



Personal Preference Program: NJ FI Transition Community Workgroup

January 3, 2024

3:00 – 4:00 pm

Zoom meeting

Today's Agenda

1. Welcome
2. PPP FI Transition Timeline – Update
3. Frequently Asked Questions – Update & Next steps
4. PPP Website Updates
5. PPP and I&A - Community Feedback
6. Follow up & Next steps

PPP Transition Timeline – Update

January 2024

- All MCOs have contracts in place with PPL since October 1, 2023 and services have continued without disruption.
- To the extent that MCOs are considering a vendor change, the State contract requires extensive readiness review, and vendor selection must be guided by community priorities, person-centered principles, and self-direction best practices.
- Community workgroup continues to meet the first Wednesday of each month.
- Workgroup is working on a draft Frequently Asked Questions (FAQ) document comprised of questions submitted by the community.
- Workgroup presentations are available on the DMAHS [PPP web page](#).

Frequently Asked Questions – Update and Next Steps

Community Feedback

During our last meeting we shared an initial draft of the Frequently Asked Questions (FAQ) document created from questions we received directly from the community.

- Monday December 18 an updated FAQ Document was shared with the community group. We requested further comments and feedbacks.
- To date we have not received any further comments.

Next Steps

- Is this initial FAQ ready to share on the website?
- Does the FAQ need another review?

PPP Website Updates



Personal Preference Program (PPP)

New Jersey Self-Directed Services

Self-directed services are home and community-based services that help you with your care needs and maintain your independence. In self-directed services, you can choose what services best meet your needs, who delivers them, and when and where they are provided within program guidelines.

The New Jersey PPP offers an alternative way for **Medicaid/NJ FamilyCare** members who qualify for the Personal Care Assistant (**PCA**) service to remain in their home and active in their community, and does not require the use of a home health care agency.

PCA services are non-emergency, health related tasks through NJ FamilyCare. Tasks include help with activities of daily living (**ADLs**) essential to the patient's health and comfort, such as bathing, dressing, meal preparation, and light housekeeping.

The PPP requires greater individual responsibility, but in return, offers you greater control, flexibility and choice over the services you receive. If you have any questions or concerns, please feel free to [contact us!](#)

Why Choose the Personal Preference Program?

PPP allows you:

- Choose the home care services you want;
- Hire workers, including people you know/trust such as friends, relatives and neighbors;
- Schedule services to meet your individual needs;
- Exercise greater independence and control over your life.

Eligibility

Applicants must be:

- Medicaid/NJ FamilyCare eligible. You can apply at your [local Board of Social Services Office](#) or [online](#);
- Approved for Personal Care Assistant Services (PCA) and need PCA services for at least six months;
- Able to self-direct services or choose an Authorized Representative (AR) who can act on his/her behalf.

More Information

- [PPP Contact Information](#)
- [PPP Fact Sheet](#)
- [PPP FAQ](#)
- [PPP FI Transition](#)
- [PPP Community Workgroups](#)
- [PPL News](#)
- [PPL Program Documents](#)
- [PPL Payment Schedule](#)
- [PPL Better Online Portal](#)
- [IRS Pub # 926](#)

- DHS Home
- Division of Medical Assistance and Health Services Home
- ▾ **Consumers & Clients - Individuals & Families**
 - NJ FamilyCare/Medicaid
 - Lead Poisoning Prevention Resource Materials
- Information for Providers & Stakeholders: Contracts, Legal Notices
- News, Publications, Reports & Resources
- Division Staff & Contact Information
- Public Advisory Boards, Commissions & Councils

To Apply

If you are enrolled in a Medicaid/NJ FamilyCare Managed Care Organization MCO (also known as HMO or health plan), please contact your MCO to request a PCA assessment for enrollment into PPP.

Aetna Better Health of New Jersey	1-855-232-3596
Fidelis Care formally known as WellCare	1-855-642-6185
Horizon NJ Health	1-855-465-4777
UnitedHealthcare Community Plan	1-800-645-9409
WellPoint formally known as AMERIGROUP New Jersey, Inc.	1-855-661-1996

Fiscal Intermediary (FI)

Currently PPL helps participants manage the financial responsibilities, which comes with being an employer including: paying your workers, filing your paperwork with the IRS, paying employer fees and taxes, sending out payment for goods and services, and arranging for required Workers' Compensation insurance all in accordance with program rules.

Public Partnerships LLC (PPL) is the FI for the PPP. The FI provides bookkeeping services for you as the employer (participant) and acts as your business agent. PPL will help you manage the financial responsibilities, which come with being an employer, including:

- Paying your workers;
- Filing your paperwork with the IRS;
- Paying employer fees, taxes, and sending out payment for goods and services you use, within program rules; and
- Arranging for required Workers' Compensation insurance.

PPL Customer Service Contact Information:

- Phone: 1-844-880-8702 (English)
- Phone: 1-844-880-8703 (Spanish)
- Fax: 1-844-627-6834
- Email: CS-NJPPP@pcgus.com
- PPL Program Website: <http://www.publicpartnerships.com/programs/newjersey/dds/>

Current PPP Participants

If you are on PPP and require further assistance or have a problem, [click here](#) for more information.

Transition

Over time, MCOs may transition to a **new FI vendor** after demonstrating to the state that they are ready for a smooth transition in the readiness review process.

FIT Frequently Asked Question

Community Workgroup

The PPP team continues to conduct a monthly meeting on the first **Wednesday** of each month to help guide the FI transition process and develop NJ self-directed best practices.

Join our Community Workgroup!

Access Past Meeting

Workgroup Schedule 2024

Training / Workshops

[An Overview of the Personal Preference Program](#)

FAQ to be developed

STATE PROGRAM OFFICE CONTACT INFORMATION

NJ Division of Medical Assistance and Health Services
P.O. Box 712
Trenton, NJ 08625
Telephone: 609-631-2481
Fax: 609-588-3806
Email: MAHS.PPP@dhs.nj.gov

PPP and I&A - Community Feedback

During our last meeting, we reviewed information and assistance services (I&A) and confirmed the value these services provide to PPP participants.

General Themes

- The community wishes to ensure past communication conflicts are not repeated with the MCOs and new FI(s).
- Member care coordination and I&A require further discussions and process development.

Discussion

Follow up & Next steps:

Follow up: Please share your feedback with the PPP Team!

- FIT FAQ next steps
- Website updates and changes
- What areas do you want to discuss in the coming months?

Please email your feedback to Amy Hoffmaster/CHCS ahoffmaster@chcs.org and PPP Team MAHS.PPP@dhs.nj.gov

Next Steps:

Our next meeting is scheduled for Wednesday, February 7, 2024 3:00 – 4:00 pm

Resources:

DMAHS PPP web page: <https://www.state.nj.us/humanservices/dmahs/clients/njppp.html>

Contact Information:

- General PPP Email Address: MAHS.PPP@dhs.nj.gov
- Becky Thomas: Rebecca.Thomas@dhs.state.nj.us
- Dana Bivona: Dana.Bivona@dhs.nj.gov

Additional Resources

Interested in learning more about PPP?

To learn more about PPP and how to apply please visit the DMAHS PPP website:
<https://www.state.nj.us/humanservices/dmahs/clients/njppp.html>

If you are already enrolled in a NJ FamilyCare health plan, please contact your health plan to request a PCA assessment for enrollment into PPP.

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Fiscal Intermediary Transition Community Conversations

The PPP Team held three (3) Community Conversations facilitated by the Center for Healthcare Strategies (CHCS).

Goals included:

1. Share information about the transition in the Personal Preference Program;
2. Answer questions about the transition from pre-submitted questions and live Q & A sessions; and
3. Hear ideas and suggestions for improving the program going forward and any feedback people wanted to share.

What we heard:

Each conversation provided valuable feedback, recommendations, and discussion that shape the transition approach as we move forward.

Themes from these conversations included:

- It is important to improve coordination of PPP services between members & authorized representatives, workers, caregivers, families, MCOs, and the fiscal intermediary they are working with;
- Assuring transition communications are available and up-to-date through both the PPP website and managed care organizations is essential; and
- Continued community participation will ensure the success of this transition.

Information & Assistance Services in Self-direction

What are Information and Assistance (I&A) services in self-direction?

- Service/function that assists the participant or participant's family or representative in arranging for, directing and managing services.
- Assist in identifying immediate and long-term needs
- Developing options to meet those needs
- Accessing identified supports and services

[CMS 1915\(c\) waiver technical guide](#)

What are Information and Assistance (I&A) services in self-direction? continued

- Practical skills training to independently direct and manage waiver services
- Providing information on recruiting, hiring, and managing workers
- Providing information on communication & problem solving
- Ensure participants understand responsibilities

[CMS 1915\(c\) waiver technical guide](#)

Approaches to Information and Assistance (I&A)

In self-direction, different models of I&A structure include:

- I&A is provided by the case manager, in conjunction with their other responsibilities
- I&A is offered by a standalone service
 - Agency structure (e.g., a specialized support brokerage agency or as a service offered by a Center for Independent Living)
 - An independent model (i.e., individuals who meet provider qualifications for the service may enroll as providers)
- I&A offered as part of a Financial Management Services (FMS) entity or Managed Care Organization (MCO) scope of work

[CMS 1915\(c\) waiver technical guide](#)

How do Information and Assistance Services apply to the PPP?

The basics:

- I&A services are included in PPP
- I&A is provided by the current Fiscal Intermediary a.k.a. Financial Management Services (FMS) entity
- Each PPP participant has a dedicated Financial Consultant (FC) who provides this service

How do Information and Assistance Services apply to the PPP? continued

PPP Financial Consultants provide the following supports:

Service/function that assists the participant or participant's family or representative in arranging for, directing and managing services.

- Provides one to one support for PPP participants
- Ensure PPP participants understand self-direction responsibilities
- Developing options to meet those needs
- Developing cash management plan
- Communicates programmatic and systems related changes and updates impacting the participant and workers

How do Information and Assistance Services apply to the PPP? continued

Accessing identified supports and services

→ Completes risk assessment and back-up plan

Practical skills training to independently direct and manage services

→ Providing information on recruiting, hiring, and managing workers

→ Providing information on communication & problem solving