

# Personal Preference Program (PPP) Fiscal Intermediary Transition Frequently Asked Question Version 2

**Updated August 5, 2025**

*The Personal Preference Program (PPP) and the Division of Developmental Disabilities (DDD) both offer self-direction programs but with different guidelines, rules, and service options.*

*To learn more about DDD's self-directed programs please visit their website  
**HERE:** <https://www.nj.gov/humanservices/ddd/individuals/community/selfdirected/>*

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**The Personal Preference Program (PPP) Team created this document using questions submitted by the community.**

## **I. About The Transition**

### **Q1 - Why is the current Fiscal Intermediary, Public Partnerships, LLC, changing?**

In an ongoing effort to enhance New Jersey's Personal Preference Program (PPP) and adopt best practices, the PPP is transitioning from a single statewide Fiscal Intermediary (FI) to allow each managed care organization (MCO) to select its own vendor. This change aims to improve services and better meet the needs of our participants.

**Horizon NJ Health** is in the process of transitioning to its new FI vendor, Palco.

Aetna Better Health NJ, Fidelis Care, United Healthcare Community Plan, and Wellpoint continue PPP operations with the current FI, Public Partnerships, LLC (PPL). These MCOs may transition in the future with careful planning and after the MCO completes a successful state-approved readiness review.

#### **a. What happened that triggered this change?**

The state-wide FI contract is ending, and our participants and their families asked for enhancements to the program.

#### **b. Who benefits?**

Our participants in the community.

### **Q2 - When and how will changes to new FIs take place?**

Changes to new FIs take place with careful planning after each MCO completes a successful state approved readiness review.

### **Q3 - How will this transition impact PPP workers getting paid?**

Our focus is on a smooth transition with little to no impact on workers getting paid.

### **Q4 - Will my PPP budget change?**

No, the budget calculation and monthly utilization methodology will not change.

### **Q5 - How will a person remain active in PPP when they switch between two MCOs that are not using the same FI?**

This is a new process for both the state and the MCOs, the FIs, and community partners. We are working hard to ensure a smooth transition for participants. Participants can contact their MCO with questions; however, the MCOs are responsible for requesting a transfer of information to support a smooth transition. Please contact the PPP Team with any questions or concerns at [MAHS.PPP@dhs.nj.gov](mailto:MAHS.PPP@dhs.nj.gov) or call the PPP Helpline at 1-609-631-2481.

**Q6 - How long will the MCO contract last with its selected FI?**

The length of the MCO's contract with its selected FI is not dictated by the state but is managed independently by each MCO. The MCO's contract with its FI is subject to the MCO's internal evaluation and contract management policies and is separate from the state's oversight of program readiness and transition planning.

**Q7 - What are the MCO requirements for selecting an FI?**

The MCO is required to complete the state's readiness review process before the MCO can transition to a new FI. The timeline is determined as the MCO demonstrates its state monitored readiness and smooth transition plan to the new FI they select.

**Q8 - What will the onboarding process look like?**

Each MCO will communicate with its participants about the onboarding process when transitioning to a new FI, as well as providing education and training, to assist with the smooth transition.

**Q9 - What other FIs are going to offer services for the PPP program?**

Each MCO will select its FI vendor.

| PROGRAM    | FI Vendor Selections for PPP and DDD as of August 1, 2025                                 |  |
|------------|---|--|
| <b>PPP</b> | Aetna Better Health NJ  | No plans to transition to a new FI at this time        |
|            | Fidelis Care  | No plans to transition to a new FI at this time        |
|            | <b>Horizon NJ Health</b>  | <b>Horizon has selected Palco as its new FI vendor</b> |
|            | United Healthcare   | No plans to transition to a new FI at this time        |
|            | Wellpoint   | No plans to transition to a new FI at this time        |
| <b>DDD</b> | Self-directed Employee (SDE option) – Acumen<br>Agency with Choice (AwC) – EasterSeals NJ |  |

**Q10 - What groups are being asked to share information regarding the transition?**

The FI Transition Community Workgroup meetings are held monthly to share information and collect feedback from the community. The [PPP website](#) is updated following each meeting with current FI transition information. Additionally, the MCOs will provide transition information to their participants.

**Q11 - Who will send us the information when an MCO decides to transition to a new FI setup?**

1. The state holds monthly FI Transition Community Workgroup meetings and provides updates about the transition process. After each meeting, the state posts the meeting presentations on the [FIT Community Workgroup Meeting](#) web page. [FIT Community Workgroup Meeting web page.](#)
2. Each MCO will communicate with its participants about the timing of the transition to a new FI, as well as providing education and training, to assist with a smooth transition.
3. The PPP State Team shared a letter providing further information about the FI Transition. The letter is available on the [PPP web page.](#)

### **Q12 – How can I join the FI Transition Workgroup?**

The PPP State Team continues to conduct meetings on the first Wednesday of each month. The Community FI Transition Workgroup is made up of community participants, MCO members, managed care partners (MCO), and the PPP State Team. This workgroup is designed to help address community concerns and feedback, ensuring changes to the new FI model are **constructive and results driven**. We are actively accepting new participants who are interested in participating in the meetings.

If you would like to participate in the PPP Community FI Transition Workgroup or wish to be added to the email list, please click the link and fill out the form → [LINK: Join the PPP Workgroup](#) or email the PPP Team at [MAHS.PPP@dhs.nj.gov](mailto:MAHS.PPP@dhs.nj.gov) with the following details:

1. Your name
2. Email contact
3. Select all that apply:
  - a. PPP Participant
  - b. PPP Worker
  - c. Caregiver
  - d. Family Member
  - e. Advocate/Affiliation

### **Q13 - Will the DMAHS establish an email or phone number to resolve questions or issues? It's important that a third party be involved to address any issues and not be dependent on the MCO and its FI.**

The PPP has a dedicated helpline (609-631-2481) and email ([MAHS.PPP@dhs.nj.gov](mailto:MAHS.PPP@dhs.nj.gov)) for any inquiries related to the program. If you have any issues or concerns with an MCO or FI please contact us for assistance and support.

## **II. PPP Eligibility and Policies**

### **Q14 - Will caregivers living at the same residence need to use EVV?**

No, the EVV live-in exemption for PPP remains unchanged. If you are a live-in caregiver, you are exempt from using EVV. The participant must complete the appropriate documentation and ensure it remains up to date to maintain PPP compliance.

### **Q15 - Who is eligible for PPP, what ages/diagnosis, can parents of autistic children qualify?**

NJ FamilyCare/Medicaid participants who qualify for Personal Care Assistant (PCA) services are eligible for PPP. PCA services include health related tasks associated with the cueing, supervision, and/or the completion of Activities of Daily Living (ADL), as well as Instrumental Activities of Daily Living (IADL).

**a. Are children eligible and are there any age limitations?**

Parents or legal guardians are responsible for the care of each ADL/IADL activity if the participant is under the age listed for that activity in the PCA assessment. For each ADL/IADL activity, if an age limit is provided, the limitation is based on standard developmental milestones and may vary for children with developmental disabilities. The age guidelines in the tool should not be considered restrictions when assessing the participant's needs.

While the PCA assessment has age noted for each task as it relates to participant abilities, each participant is assessed individually. Parental responsibility is still reviewed as part of that assessment, considering the developmental disability of the participant and standard milestones.

**b. Can the parents of children with disabilities qualify as workers?**

Yes, parents may serve as their child's worker; however, there must be an authorized representative (AR) that manages the program on the child's behalf that is NOT their paid worker.

**Q16 - When an individual turns 21, how do DDD eligible individuals access PPP services?**

If the participant is new to DDD services, the MCO DDD care manager and the DDD support coordinator will work together to schedule a PCA assessment and provide PPP options counseling.

**Q17 – Does PPP have any immigration law resources for potential caregivers who have been working with new enrollees for a long time and wish to continue with them?**

Participants must be Medicaid eligible to participate in PPP and must adhere to Medicaid Immigration guidelines. Workers must complete all employee required documentation, which includes an I-9 employment eligibility verification. <https://www.uscis.gov/i-9>

**Q18 - Does DDD's FI transition to a new FI directly impact the PPP community?**

No, there is no impact on PPP participants. DDD's FI transition is separate from the PPP FI transition.

DDD FI Transition details are available using the links below.

- ✓ DDD FAQs - click link [here](#).
- ✓ For more questions about the DDD FI Transition please visit the [DDD 2025 Fiscal Intermediary Transition \(PPL to Acumen\) web page](#).

**Q19 – Is there someone the participant can contact if they have trouble accessing tax filing information at the beginning of the year?**

- Yes, the participant can reach out to their MCO and Financial Consultant / Support Counselor for assistance.

- A tax filing FAQ is on the way.

If you have any additional FI Transition related questions, please let us know by sending an email to [MAHS.PPP@dhs.nj.gov](mailto:MAHS.PPP@dhs.nj.gov) and we will include them in future updated versions of this FAQ.

**MCO PPP Unit Contact Information:**

|                                      |   |
|--------------------------------------|---|
| Aetna                                | 1-855-232-3596                                    |
| Aetna Assurance Premier Plus (D-SNP) | 1-844-362-0934                                    |
| Fidelis Care                         | 1-855-642-6185 (select option #3, then option #2) |
| Horizon NJ Health                    | 1-855-465-4777                                    |
| United Healthcare                    | 1-800-645-9409 (select option #3)                 |
| Wellpoint                            | 1-855-661-1996 (select option #1)                 |

**PPP State Program Office (SPO) Contact Information:**

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|-----------------|--|
| Email           | <a href="mailto:MAHS.PPP@dhs.nj.gov">MAHS.PPP@dhs.nj.gov</a>   |
| Call            | PPP Hotline 609-631-2481   |
| Fax             | 609-588-3806   |
| PPP web page    | <a href="http://PPP.NJ.gov">PPP.NJ.gov</a>   |
| Mailing address | NJ Division of Medical Assistance and Health Services<br>P.O. Box 712<br>Attention: Personal Preference Program<br>Trenton, NJ 08625 |