



Personal Preference Program: NJ FI Transition Community Workgroup

December 6, 2023

3:00 – 4:00 pm

Zoom meeting

Today's Agenda

1. Welcome
2. PPP FI Transition Timeline – Update
3. Frequently Asked Questions
 - Community feedback
 - General themes
4. Information and Assistance Services in Self-direction
5. Follow up & Next steps

PPP Transition Timeline – Update

2023

- Community Workgroup reviewing draft FI Transition FAQ document
- MCOs and state continue working on readiness expectations

2024

- Community workgroup meetings are scheduled for the first Wednesday of the month through November 2024.
- A thoughtful and phased process for continuous improvement that reflects best practice and community priorities.

Frequently Asked Questions

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.

General Themes

1. Requests to update language in questions and answers for ease of understanding
2. Clarification needed around PPP and DDD service coordination requirements
3. Seeking details around transition timelines
4. Clarification about communication formats, such as letters and web pages, and who is providing them

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

Follow up & Next Steps :

Follow up:

- Share updated draft FAQ document with community feedback
- Share your feedback → What I&A service improvements would you like to see in PPP?

Next Steps:

- Our next meeting is scheduled for Wednesday, January 3, 2023 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
- State's PPP Contact Number: 609-631-2481

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

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.