

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

April 3, 2024

3:00 – 4:00 pm

Zoom meeting

Today's Agenda

1. Welcome
2. PPP FI Transition Timeline – Update
3. MCO Web Page Updates – Review Updates
4. Follow up & Next steps

PPP Transition Timeline – Update

April 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, will be posted to the PPP web page shortly.
- PPP updates to the web page are in process and will be posted soon!

MCO Web Page Review Updates

FIT Community Workgroup Feedback

1. Please remove PPP application from your web page

Application is a part of the Options Counseling process.

2. Create and share your plan's direct PPP web page link.

Feedback was very clear that web pages that do not have a direct link are difficult for PPP participants and families to find the PPP web page.

3. Please review:

- Accessibility features;
- Multi-language platform; and
- Color feature change options.

FIT Community Workgroup Feedback continued

4. Explain the PCA assessment request process
 - How do Members/Authorized Representatives request a PCA assessment?
 - What is the correct contact information for your plan?
5. Please refer to NJ FamilyCare as “NJ FamilyCare/Medicaid”
6. Add option instructions in the PPP 1-800 # for your plan.

FIT Community Workgroup Feedback continued

7. Ensure “Self-Direction” verbiage is clear in the PPP web page design

8. For members that to use your search feature add the following words that link to PPP:


- Self-direct ➡ PPP
- Self-direction ➡ Member/Caregiver/Worker
- Personal Preference Program ➡ Member/Caregiver/Worker




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

FIT Community Meeting-Web Page review

ABHNJ Main Web Page: Proposed

 **Flu shot updates**

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

 **aetna**[®] Aetna Better Health[®] of New Jersey

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

NJ FamilyCare >

Managed long-term services and supports (MLTSS)

Benefits and added services >
A summary of what your health plan covers

Behavioral and mental health

Care management

Chronic disease management

Dental

Lead screening

Pharmacy and prescription drugs

Pregnancy care

Special programs

Personal Preference Program (Self Direction)

ABHNJ Web Page Updates continued

PPP will have its own page, similar to the following:

Lead screening is covered

Lead screening for your child is a service we cover at no cost to you. You can also earn rewards for lead screening. Read on to learn more.

Questions about your benefits? Just call Member Services at [1-855-232-3596](tel:1-855-232-3596) (TTY: 711). We're here to help.

Why get lead screening for my child?



How can I protect my family with this benefit?



When should children have lead screening?



Who's at risk for lead exposure?



ABHNJ Subsection 1: Information

- 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.
- The New Jersey Personal Preference Program (PPP) offers an alternative way for NJ FamilyCare (Medicaid) 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 (Medicaid). 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.

ABHNJ Subsection 1: Information continued

- Through a monthly budget, you 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.

ABHNJ Subsection 2: 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. (Medicaid eligible)
- Approved for Personal Care Assistant Services (PCA)*.
- Able to self-direct services or choose a representative who can act on his/her behalf.

ABHNJ Subsection 2: Why choose the Personal Preference Program? continued

To qualify for PCA services, recipients must:

- Have NJ FamilyCare (Medicaid)
- 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.

ABHNJ Subsection 3: For further information or to begin application process

- Contact Member services at **1-855-232-3596**
- MLTSS Members: Contact your care manager or the Care Manager Line at **833-346-0122**

ABHNJ Subsection 4: Resources

- [NJ Department of Human Services Personal Preference Program](#)
- [More information on the Personal Preference Program \(PDF\)](#)
- [Public Partnerships \(PPL\)](#)

ABHNJ Searchable terms:

Searching for these terms will route to the **PPP Page**:

- Self-direct
- Self-direction
- Personal Preference Program
- PPP
- Caregiver
- Family Caregiver



Fidelis Care Self Direction – Personal Preference Program (PPP)

FIT Community Meeting-Web Page review

Fidelis Care PPP Web Page:

[Medicaid \(fideliscarenj.com\)](https://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.

The screenshot shows the Fidelis Care website. At the top is the Fidelis Care logo and navigation links: "Need a Plan?", "Members", "Providers", "Corporate", "Find a Provider / Pharmacy", and "Become a Provider". The "Medicaid" menu is open, showing options like "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", and "Newsletters". The "Personal Preference Program" page is displayed, containing the following text:

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 (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



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

How to navigate Horizon NJ Health's PPP web page

HNJH Self Direction – Personal Preference Program (PPP)

The New Jersey Personal Preference Program (PPP) offers an alternative way for Medicaid/NJ FamilyCare members who meet the requirements for Personal Care Assistant (PCA) services to receive the services, and does not require the use of a home health care agency. You are the employer of your chosen workers.

HNJH Self Direction – Personal Preference Program (PPP) continued

What are PCA services?

PCA services are non-emergency, health related tasks. Tasks include help with activities of daily living (ADLs) essential to the member's health and comfort, such as bathing, dressing, meal preparation, and light housecleaning. These services assist members to remain in their home and community.

What does PPP mean for our members?

1. You choose who, you can hire. You can choose someone you trust, a friend or family member to care for you.
2. You choose when, you develop the schedule directly with your chosen worker.
3. You choose what, you decide what your chosen worker will help you with.

HNJH PPP Web Page - How to get started?

1. Obtain a prescription from your doctor for Personal Care Assistance (PCA).
2. Once the prescription is received from your doctor, you will need to have an in-home PCA Assessment conducted by a Horizon NJ Health Registered Nurse.
3. If you qualify for PCA services, the Horizon NJ Health Nurse will discuss options such as self-direction or agency PCA.
4. If self-direction – personal preference program is right for you, the Registered Nurse/Care Manager will assist you in applying.

HNJH PPP Web Page - How to get started?

continued

5. Applications are processed by **PCG Public Partnerships, LLC (PPL)**, the fiscal intermediary (FI) for PPP. PPL is responsible for background checks, enrolling caregivers as employees, budget planning, processing time sheets, training on electronic visit verification (EVV) and issuing paychecks. PPL notify you and Horizon of the PPP Start Date.
6. On a quarterly basis, a PPL financial consultant will conduct a home visit to discuss your care plan, monthly budget and back-up plan to make sure they are meeting your needs.
7. To remain on the program, a Horizon NJ Health Nurse will reassess all PCA and PPP members at a minimum annually.

HNJH PPP Contacts:

Horizon NJ Health's PPP Department:

If you have any questions about enrolling into the PPP program, please contact the Horizon NJ Health PPP Hotline at 1-855-465-4777 (TTY 711) or email HNJHPPPApplcations@HorizonBlue.com

PCG Public Partnerships, LLC (PPL) Customer Service:

To check the status of your application or if you're already enrolled you can contact PPL at **1-844-880-8702 (English)**, **1-844-880-8703 (Spanish)** or email CS-NJPPP@pcgus.com



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

FIT Community Meeting-Web Page review

UHCCP Personal Preference Program:

We heard you!

We're implementing changes to our site based on your feedback...



We're making changes to:

Our Landing Page, to make it:

- Easier to navigate, with more PPP information available at your fingertips
- High-level program info available directly on the landing page, with links for more comprehensive information

NJ Family Care/Medicaid Features and Benefits Page:

- Highlight the Personal Preference Program under Home Care and Supplies, MLTSS, Personal Care and stand-alone self-direction/PPP information
- Provide direct link to Personal Preference Program page

Member Resources Page

- Remove application
- Provide direct link to Personal Preference Program Page
- Comprehensive program information, including requirements
- Resources, such as FAQs, links to Financial Intermediary, DMAHS PPP site
- Contact information and instructions for program application
- What to expect during the application and enrollment process

UHCCP's PPP Landing Page



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

www.uhc.com/communityplan/new-jersey

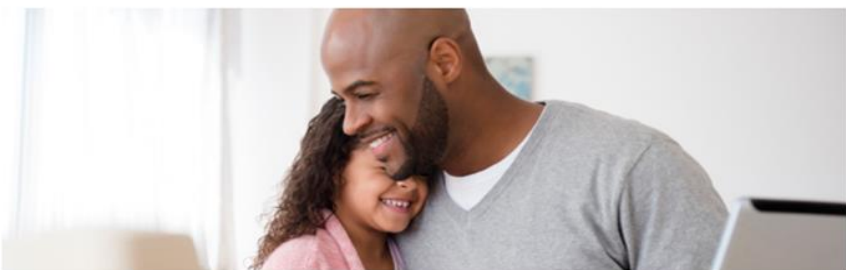
Add the following bullet point to the list of UHC NJ Medicaid (FamilyCare) plans, under the MLTSS bullet:

- **Self-Directed Care: The Personal Preference Program**

UHCCP PPP Landing Page continued:

Under Featured Programs, feature the Personal Preference Program with the following text:

Featured Programs



Medicaid: More for you in 2024

As a UnitedHealthcare NJ Medicaid (FamilyCare) member, you'll get great benefits like:

- Prenatal and postpartum care
- Dental includes cleanings, exams, fillings, and other dental work

Self-Directed Care: The Personal Preference Program

The Personal Preference Program (PPP) allows NJ FamilyCare/Medicaid members to direct their own Personal Care Assistance (PCA) by hiring, training and scheduling their own caregivers.

- Eligible individuals can hire caregivers they know and trust, such as family members or friends
- Work with a monthly budget to pay for homecare and other services to help maintain health and independence in the community
- Receive assistance from a financial consultant to help manage the monthly budget
- Exercise greater control, freedom and flexibility over care
- Care management services from United HealthCare
- **Click here** for more information about PPP (link to PPP page)
- Call 877-949-2566 or email uhcnjppp@uhc.com for more information or to apply

UHCCP Landing Page continued:



Medicaid: More for you in 2024

As a UnitedHealthcare NJ Medicaid (FamilyCare) member, you'll get great benefits like:

- Prenatal and postpartum care
- Dental includes cleanings, exams, fillings, and other dental work
- One of the largest provider networks available in New Jersey
- Vision including eye exam, glasses or contacts
- Prescription drugs

[NJ Medicaid Plans](#)

Add the below bullet point to:

Medicaid: More for you in 2024

- *Self-directed personal care assistance (Personal Preference Program)*

UHCCP Benefits and Features Page

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](#).

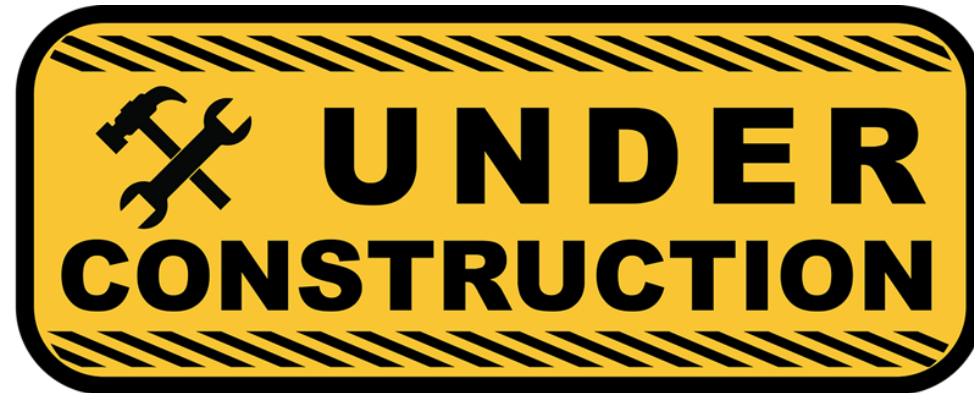
To apply for the Personal Preference Program, please print [this form](#) and email it United Healthcare at uhcnjppp@uhc.com or call us at [1-877-949-2566](tel:1-877-949-2566)

- ❑ The same information previously available under Member Resources will be featured on our Benefits and Page, with the following changes:
- ❑ We will remove the last paragraph and replace it with the following text:
To apply for the Personal Preference Program, call us at 1-877-949-2566 or email us at uhcnjppp@uhc.com.
- ❑ The “[click here](#)” link will lead directly to the Personal Preference Program page, rather than bringing up the Program Information PDF.
- ❑ However, the Program Information PDF will be available on the Personal Preference Program page.

UHCCP Personal Preference Program Page

Personal Preference Program Page (New!) – under development, but will include:

- Comprehensive program information, including requirements
- Resources, such as FAQs, links to Financial Intermediary and DMAHS PPP site
- Contact information and instructions for program application
- What to expect during the application and enrollment process



UHCCP Summary of Upcoming Changes

What we heard from you:

- Site is difficult to navigate and PPP information is hard to find
- More information depth is needed. You want to see information on PCA assessment process, how to request services, timelines and eligibility
- You want to see specific program information and links out to our financial intermediary and the DMAHS websites
- You want the information to be accessible to those who may speak languages other than English or require accessibility accommodations



What we're doing to improve our website:

- Adding direct links to a Personal Preference Program page from multiple places on the website, so it's easy to find PPP information from anywhere
- Developing content that provides both high-level and In-depth program information
- Clearly explaining the application process, including how to request, the PCA assessment process and enrollment timelines.
- Our website can currently be viewed in both English and Spanish from the landing page, and UHC offers accessibility support at 1-844-386-7491. TTY or RTT users can dial 711. We are exploring ways provide PPP information to people who speak other languages directly on our PPP page.



Wellpoint

Self Direction – Personal Preference Program (PPP)

FIT Community Meeting-Web Page review

Wellpoint PPP Web Page



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

Wellpoint Web Page continued

For Providers

Search | English

Wellpoint

New Jersey Medicaid

Benefits

Member support

Health & wellness resources

Find Care

Log In

NJ FamilyCare

NJ FamilyCare/Medicaid Benefits

Extra 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 Web Page continued

From the homepage click on “benefits” and then “Managed long term services and supports”

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.

Wellpoint Web Page continued

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](#)

By 'clicking here' the reader will go to the PPP PDF document

Wellpoint Web Page continued

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

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

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.

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 Web Page continued

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 Family Care Plan A.
- 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 Page continued

If you are interested in enrolling in the Personal Preference Program (PPP), the first step is to have a visit completed with one of our nurses. During the visit, the nurse will complete a PCA assessment with you and review the program guidelines and initial enrollment forms.

To begin this process:

- Have your doctor fax a prescription to 1-888-240-4716
 - The prescription should include *Member Name, Date of Birth, Wellpoint ID, and “PPP”*
- Once the prescription has been received, a nurse will be assigned and reach out to schedule an in-person visit.

If you would like 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, press 0 to speak with a representative 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!

→ If you have thoughts and feedback to share please feel free to outreach CHCS by emailing Jade Kissi at jkissi@chcs.org and the PPP Team at MAHS.PPP@dhs.nj.gov.

Next Steps:

Our next meeting is scheduled for Wednesday, May 1, 2024, 3:00 – 4:00 pm

→ DDD Service Coordination Training with Nicole Pratt of SPAN Parent Agency Network.

→ <https://spanadvocacy.org>

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

2024-Meeting Schedule

- January 3, 2024 3:00 – 4:00 pm
- February 7, 2024 3:00 – 4:00 pm
- March 6, 2024 3:00 – 4:00 pm
- April 3, 2024 3:00 – 4:00 pm
- May 1, 2024 3:00 – 4:00 pm
- June 5, 2024 3:00 – 4:00 pm
- July 3, 2024 3:00 – 4:00 pm *Open to rescheduling due to the July 4th holiday
- August 7, 2024 3:00 – 4:00 pm
- September 4, 2024 3:00 – 4:00 pm
- October 2, 2024 3:00 – 4:00 pm
- November 6, 2024 3:00 – 4:00 pm

PPP MCO Web Page Expectations

PPP Team requested that each MCO share 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.

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

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