrs. or older) of member
- Parent of adult (18 yrs. or older) member
- Daughter-in-law of member
- Son-in-law of member
- Other relative
- Nonrelative

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Now, you will select how you will receive your pay. Selecting an existing account will ask you to enter your bank information and upload a picture or file containing your proof of account. Selecting Focus Blue debit card will have the system complete a Focus Blue application for you (you will sign off on this form at the end). Links for information on the Focus Blue debit card are located below it. Click next.

Direct Deposit Form

Choose how you would like to receive your PCA payments

How would you like to receive your PCA payments?

- Your existing checking, savings, or online bank account
- Focus Blue debit card
 - No credit check or existing bank relationship necessary
 - [Overview](#) | [Terms and Conditions](#) | [Additional Information](#)

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Important: PCA payments are on Fridays

If Stavros receives your properly completed timesheet on the Monday after the pay period ends, your deposit may be in your account before Friday—however, PCAs should not assume or anticipate payment before Friday, which is the official pay day.

You will then fill out the information for your M-4 Massachusetts tax withholding. PCAs using a computer will find the instructions on the right. Those using phones or tablets will find the instructions below. Click next.

Form M-4

Massachusetts Employee's Withholding Exemption Certificate

1. Personal Exemption

Write the figure "1." If you are age 65 or over or will be before next year, write "2".

2. Spouse Exemption

If married and if exemption for spouse is allowed, write the figure "4." If your spouse is age 65 or over or will be before next year and if otherwise qualified, write "5." See Instruction C

3. Dependent Exemptions

Write the number of your qualified dependents. See Instruction D

4. Total Exemptions

Add the number of exemptions which you have claimed above and write the total

5. Additional withholding per pay period under agreement with employer

- 5A. Check if you will file as head of household on your tax return.
- 5B. Check if you are blind.
- 5C. Check if spouse is blind and not subject to withholding.
- 5D. Check if you are a full-time student engaged in seasonal, part-time or temporary employment whose estimated annual income will not exceed \$8,000.

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Instructions

A. Number. The more exemptions you claim on this certificate, the less tax withheld from your employer. If you claim more exemptions than you are entitled to, civil and criminal penalties may be imposed. However, you may claim a smaller number of exemptions without penalty. If you do not file a certificate, your employer must withhold on the basis of no exemptions.

If you expect to owe more income tax than will be withheld, you may either claim a smaller number of exemptions or enter into an agreement with your employer to have additional amounts withheld.

You should claim the total number of exemptions to which you are entitled to prevent excessive overwithholding, unless you have a significant amount of other income. Underwithholding may result in owing additional taxes to the Commonwealth at the end of the year.

If you work for more than one employer at the same time, you must not claim any exemptions with employers other than your principal employer.

If you are married and if your spouse is subject to withholding, each may claim a personal exemption.

B. Changes. You may file a new certificate at any time if the number of exemptions increases. You must file a new certificate within 10 days if the number of exemptions previously claimed by you decreases. For example, if during the year your dependent son's income indicates that you will not provide over half of his support for the year, you must file a new certificate.

C. Spouse. If your spouse is not working or if she or he is working but not claiming the personal exemption or the age 65 or over exemption, generally you may claim those exemptions in line 2. However, if you are planning to file separate annual tax returns, you should not claim withholding exemptions for your spouse or for any dependents that will not be claimed on your annual tax return.

If claiming a spouse, write "4" in line 2. Entering "4" makes a withholding system adjustment for the \$4,400 exemption for a spouse.

D. Dependent(s). You may claim an exemption in line 3 for each individual who qualifies as a dependent under the Federal Income Tax Law. In addition, if one or more of your dependents will be under age 12 at year end, add "1" to your dependents total for line 3.

You are not allowed to claim "federal withholding deductions and adjustments" under the Massachusetts withholding system.

Next up is the W-4 federal tax withholding form. As with the M-4 the instructions will appear to the right or bottom depending on the device you are using.

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Form W-4

Employee's Withholding Certificate

Step 1 (c). Filing status

Single or Married filing separately

Married filing jointly or Qualifying widow(er)

Head of household
(Check only if you're unmarried and pay more than half the costs of keeping up a home for yourself and a qualifying individual.)

Complete Steps 2-4 ONLY if they apply to you; otherwise, click Next.

See instructions for more information on each step, who can claim exemption from withholding, when to use the estimator at www.irs.gov/W4App, and privacy.

Step 2. Multiple Jobs or Spouse Works

Complete this step if you (1) hold more than one job at a time, or (2) are married filing jointly and your spouse also works. The correct amount of withholding depends on income earned from all of these jobs.

Do only one of the following.

- Use the estimator at www.irs.gov/W4App for most accurate withholding for this step (and Steps 3-4); or
- If there are only two jobs total, you may check this box. Do the same on Form W-4 for the other job. This option is accurate for jobs with similar pay; otherwise, more tax than necessary may be withheld.
 There are only two jobs total

TIP: To be accurate, submit a 2021 Form W-4 for all other jobs. If you (or your spouse) have self-employment income, including as an independent contractor, use the estimator.

Complete Steps 3-4(b) on Form W-4 for only ONE of these jobs. Leave those steps blank for the other jobs. (Your withholding will be most accurate if you complete Steps 3-4(b) on the Form W-4 for the highest paying job.)

Step 3: Claim Dependents

If your total income will be \$200,000 or less (\$400,000 or less if married filing jointly):

Multiply the number of qualifying children under age 17 by \$2,000

\$

Multiply the number of other dependents by \$500

\$

Add the amounts above and enter the total here

\$

Step 4 (optional): Other Adjustments

(a) Other income (not from jobs). If you want tax withheld for other income you expect this year that won't have withholding, enter the amount of other income here. This may include interest, dividends, and retirement income

\$

(b) Deductions. If you expect to claim deductions other than the standard deduction and want to reduce your withholding, use the Deductions Worksheet on page 3 and enter the result here

\$

(c) Extra withholding. Enter any additional tax you want withheld each pay period

\$

General Instructions

Future Developments

For the latest information about developments related to Form W-4, such as legislation enacted after it was published, go to www.irs.gov/FormW4.

Purpose of Form

Complete Form W-4 so that your employer can withhold the correct federal income tax from your pay. If too little is withheld, you will generally owe tax when you file your tax return and may owe a penalty. If too much is withheld, you will generally be due a refund. Complete a new Form W-4 when changes to your personal or financial situation would change the entries on the form. For more information on withholding and when you must furnish a new Form W-4, see Pub. 505, Tax Withholding and Estimated Tax.

Exemption from withholding.

You may claim exemption from withholding for 2021 if you meet both of the following conditions: you had no federal income tax liability in 2020 and you expect to have no federal income tax liability in 2021. You had no federal income tax liability in 2020 if (1) your total tax on line 24 on your 2020 Form 1040 or 1040-SR is zero (or less than the sum of lines 27, 28, 29, and 30), or (2) you were not required to file a return because your income was below the filing threshold for your correct filing status. If you claim exemption, you will have no income tax withheld from your paycheck and may owe taxes and penalties when you file your 2021 tax return. To claim exemption from withholding, certify that you meet both of the conditions above by writing "Exempt" on Form W-4 in the space below Step 4(c). Then, complete Steps 1(a), 1(b), and 5. Do not complete any other steps. You will need to submit a new Form W-4 by February 15, 2022.

Your privacy.

If you prefer to limit information provided in Steps 2 through 4, use the online estimator, which will also increase accuracy.

As an alternative to the estimator, if you have concerns with Step 2(c), you may choose Step 2(b); if you have concerns with Step 4(a), you may enter an additional amount you want withheld per pay period in Step 4(c). If this is the only job in your household, you may instead check the box in Step 2(c), which will increase your withholding and significantly reduce your paycheck (often by thousands of dollars over the year).

When to use the estimator.

Consider using the estimator at www.irs.gov/W4App if you:

- Expect to work only part of the year;
- Have dividend or capital gain income, or are subject to additional taxes, such as Additional Medicare Tax;
- Have self-employment income (see below); or
- Prefer the most accurate withholding for multiple job situations.

Self-employment.

Generally, you will owe both income and self-employment taxes on any self-employment income you receive separate from the wages you receive as an employee. If you want to pay these taxes through withholding from your wages, use the estimator at www.irs.gov/W4App to figure the amount to have withheld.

Nonresident alien.

If you're a nonresident alien, see Notice 1392, Supplemental Form W-4 Instructions for Nonresident Aliens, before completing this form.

Specific Instructions

Step 1(c).

Check your anticipated filing status. This will determine the standard deduction and tax rates used to compute your withholding.

Step 2.

Use this step if you (1) have more than one job at the same time, or (2) are married filing jointly and you and your spouse both work.

Option (a) most accurately calculates the additional tax you need to have withheld, while option (b) does so with a little less accuracy.

If you (and your spouse) have a total of only two jobs, you may instead check the box in option (c). The box must also be checked on the Form W-4 for the other job. If the box is checked, the standard deduction and tax brackets will be cut in half for each job to calculate withholding. This option is roughly accurate for jobs with similar pay; otherwise, more tax than necessary may be withheld, and this extra amount will be larger the greater the difference in pay is between the two jobs.

CAUTION: Multiple jobs. Complete Steps 3 through 4(b) on only one Form W-4. Withholding will be most accurate if you do this on the Form W-4 for the highest paying job.

Step 3.

This step provides instructions for determining the amount of the child tax

Now, you will enter the information needed to complete the I-9 employment eligibility form. Start by selecting your work status. Then select the document(s) you will use to complete the I-9. Selecting a list B ID (driver's license, school ID, etc.) will also prompt you to enter an ID from list C (birth certificate, Social Security Card, etc.). After entering the information from the IDs you will have to upload images of their fronts and backs. Click next to continue.

Form I-9

Employment Eligibility Verification

Please read the instructions carefully before completing this form:

[Click here to view the instructions](#) 

I am aware that federal law provides for imprisonment and/or fines for false statements or use of false documents in connection with the completion of this form.

I attest, under penalty of perjury, that I am (select one of the following):

- 1. A citizen of the United States
- 2. A noncitizen national of the United States
- 3. A lawful permanent resident
- 4. An alien authorized to work

Identity Verification / Employment Authorization

To verify your identity and authorization to work, please provide one of the documents listed below. In some cases you will be asked to provide a second document.

[Click here to view the list of acceptable documents](#) 

Document Title

Issuing Authority

Document Number

Document Front Image

No file selected.

The EEO information page will now open.

EEO Information

Equal Employment Opportunity

Gender

- Male
- Female
- Non-binary
- Prefer not to say.

Race / Ethnicity

- Hispanic or Latino
A person of Cuban, Mexican, Puerto Rican, South or Central American, or other Spanish culture or origin regardless of race.
- White
A person having origins in any of the original peoples of Europe, the Middle East or North Africa.
- Black or African American
A person having origins in any of the black racial groups of Africa.
- Native Hawaiian or Other Pacific Islander
A person having origins in any of the peoples of Hawaii, Guam, Samoa or other Pacific Islands.
- Asian
A person having origins in any of the original peoples of the Far East, Southeast Asia or the Indian Subcontinent, including, for example, Cambodia, China, India, Japan, Korea, Malaysia, Pakistan, the Philippine Islands, Thailand and Vietnam.
- American Indian or Alaska Native
A person having origins in any of the original peoples of North and South America (including Central America) and who maintain tribal affiliation or community attachment.
- Two or More Races
All persons who identify with more than one of the above five races.
- Prefer not to answer

These questions are used solely to ensure our compliance with EEOC regulations. Completion of these questions is voluntary and will not affect your opportunity for employment or terms or conditions of employment. This form will be used for EEO-1 reporting purposes only and will be kept separate from all other personnel records.

The employer is subject to certain governmental recordkeeping and reporting requirements for the administration of civil rights laws and regulations. In order to comply with these laws, the employer invites employees to voluntarily self-identify their race or ethnicity. Submission of this information is voluntary and refusal to provide it will not subject you to any adverse treatment. The information obtained will be kept confidential and may only be used in accordance with the provisions of applicable laws, executive orders, and regulations, including those that require the information to be summarized and reported to the federal government for civil rights enforcement. When reported, data will not identify any specific individual. If you decline to self-identify, your employment records or observer identification may be used.

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After completing this page, you will be directed to DocuSign to sign your paperwork. Begin signing by clicking start. You will then be brought to every spot on the paperwork that you will need to sign. Sign by clicking the yellow sign box.

ACKNOWLEDGMENT

Your signature below acknowledges your receipt of the information above. Please retain a copy for your reference. If you refuse to sign this acknowledgment, please submit a signed statement indicating that you refuse to sign this acknowledgement.

Signature 

6/11/2021 | 1:45 PM PDT
Date

Do this for every signature spot. Once everything is signed, the yellow arrow on the left will disappear. You will then click "Finish" at the top of the page. You are now done! Your consumer will be alerted that you have completed your paperwork. They will log in and sign off on it.