W-2 Frequently Asked Questions

When will I get my W-2?

- Your W-2 will be mailed to you on or before January 31, 2026. You can also access your W-2 on the ADP portal as soon as it is made available.

I didn't receive my W-2 in the mail. How do I get another copy of my W-2?

- To get a copy of the W-2 that was mailed to you, please log into the ADP website to access a copy of your W-2.

How do I download my W-2 from ADP?

- ADP Website (Desktop)
  - Log into ADP. Click the Pay icon on the left-hand side of the screen.
  - You will see Tax Statements on the right-hand side of your screen. Click Download Statement to download your 202 W-2.
- ADP Website (Mobile APP)
  - Log into the ADP mobile app. Tap Pay at the top of the home screen.
  - Scroll to the bottom. Under Additional Benefits, tap Tax Statements.
  - Tap the download icon to download your 2025 W-2.

How do I reprint a copy of my W-2 if I don't have access to a printer?

- We understand not everyone has a way to print their W-2 themselves. We suggest you look to local establishments to print them, for example your public library, The UPS Store, FedEx Office, Office Depot, Staples or other mailing stores.

How do I go paperless for my W-2?

Step 1: Visit **myADP.com** and log in. If you do not have an account, please review our *ADP Registration Instructions Guide* to get started.
Step 2: On the ADP home screen, click on your initials in the top right corner. Then click **Settings**.
Step 3: Click **Go Paperless.**
Step 4: Turn on the option to **Receive Paperless Tax Statements**.
Step 5: Review the **Go Paperless Consent**. Then click **I Agree**.

How do I register on ADP so I have access to my W-2 electronically?

- An *ADP Registration Instructions Guide* is found on the CDCN website.

How do I reset my ADP password?

- Please review ADP's support page for step-by-step password reset instructions: *https://www.adp.com/contact-us/support-for-employees/adp-login-help.aspx*

While registering for ADP, what do I do if I receive a "Your account is locked" message?

- Please email CDCN and we will work with you to resolve the issue as fast as possible.

After registering for ADP, what do I do if I receive a "Your account is locked" message on the login screen?

- Click the "here" link in the error message to reset your account.
- If the issue persists, please email CDCN.

Can you provide W-2 figures over the phone?

- No. Due to the confidential nature of the information we cannot provide figures over the telephone.

I didn't work last year. Why did I get a W-2?

- For tax reporting purposes, wages are reported when they are paid, rather than when they are earned. Wages earned in December 2025 but paid in January 2026 will be reported on the W-2 for 2025.

How do I know what exemptions to claim?

- CDCN cannot tell you how many exemptions to claim. You may want to consult a tax professional to determine the filing status and exemptions that are best for you.

My federal income tax withheld in box 2 (or state in box 17) seems low (or is zero). Is this right?

- The amount of taxes withheld from your checks depends on several factors, such as gross pay, filing status (married or single), number of allowances claimed and types of deductions. If you believe the amount of taxes withheld from your checks is not correct, you may want to contact a professional tax advisor to determine what filing status is best for you. Everyone's situation is different, and we cannot provide advice about your tax filing status. If you need to change your filing status for next year, please submit a new W-4 to CDCN.

What does it mean if my W-2 has an amount and code II in box 12?

- If your W-2 has an amount and code II in box 12, the enrollment documents that you completed indicated that you qualified for the Difficulty of Care tax exemption (IRS Notice 2014-7). IRS Notice 2014-7 provides that certain Medicaid waiver payments are excludable from federal and state income tax.
- If an employee qualifies for this exemption, no wages are reported in box 1 of the W-2 and federal and state income taxes are not withheld.
- New for 2025 W-2s, code II in box 12 is used to report Medicaid waiver payments which were excluded from federal and state income taxes.
- If your 2025 W-2 includes code II in box 12, we recommend you contact a tax professional. Consumer Direct Care Network cannot provide tax advice.

What if my W-2 shows no Medicare (box 6) or Social Security (box 4) taxes withheld?

- An employee's earnings can be exempt from taxes based on their familial relationship with their employer (for example, being a Spouse, Parent, or a Child under 21). At the time of hire the employee and employer submitted a relationship determination form to CDCN that identified relationships that qualify for exemptions. Relationship exemptions must be taken, they cannot be waived.

Can I stay Tax Exempt each year without filling out a new W-4 (IRS Employee's Withholding Certificate)?

- No, all caregivers who have claimed exempt on their State and/or Federal tax withholding forms in 2025 will need to re-submit a new W-4 in 2026 claiming tax exempt.

How do I get a copy of a W-2 for the years 2019 and prior?

- Please email or call our office. We can work with you to get a copy of your W-2 for 2019 and prior. You will need to provide our staff with information about your request. To access a copy of your W-2 from 2020 or later, please register with ADP.com.

Why did I receive multiple W-2s?

- You may receive multiple W-2s if your worked for a participant who received services from a different Fiscal Agent in 2025.
- You may receive multiple W-2s because the Fiscal Agent name changed and/or you worked for multiple employers in 2025.
- The Fiscal Agent's name and Employer's name is identified in box C of the 2024 W-2.
- The W-2s you received are NOT duplicates.
- To correctly report your wages and tax withholdings,
  - Add the total of wages and the total of withholdings using all W-2s received from CDCN
- If you are using tax preparation software like TurboTax, enter each W-2 separately and the software will automatically total the amounts

Who do I call for tax advice?

Consumer Direct Care Network are not tax consultants and cannot provide tax advice. We recommend you contact a tax accountant or the IRS at www.irs.gov or by calling 800-829-4933.

What's changing with the 2025 federal law about tax-free overtime pay?

- Starting in 2025, the extra money you earn for working overtime won't be taxed for federal income tax.
- This applies up to $12,500 per year, or $25,000 if you're married and file jointly.
- This rule lasts for tax years 2025 through 2028.

A) What is the "premium portion" of overtime pay?

- The "premium portion" is the extra pay you get for working overtime, usually 1.5 times your regular pay.
- Only the extra part above your normal pay is tax-free.

B) Where will I see this on my W-2?

- You will see the overtime premium portion listed in Box 14 on your W-2.
- It will be labeled "OT Prem," which shows the overtime amount when filing your tax return.

C) Will my paycheck be bigger now?

- No. Your paychecks will not change. The tax break happens when you file your tax return.

D) Do I need a new W-4?

- No. You don't need to fill out a new W-4.