

Personal Preference Program: **NJ FI Transition Community Workgroup**

March 6, 2024

3:00 – 4:00 pm

Zoom meeting

Today's Agenda

1. Welcome
2. PPP FI Transition Timeline – Update
3. Frequently Asked Questions and PPP Web Page - Next steps
4. MCO Web Page Review
5. Follow up & Next steps

PPP Transition Timeline – Update

March 2024

- Community workgroup continues to meet the first Wednesday of each month.
- The FIT Frequently Asked Question (FAQ) document, comprised of questions submitted by the community – **ready to post!**
- PPP updates to web page – **ready to post!**

PPP Web Page & FI Transition FAQ v.1 - Update

Community Feedback & Next Steps

- Friday, February 16th an updated **FIT FAQ document** and **PPP web page document** were shared with the community group.
- We requested further comments and feedbacks.
- To date we have not received any further comments.
- These documents are now final.
- Updates will be made to the PPP web page in the coming weeks.

**The PPP Team thanks you for your collaboration,
guidance, and support!**

MCO Web Page Updates

PPP MCO Web Page Expectations

PPP Team requested that each MCO provide the following details from their PPP specific web page:

- MCO's PPP web page link
- Identify any references to care manager/management or I&A services
- The location on the PPP web page where members can locate the following:
 - MCO's PPP staff directory and all contact details (phone numbers, emails, fax number, etc.);
 - PPL's website link; and
 - State's PPP website link.

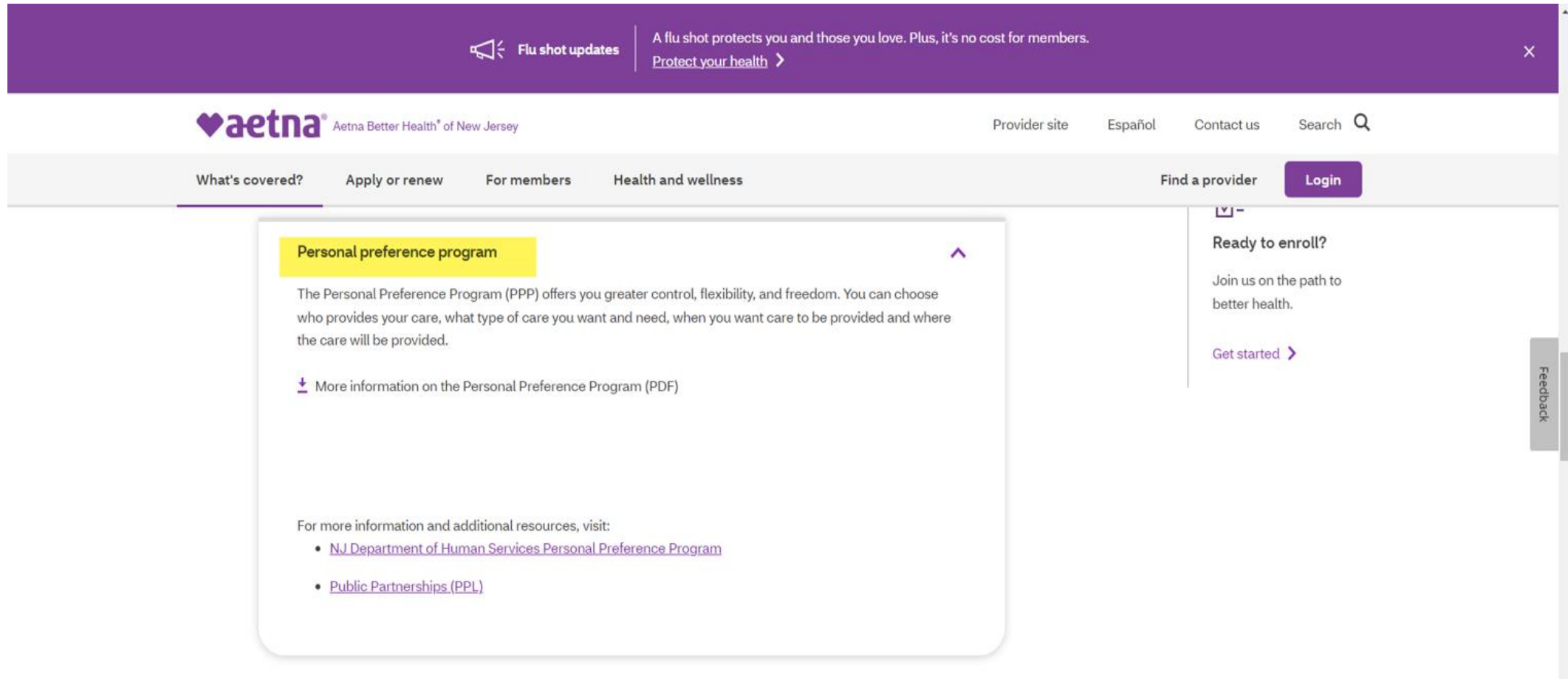


Aetna Better Health NJ Self Direction – Personal Preference Program (PPP)

FIT Community Meeting-Web Page review

Aetna Better Health NJ PPP Web Page


Web page link: <https://www.aetnabetterhealth.com/newjersey/whats-covered.html>



The screenshot displays the Aetna Better Health NJ website. At the top, a purple banner features a speaker icon and the text "Flu shot updates" followed by "A flu shot protects you and those you love. Plus, it's no cost for members." and a link "Protect your health >". Below this is the Aetna logo and "Aetna Better Health* of New Jersey". Navigation links include "Provider site", "Español", "Contact us", "Search", and a "Login" button. A horizontal menu contains "What's covered?", "Apply or renew", "For members", and "Health and wellness". The "What's covered?" section is active, showing a "Personal preference program" card. This card explains that the PPP offers greater control, flexibility, and freedom in choosing care providers and locations. It includes a link to "More information on the Personal Preference Program (PDF)". Below the card, it lists resources: "NJ Department of Human Services Personal Preference Program" and "Public Partnerships (PPL)". On the right, a sidebar asks "Ready to enroll?" and provides a "Get started >" link. A vertical "Feedback" button is on the far right.

Flu shot updates | A flu shot protects you and those you love. Plus, it's no cost for members. [Protect your health >](#)

aetna® Aetna Better Health* of New Jersey

Provider site | Español | Contact us | Search 

What's covered? | Apply or renew | For members | Health and wellness

Find a provider | **Login**

Personal preference program

The Personal Preference Program (PPP) offers you greater control, flexibility, and freedom. You can choose who provides your care, what type of care you want and need, when you want care to be provided and where the care will be provided.

[More information on the Personal Preference Program \(PDF\)](#)

For more information and additional resources, visit:

- [NJ Department of Human Services Personal Preference Program](#)
- [Public Partnerships \(PPL\)](#)


Ready to enroll?

Join us on the path to better health.


[Get started >](#)


Feedback


Aetna Better Health NJ PPP Web Page

 **Flu shot updates**

A flu shot protects you and those you love. Plus, it's no cost for members.
[Protect your health >](#)



 Aetna Better Health® of New Jersey

[Provider site](#) [Español](#) [Contact us](#) [Search](#) 


[What's covered?](#) [Apply or renew](#) [For members](#) **[Health and wellness](#)** [Find a provider](#) [Login](#)


Health tips and info


Special programs

You deserve to be a leader in your own care. We're a state-contracted health plan that offers NJ FamilyCare services. And we're here for members statewide, in all 21 counties.

[Become a member](#)





**Are you dual eligible?**

Aetna® Assure Premier Plus (HMO D-SNP) covers people who qualify for Medicaid and Medicare.

[Learn more on the HMO D-SNP website >](#)

Aetna Better Health NJ PPP Web Page

- Materials and forms for Providers | Aetna Medicaid New Jersey (aetnabetterhealth.com)
- Materials > General materials and info > Quick reference guide (PDF) > page 5

The screenshot displays the Aetna Better Health NJ PPP Web Page. The header includes the Aetna logo, navigation links (Working with us, Programs and services, Resources, Join our network), and a search bar. The main content area is titled "Provider materials and forms" and features a "Materials" section with a list of documents: "General materials and info" (highlighted), "Provider manual (PDF)", "Quick reference guide (PDF)" (highlighted), "Member Care Information Portal user guide (PDF)", "Provider pocket guide: Preventing falls in older patients (PDF)", and "New Jersey Reproductive Health Access Project Toolkit (PDF) (New Jersey Health Care Quality Institute)". A right sidebar titled "Contact Information" lists contact details for Danielle Almero Rodriguez, Jacqueline Alvarez, Ashley Lampley, Liarra Sanchez, Maressa Nordstrom, and a section for "Participant Direction and Personal Preference Program (PPP)". A "Customer Service" section at the bottom right provides the website URL and a phone number.

Provider materials and forms

Materials

- General materials and info
- Provider manual (PDF)
- Quick reference guide (PDF)
- Member Care Information Portal user guide (PDF)
- Provider pocket guide: Preventing falls in older patients (PDF)
- New Jersey Reproductive Health Access Project Toolkit (PDF) (New Jersey Health Care Quality Institute)

Contact Information

Managed Long Term Services and Support

Danielle Almero Rodriguez
Supervisor, Health Services, MLTSS Members
Office: 860-900-8592
almerorodriguezd@Aetna.com
NF that has a resident that elects Hospice

Jacqueline Alvarez, RN
Plan A Members
Phone: 609-955-8199
Fax: 959-888-4158
AlvarezJ5@Aetna.com
Assessment Team Supervisor, Interim MLTSS Supervisor, Authorization Processor-ICM

Ashley Lampley
Manager, Network Relations
Cell: 609-480-7979
axlampley@Aetna.com
MLTSS, Nursing Facility, Assisted Living, Hospice, Chore Services, Home, Community Based, DME

MLTSS Case Management
Case Management Associate Line
833-346-0122
Fax: 855-444-8694

Nursing Facility Specialty Care Nursing Facility Contact
MLTSS Care Management Line
833-346-0122

Participant Direction and Personal Preference Program (PPP)
Margareta Plotka
PPP Program Coordinator
Office: 959-299-7910
Fax: 959-888-4143

Non MLTSS Outpatient Hospice Request
Fax: 844-737-7601

Behavioral Health/Mental Health/ SUD

Liarra Sanchez
Manager, Network Relations
Cell: 609-455-8997
SanchezL7@Aetna.com
BH, ABA, Doula, Autism, Hearing Services

Maressa Nordstrom, LCSW, LCADC
Behavioral Health Administrator (Clinical Liaison)
Office: 959-230-9944
NordstromM1@Aetna.com
SUD, BH Discharge Planning, Care Coordination and BH Case Management

Customer Service

Website: AetnaBetterHealth.com/NewJersey



Fidelis Care Self Direction – Personal Preference Program (PPP)

FIT Community Meeting-Web Page review


Fidelis Care PPP Web Page

Medicaid (fideliscarenj.com)

Once on our website, select NJ FamilyCare and click on Benefits to view the Personal Preference Program Landing Page.



Fidelis Care is working creating a PPP general box for all PPP related emails.



Need a Plan?

Members

Providers

Corporate

Find a Provider / Pharmacy

Become a Provider

Medicaid

Find My Plan

NJ FamilyCare

Get Started

Benefits

Additional Benefits

Coverage Information

WellBaby Maternity Program

Special Programs

Get the Most from Your Coverage

Rewards Program

Interoperability and Patient Access

Personal Preference Program

Provider Directories

Pharmacy Services

Behavioral Health

Newsletters

Personal Preference Program

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

Learn more about the Personal Preference Program (PPP) from [NJ FamilyCare](#). You can also learn about Fidelis Care's current Fiscal Intermediary: [Public Partnerships \(PPL\)](#).

For more information about the Personal Preference Program: [Personal Preference Program Participation Information \(PDF\)](#)

Applicants must be:

- NJ FamilyCare eligible
- Approved for Personal Care Assistant Services (PCA) and need PCA services for at least six months
- Able to self-direct services or choose a representative who can act on his/her behalf

PPP allows you to:

- 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

Please contact Fidelis Care to request a PCA assessment for enrollment into PPP:

- **Phone:** [1-855-642-6185](tel:1-855-642-6185) (TTY: 711); followed by prompt 3 (member) and then prompt 2 ("speak to a care manager")
- **Fax:** 1-855-573-2346
- **Mailing Address:** Fidelis Care
Attention: Personal Preference Program
550 Broad Street, 12th Floor
Newark, NJ 07102

New Jersey Human Services

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NEW JERSEY
HUMAN SERVICES



Horizon NJ Health Self Direction – Personal Preference Program (PPP)

How to navigate Horizon NJ Health's PPP web page

Horizon NJ Health PPP Web Site

How to Learn more about Horizon NJ Health's PPP Program:

<https://www.horizonnjhealth.com/membersupport/programs/self-direction-personal-preference-program-ppp>

The screenshot shows the Horizon NJ Health website. At the top, there is a navigation bar with links for HOME, PROVIDERS, ESPAÑOL, ABOUT US, and CONTACT US, along with a search icon. Below this is a banner with the Horizon NJ Health logo and two buttons: FIND A DOCTOR and MEMBER SIGN IN. A secondary navigation bar contains dropdown menus for Why Horizon?, Our Plans, Member Support, and For Caregivers. A breadcrumb trail is highlighted in yellow: Home > Member Support > Programs > Self Direction – Personal Preference Program (PPP). On the left, a sidebar menu lists Resources, Handbooks, Frequently Asked Questions, and Programs (which is expanded to show Horizon Healthy Journey). The main content area features a heading 'Self Direction – Personal Preference Program (PPP)' and a paragraph describing the program: 'The New Jersey Personal Preference Program (PPP) offers an alternative way for NJ FamilyCare A members who qualify for the Personal Care Assistant (PCA) services benefit to remain in their home and active in their community, and does not require the use of a home health care agency. The PPP's goal is to offer a State Plan Medicaid PCA service option that you direct and in which you manage a monthly budget and receive counseling services, in lieu of traditional agency-delivered services.'

How to find PPP:

1. Select **Member Support**
2. Click on **Programs**
3. Chose the option for **Self Direction – Personal Preference Program (PPP)**

Horizon NJ Health PPP Web Site

Self Direction – Personal Preference Program (PPP)

The New Jersey Personal Preference Program (PPP) offers an alternative way for NJ FamilyCare A members who qualify for the Personal Care Assistant (PCA) services benefit to remain in their home and active in their community, and does not require the use of a home health care agency. The PPP's goal is to offer a State Plan Medicaid PCA service option that you direct and in which you manage a monthly budget and receive counseling services, in lieu of traditional agency-delivered services.

- Instructions:
Review the information contained in [the Personal Preference Program Participant Information Packet](#). On the Personal Preference Program (PPP) Services Options form, please initial in the boxes for lines 1 - 14.
- For Item #3 - if you wish to designate an Authorized Representative, please include the name and phone number of that individual and initial in the box. If you do not wish to designate an Authorized Representative, please indicate N/A in the box for line #3.
- You are entitled to receive services through an agency while you await completion of your PPP enrollment.
- If you wish to receive services through an agency in the interim, please circle I accept.
- If you do not wish to receive services through an agency in the interim, please circle I decline.
- Mail the completed application to the following address:
 - Horizon NJ Health
3 Penn Plaza East
Newark, NJ 07105-9874
Attn: PPP Department - PPP-HL-01M
- If you want to email the completed application, please send to HNJHPPPAApplications@HorizonBlue.com.
- If you have any questions, please contact the Horizon NJ Health PPP Hotline at 1-855-465-4777 (TTY 711).

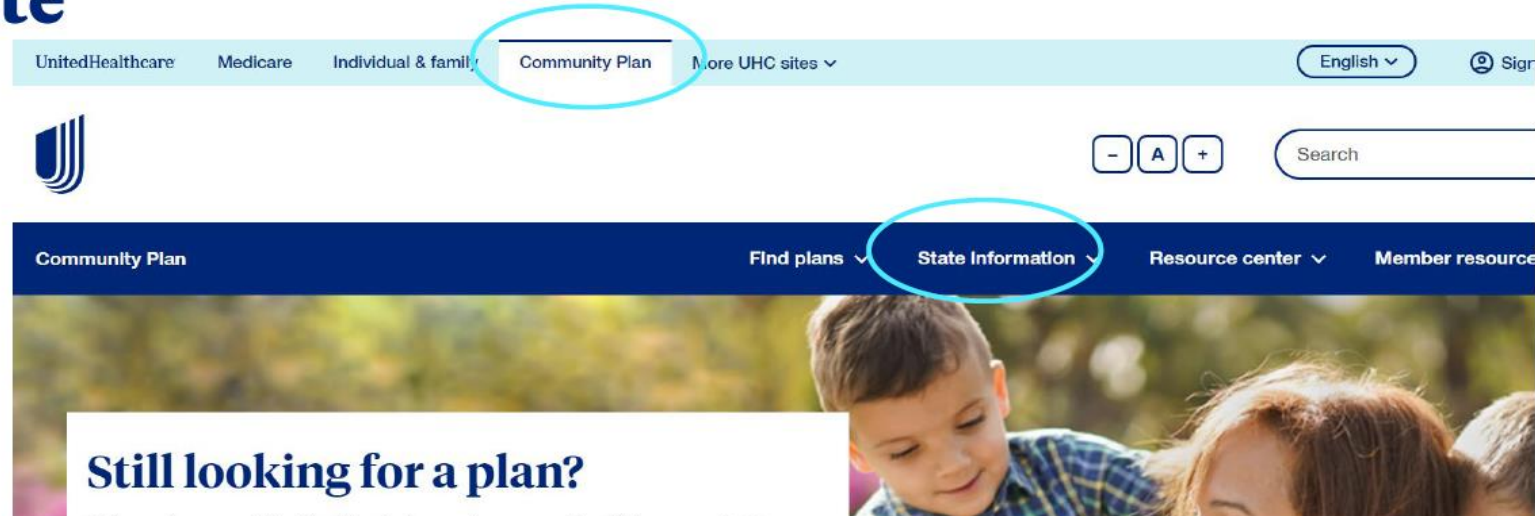


United Healthcare Community Plan Self Direction-Personal Preference Program (PPP)

FIT Community Meeting-Web Page review

United HealthCare PPP Web Site

Introduction to the UHC Community & State NJ Website



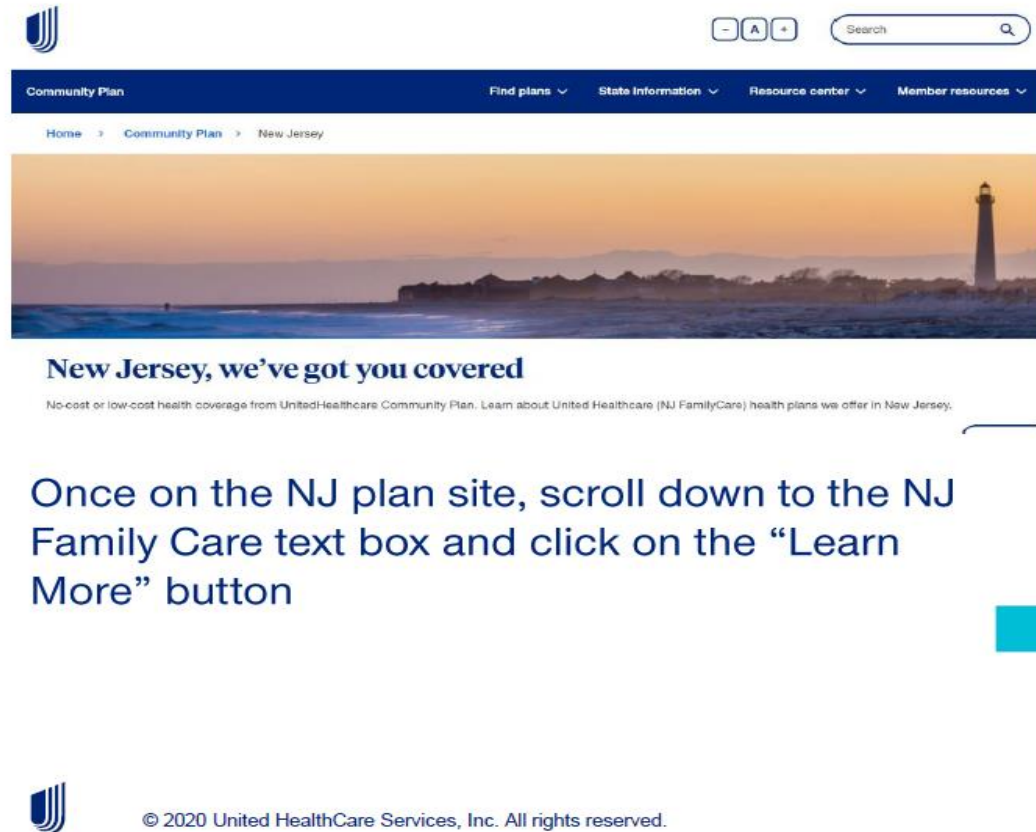
- ☐ Address: www.uhc.com/communityplan
- ☐ Link: [UnitedHealthcare Community Plan \(uhc.com\)](https://www.uhc.com)
- ☐ To navigate from www.uhc.com click on the Community Plan tab on the horizontal navigation menu and then select New Jersey by clicking on the State information tab



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United HealthCare PPP Web Site

UHC Community & State NJ Website



Once on the NJ plan site, scroll down to the NJ Family Care text box and click on the “Learn More” button



UHC NJ Medicaid (FamilyCare) plans:

- Low - or no cost
- Pregnant women and children
- Low Income individuals and families
- Blind and disabled individuals
- All ages
- MLTSS (Managed Long-Term Services and Supports)

Learn More

Ready to Apply

United HealthCare PPP Web Site

UHC Community & State NJ Website



[Home](#) > [Community Plan](#) > [New Jersey](#) > Health Plans

New Jersey health plans

Looking for low-cost or no-cost health insurance? We offer Medicaid plans. We also offer dual people with both Medicaid and Medicare.

For general information about the plans in your state, [visit New Jersey's homepage](#).



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From the NJ Health Plan splash page (pictured left) scroll down to the NJ Family Care information box and select the “View Plan Details” button

NJ FamilyCare



Choice of Doctor

Use "[Doctor Lookup](#)" to see if your doctor is in our network or to find a new one.



Vision Care

Eye exams and help paying for eyeglasses and contact lenses.



Dental Care

We pay for cleanings, check-ups and dental work.



[View Plan Details](#)

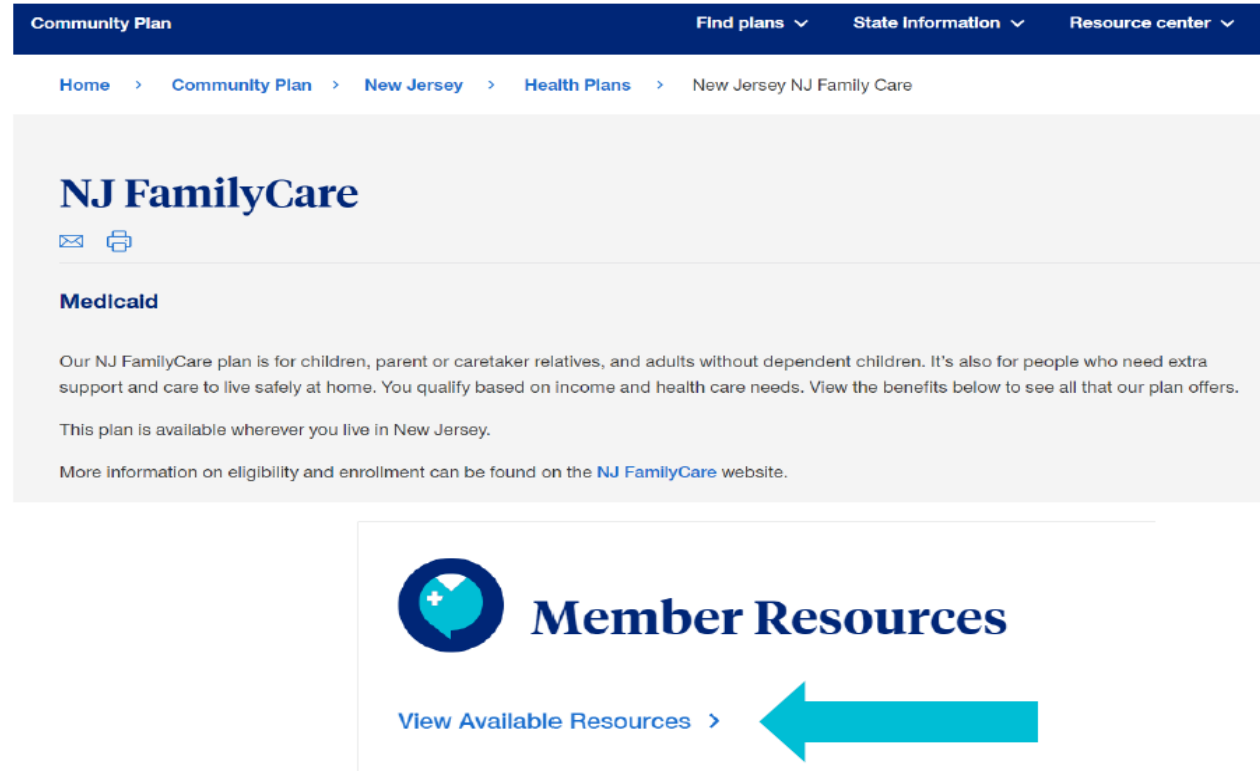
[Check Eligibility](#) >

[Is this plan available in my county?](#) >

United HealthCare PPP Web Site

UHC Community & State NJ Website

- ❑ From the NJ FamilyCare page, you may navigate to DMAHS NJ FamilyCare website by clicking on the blue highlighted text
- ❑ Scroll to the bottom of the page, clicking on the Member Resources section, and select “View Available Resources” to obtain specific information on the Personal Preference Program at UHC



The screenshot shows the NJ FamilyCare website. At the top is a dark blue navigation bar with the text "Community Plan" on the left and "Find plans", "State Information", and "Resource center" on the right, each followed by a downward arrow. Below this is a breadcrumb trail: "Home > Community Plan > New Jersey > Health Plans > New Jersey NJ Family Care". The main content area has a light gray background. It features the "NJ FamilyCare" title in a large, bold, dark blue font, with email and print icons below it. A section titled "Medical" in bold dark blue font contains two paragraphs of text. The first paragraph describes the NJ FamilyCare plan for children, parents, and adults without dependent children, noting that eligibility is based on income and health care needs. The second paragraph states that the plan is available wherever you live in New Jersey. Below this, a link says "More information on eligibility and enrollment can be found on the NJ FamilyCare website." At the bottom of the page, there is a white box with a dark blue circular icon containing a white plus sign. To the right of the icon is the text "Member Resources" in a large, bold, dark blue font. Below this, the text "View Available Resources >" is displayed in a smaller dark blue font. A large, thick, light blue arrow points from the right towards the "View Available Resources >" link.

Community Plan Find plans ▾ State Information ▾ Resource center ▾

Home > Community Plan > New Jersey > Health Plans > New Jersey NJ Family Care

NJ FamilyCare

✉️ 🖨️

Medical

Our NJ FamilyCare plan is for children, parent or caretaker relatives, and adults without dependent children. It's also for people who need extra support and care to live safely at home. You qualify based on income and health care needs. View the benefits below to see all that our plan offers.

This plan is available wherever you live in New Jersey.

More information on eligibility and enrollment can be found on the [NJ FamilyCare](#) website.

Member Resources

View Available Resources >



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United HealthCare PPP Web Site

UHC Community & State NJ Website

- ❑ On the Member Resources menu, scroll all the way to the bottom of the page to view the Personal Preference Program heading
- ❑ Select the Personal Preference Program heading to access program information and application instructions



Member Resources

UnitedHealthcare NJ FamilyCare



Children's Hospital of Philadelphia(CHOP):
Frequently Asked Questions

English

PDF 41.82KB - Last Updated: 04/21/2023

Español

PDF 42.64KB - Last U

NJ Department of Community Affairs
(DCA) Utility Arrears Program



Getting Started
Your Health

National Diabetes Prevention Program



Personal Preference Program



Follow @UHCPregnantCare and Follow @UHCEmbarazada

Follow us on Twitter to get helpful tips and links to resources for



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United HealthCare PPP Web Site

UHC Community & State NJ Website: PPP Information

- ❑ This section provides a link to more information about the Personal Preference Program, and a downloadable and fillable form to apply.
- ❑ The form can be completed electronically, saved and emailed to the address displayed in blue highlighted text: uhcnjppp@uhc.com
- ❑ UHC members or authorized representatives can also call the toll free number to request enrollment into the Personal Preference Program

Personal Preference Program ^

Personal Care Assistance, Your Way: The Personal Preference Program

The Personal Preference Program (PPP) allows you greater flexibility and control over the care you need by self-directing your Personal Care Assistance (PCA). PPP allows you to hire, train, and schedule the people you want to provide the care you need, when and where you need it. PPP is an alternative to traditional agency-delivered PCA, one where you are in control.

For more information about the Personal Preference Program, [click here](#).

To apply for the Personal Preference Program, please print [this form](#) and email it United Healthcare at uhcnjppp@uhc.com or call us at [1-800-645-9409](tel:1-800-645-9409)

United HealthCare PPP Web Site

UHC Community & State NJ Website: PPP Information

- ❑ Program information contains all Personal Preference Program FAQ that is currently linked on the DMAHS site
- ❑ As the FAQs are updated, UHC will replacing the document with the most current version



Personal Preference Program
Participation Information

1. What it means to self-direct personal care services:

Self-directing emphasizes independence and empowerment by expanding your degree of choice and control over your long term services and supports. It allows you and your authorized program representative to serve as the employer and take responsibility for directly hiring, training, supervising, and firing your paid workers. You and your authorized program representative become the experts on your own care and are able to determine the services and supports that best meet your personal care needs. The Personal Preference Program (PPP) offers you greater control, flexibility, and freedom. You can choose who provides your care, what type of care you want and need, when you want care to be provided and where the care will be provided. Workers become accountable to you/authorized program representative.

In self-directed programs, you negotiate wage rates within the program rules, purchase other goods and services to increase safety and independence in the home or reduce your need for paid services. You may also choose to take 10% of the monthly budget as cash for justifiable purchases of goods and services not readily available through other means.

All PPP participants will receive guidance and support from a Financial



Wellpoint Self Direction – Personal Preference Program (PPP)

FIT Community Meeting-Web Page review

Wellpoint PPP Web Site

Web page link: <https://www.wellpoint.com/nj/medicaid>



Wellpoint PPP Web Site



Let us help coordinate your care

Our Care Management team works to help make healthcare less complicated for our MLTSS members. We manage all your physical, behavioral health, and long-term care services through care coordination. These services include:



Wellpoint PPP Web Site

[NJ FamilyCare](#)

[Extra benefits](#)

[NJ FamilyCare/Medicaid Benefits](#)

[Healthy Rewards](#)

Medical care

- Visits with a Wellpoint network primary care provider (PCP) of your choice
- [Referrals to a specialist](#) (if needed)
- Hospital care
- Labs and X-rays
- Urgent and emergency care
- Preventive care
- Pregnancy services
- Medical supplies
- Physical, occupational, and rehabilitative therapies
- Speech and hearing services
- Behavioral healthcare (mental and substance abuse services)
- Smoking cessation services
- Home healthcare ([including an option for self-directed care, called Personal Preference Program](#))
- Hospice services
- Condition Care (CNDC) for asthma, diabetes, and more

[Find care →](#)

Wellpoint PPP Web Site

The screenshot shows the top navigation bar of the Wellpoint PPP Web Site. It includes the Wellpoint logo, a link for New Jersey Medicaid, and several menu items: Benefits, Member support, and Health & wellness resources. On the right side of the navigation bar are two buttons: 'Find Care' and 'Log in'. Below the navigation bar is a large, light gray rectangular area with a rounded border. Inside this area, there are four horizontal sections, each with a text label on the left and a plus sign icon on the right. The sections are: 'Your Care Manager' (with a yellow plus sign), 'Your care team' (with a blue plus sign), 'Your care plan' (with a blue plus sign), and 'Your health plan support' (with a blue plus sign).

Wellpoint | New Jersey Medicaid | Benefits ▾ | Member support ▾ | Health & wellness resources ▾ | Find Care | Log in

Your Care Manager +

Your care team +

Your care plan +

Your health plan support +

You'll have your own Care Manager who will get to know you, your family, and your care team. This Care Manager will visit in-person to help you:

- Access the right long-term care services in the right setting.
- Receive necessary medical supplies and equipment.
- Find doctors and other resources close to home.
- Make good healthcare choices.

Wellpoint PPP Web Site

- What services are covered?
- Benefits of Wellpoint MLTSS NJ Family Care coverage include:
 - ✓ Home- Based supportive care or self-directed care through the Personal Preference Program(PPP)
 - ✓ Home delivered meals
 - ✓ Personal emergency response system
 - ✓ In home respite care
 - ✓ In home respite care
 - ✓ Inpatient respite care
 - ✓ Home modifications
 - ✓ Vehicle modifications
 - ✓ Assisted care living facility
 - ✓ Assisted living program
 - ✓ Adult family care
- Be sure to review the Wellpoint [MLTSS companion guide](#) for a complete list of benefits. For some services, a doctor's order and/or approval from Wellpoint may be required.

Personal Preference Program (PPP)

The New Jersey Personal Preference Program (PPP) offers an alternative way for NJ Family Care members who qualify for the Personal Care Assistant (PCA) services benefit to remain in their home and active in their community and does not require the use of a home health care agency.

Personal Preference Program (PPP) Information - [click here for additional details](#)

Wellpoint PPP Web Page

Clicking this link leads to a PDF document that gives more information about the program as well as contact information

The New Jersey Personal Preference Program (PPP) offers an alternative way for NJ Family Care members who qualify for the Personal Care Assistant (PCA) services benefit 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) and with household duties essential to the patient's health and comfort, such as bathing, dressing, meal preparation, and light housekeeping.

You will work with a financial consultant to develop a monthly budget, through which you will decide the services you need and the individuals and/or agencies you wish to hire to provide the identified services. If you are cognitively impaired or unable to make decisions on your own, you can choose an authorized representative to assist you.

The PPP also provides fiscal management services to assist you with the financial aspects of the program. PCG Public Partnerships, LLC (PPL) is the fiscal intermediary (FI) for the PPP, and is responsible for handling payroll responsibilities, acting as a bookkeeping service, processing time sheets and issuing paychecks to your workers.

The PPP requires greater individual responsibility, but in return, offers you greater control, flexibility and choice over the services you receive.

Wellpoint PPP Web Site

Why Choose the Personal Preference Program?

PPP allows you to:

- 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:
- NJ Family Care eligible.
- Approved for Personal Care Assistant Services (PCA)*.
- Able to self-direct services or choose a representative who can act on his/her behalf.

To qualify for PCA services, recipients must:

- Have NJ FamilyCare
- Obtain a doctor's order, prescription to receive the service (do not have to be permanently disabled).
- Live in a community-based residence, such as a private home, apartment, rooming house, boarding home or group home, skill development home, supervised apartment or other congregate living program where personal care is not provided as part of the service package included in the living arrangement.
- Have a documented need for hands-on personal care.

Wellpoint Web Site

- If you have additional information regarding the Personal Preference Program or would like to request a PCA assessment for enrollment into PPP, please contact us at:
- NJPersonalpref@wellpoint.com, phone: 1-855-661-1996, or visit:
- Fiscal Intermediary-Public Partnership <https://www.publicpartnerships.com/state-programs-ppl/new-jersey/nj-division-of-medical-assistance-and-health-ppp/covid-19-information/>
- New Jersey Department of Human Service Personal Preference Program (PPP) <https://www.nj.gov/humanservices/dmahs/clients/njppp.html>

Follow up & Next steps:

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

→ MCO web page feedback and suggested updates are requested by **Wednesday, March 27, 2024.**

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, April 3, 2024 3:00 – 4:00 pm

→ We will continue to review and discuss the MCOs' web pages

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.

Aetna Better Health of New Jersey	1-855-232-3596
Fidelis Care	1-855-642-6185
Horizon NJ Health	1-855-465-4777
UnitedHealthcare Community Plan	1-800-645-9409
Wellpoint	1-855-661-1996

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

PPP Website Updates 1.3.2024



› 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

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](#)

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

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