



Personal Preference Program: NJ FI Transition Community Workgroup

June 03, 2026
3:00 – 4:00 pm
Zoom meeting

Today's Agenda

1. Welcome
2. PPP FI Transition Timeline
3. Managed Care - **FI Updates**
4. Community Feedback and Response
5. NJ FamilyCare and PPP Website- **updates**
6. PPP Community Events and Engagement Opportunities
7. Follow Up & Next Steps

PPP Transition Timeline

June 2026

- Community workgroup continues to meet on the first Wednesday of each month. [Link to past meetings](#)
 - *How to join the PPP FIT Workgroup* - [Click Here to Join](#)
- MCO transition updates
 - Horizon & Palco PPP updates
 - Aetna, Fidelis Care, United, and Wellpoint updates
- NJ FamilyCare and PPP Website - updates

Managed Care FI Updates

- Horizon NJ Health
- Aetna Better Health of NJ
- Fidelis Care
- United Healthcare
- Wellpoint

Horizon NJ Health PPP Updates

Horizon NJ Health (HNJH) has successfully transitioned all Personal Preference Program (PPP) participants to Palco.

- However, ***767 participants are active without PPP service utilization.***
- Of this group, a detailed *review identified that 381 participants did not receive payments from PPL during Q2 (October 1, 2025 – December 31, 2025).*
- *These participants may be scheduled for program termination.*

Horizon NJ Health PPP Updates

During this transition period, HNJH and Palco call volumes have remained significantly elevated.

- While *Palco's call volume* is beginning to trend downward, ***HNJH experienced a 64% increase in call volume in April.***
- Most of the calls are related to payment, budget, and enrollment status inquires. ***See tips for billing concerns on next slide.***

HNJH remains committed to partnering closely with all stakeholders (Palco, PPL and SPO) to support PPP participants and improve satisfaction and experience.

Horizon NJ Health PPP Updates continued

Error Message	What It Means	Next Step Worker	Next Steps Participant / Authorized Rep (AR)
<p>Exceeds Funds Limit</p> <p>PAR Exceeds Funds Limit</p> <p>Service Authorization lacks sufficient funds</p>	Participants exceeded their monthly budget.	<ol style="list-style-type: none"> 1. Talk with the participant to confirm how many hours should be submitted. 2. Edit the timesheet to show their available hours 3. Submit timesheet for Participant Approval 	<ol style="list-style-type: none"> 1. Reduce authorized hours to stay within the monthly budget. 2. Use the budget formula to calculate remaining hours, if needed. 3. Approve and confirm timesheet <p>Tip:</p> <ul style="list-style-type: none"> • Login to Connect • Select Spending Tab • Select Cost Estimation Calculator
Exceeds Overtime	Workers submitted more than 40 hours a week.	<ol style="list-style-type: none"> 1. Edit the timesheet so total hours do not exceed 40 hours per week 2. Submit timesheet for Participant Approval 	<ol style="list-style-type: none"> 1. Review timesheet hours that are rounded (as of 4/1) each week in Connect and ensure time does not exceed 40 hours per week. <ul style="list-style-type: none"> • Week 1 = 40 hours • Week 2 = 40 hours 2. Approve and confirm timesheet

Horizon NJ Health PPP Updates continued

When HNJVH PPP Participants need to contact **Palco**

- **Enrollment Support:** Palco has a website where you can complete your enrollment. Visit www.connect.palcofirst.com/enrollment to get started.
 - **This is the fastest way to enroll and make sure your information is up to date.**
 - Palco also offers live online enrollment training several times each week.
- **Payment Support:** Please visit Palco Connect for payment information. Palco cannot pay for services that are not approved or that go over the budget. If participants have questions about their budget, they should contact Horizon.
 - **The program has a strict 40-hours-per-week rule that is enforced.**
 - All timesheets can be viewed in Connect.

Horizon NJ Health PPP Updates continued

When HNJVH PPP Participants need to contact **Horizon**

- **Budgets, Pay Rates, Program Rules, or Cash Management Plan Support:**
 - Questions on these topics should be directed to Horizon.
 - Support Counselors are being assigned by HNJVH.
 - Please contact 1-855-465-4777 to reach HNJVH for assistance.

Community Feedback and Response

- Any open question for the MCO(s) and/or their Fiscal Intermediary?
- Any open question for the State Program Office (SPO)?
- What would you like to hear more about?
- Meeting cadence?



NJ FamilyCare Website- updates

NJ FamilyCare website- [link here](#)

Division of Medical Assistance and Health Services



NJ FAMILYCARE FEDERAL UPDATES ARE COMING

Eligibility rules are changing.
Click to find out if you are impacted.

Watch for our mail for more information.

[LEARN MORE](#)

Personal Preference Program - updates

How to find the PPP website from the NJ FamilyCare website?

1. PPP.nj.gov – [link here](#)
2. NJ FamilyCare website- [link here](#)
 - ✓ Select Individuals & Family
 - ✓ Select Overview
 - ✓ Select **Personal Preference Program**

The screenshot shows the NJ FamilyCare website interface. At the top, the navigation bar includes 'Home', 'About DMAHS', 'Individuals & Families', 'Federal Changes to NJ FamilyCare / Medicaid', 'Providers & Stakeholders', 'News, Publications, Reports & Resources', 'Division Staff & Contact Information', and 'Public Advisory Boards, Commissions & Councils'. A yellow circle highlights the 'Individuals & Families' menu item. Below the navigation bar is a banner for 'NJ FAMILYCARE FEDERAL UPDATES ARE COMING' with a red mailbox icon and the text 'Eligibility rules are changing. Click to find out if you are impacted.' and 'Watch for our mail for more information.' with a 'LEARN MORE' button. Below the banner is another navigation bar with the same items. Below that is a breadcrumb trail: 'Home / Individuals & Families / Overview'. The 'Overview' link is circled in red. A red arrow points to the 'Personal Preference Program' link in the list of items under 'Overview'.

Division of Medical Assistance and Health Services

Home About DMAHS **Individuals & Families** Federal Changes to NJ FamilyCare / Medicaid Providers & Stakeholders News, Publications, Reports & Resources Division Staff & Contact Information Public Advisory Boards, Commissions & Councils

NJ FAMILYCARE FEDERAL UPDATES ARE COMING

Eligibility rules are changing. **Click to find out if you are impacted.**

Watch for our mail for more information.

LEARN MORE

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Home / Individuals & Families / Overview

Overview

- [Renewal Processing Update for Members - StayCoveredNJ Unwinding](#)
- [Changes to the Medicaid Program after the end of the COVID-19 Public Health Emergency](#)
- [Information for Pregnant Members: Go the Full 40!](#)
- [Doula Care](#)
- [Comprehensive Waiver](#)
- [NJ FamilyCare](#)
- [Medicaid's NJ FamilyCare Programs](#)
- [Personal Preference Program](#)
- [Medical Assistance Customer Centers](#)
- [Dual Special Needs Plan Consumer and Provider Information](#)
- [Health Plan Appeal Process Frequently Asked Questions](#)
- [NJ FamilyCare/Medicaid Estate Recovery - What You Should Know](#)
- [Qualified Income Trusts](#)
- [Special Needs Trusts](#)
- [NJ Prescription Drug Price Registry](#)
- [Lead Poisoning Prevention Resource Materials](#)

Personal Preference Program - updates continued

Personal Preference Program (PPP)

NOTICE TO ALL HORIZON NJ HEALTH PPP PARTICIPANTS

IMPORTANT: You must act now to ensure a smooth transition to the new fiscal intermediary.

Please contact Palco as soon as possible to complete your transition.

PALCO

Customer Service: [877-710-0457](tel:877-710-0457)

Fax: 877-8598757

Email Address: Supportnj@palcofirst.com

[PALCO PPP Website](#)

PPP Hosted FI Transition Webinars

PPP hosted two webinars related to the PPP Fiscal Intermediary (FI) transition. During each webinar, the FI had an opportunity to present an overview of their agency and explain how they serve the PPP community in New Jersey.

December 3, 2025 – Introduction to [PALCO HERE](#)

January 7, 2026 – Introduction to [PPL HERE](#)

Please note: These webinars were for PPP only and did not address DDD's transition to Acumen.

NOTICE To All PPP Participant:

Please Complete the Annual Satisfactory Survey for 2025 - [Link Here](#)

The Survey is Available in Spanish- [Link Here](#)

New Jersey Self-Directed Services Training / Workshops

More Information

 [PPP Contact Information](#)

 [PPP Fact Sheet](#)

 [PPL Program Documents](#)

 [PPL EVV](#)

 [PPL Payment Schedule](#)

 [PPL Better Online Portal](#)

 [PPP FIT Community Resources](#)

 [Palco Program Document](#)

 [Palco EVV](#)

 [Palco Payment Schedule](#)

 [Palco Connect Portal](#)

 [IRS Household Employers tax guide](#)

Personal Preference Program - updates continued

New Jersey Self-Directed Services Training / Workshops

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

Self-directed services are home and community-based services that help you or a loved one with personal care needs maintain independence. Self-directed services allow for personal choice in what services will best meet personal needs, who will deliver those services, and when and where services are provided within program guidelines.

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

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

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

Personal Preference Program - updates continued

Why Choose the Personal Preference Program?	▼
Eligibility	▼
How To Apply	▼
Fiscal Intermediary (FI)	▼
Current PPP Participants	▼
How are we doing?	▼
Training / Workshops	▼
Fiscal Intermediary Transition (FIT)	▼
FIT Community Workgroup	▼
State Program Office Contact Information	▼

PPP Community Events and Engagement Opportunities

Federal Changes to NJ FamilyCare / Medicaid: The federal government has changed the rules around who is eligible for NJ FamilyCare beginning Fall 2026.

- These rule changes are a part of the “**One Big Beautiful Bill Act**” a.k.a. OBBA or H.R. 1, that was signed into law by President Trump in July 2025. *These new rules do not apply to everyone.*
- DHS has created a dedicated webpage providing additional information and explains which members may be affected and how they can prepare. **Click here**

Are there any upcoming events or trainings the community should learn about?

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 to the PPP Team at MAHS.PPP@dhs.nj.gov.

Meeting take aways: Please submit discussion topics you would like to go over in the next month

Next Steps: Our next meeting is scheduled for **August 5, 2026, 3:00 - 4:00PM.**

Join the Workgroup: [Click here](#)

Resources: DMAHS PPP web page <https://ppp.nj.gov>

Contact Information

General PPP Email Address	MAHS.PPP@dhs.nj.gov
Becky Thomas	Rebecca.Thomas@dhs.nj.gov
Dana Bivona	Dana.Bivona@dhs.nj.gov
Leiddy Stier	Leiddy.Stier@dhs.nj.gov

2026 Meeting Schedule

- January 7, 2026, 3:00 – 3:30 pm ***PPL Webinar is scheduled for 12-1PM**
- February 4, 2026, 3:00 – 4:00 pm
- March 4, 2026, 3:00 – 4:00 pm
- April 1, 2026, 3:00 – 4:00 pm ***Canceled**
- May 6, 2026, 3:00 – 4:00 pm
- June 3, 2026, 3:00 – 4:00 pm
- July 1, 2026, ***Canceled for July 4th holiday**
- August 5, 2026, 3:00 – 4:00 pm
- September 2, 2026, 3:00 – 4:00 pm
- October 7, 2026, 3:00 – 4:00 pm
- November 4, 2026, 3:00 – 4:00 pm
- December 2, 2026, 3:00 – 4:00 pm

Interested in learning more about PPP?

To learn more about PPP and how to apply please visit the DMAHS PPP website:

<https://ppp.nj.gov/>

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.

<u>Aetna Better Health of New Jersey</u>	1-855-232-3596
Aetna Assure Premier Plus (D-SNP)	1-844-362-0934
<u>Fidelis Care</u>	1-855-642-6185
<u>Horizon NJ Health</u>	1-855-465-4777
<u>UnitedHealthcare Community Plan</u>	1-800-645-9409
<u>Wellpoint</u>	1-855-661-1996

PPP Contact Information – MCOs and FIs

MCO PPP Unit Contacts		Fiscal Intermediaries
Horizon NJ Health	1-855-465-4777 Horizon NJ Health Webpage Link Here	PALCO Customer Service: 877-710-0457 Fax: 877-8598757 Email Address: Supportnj@palcofirst.com PALCO PPP Website Link Here
Aetna Better Health of New Jersey	1-855-232-3596 Website Link Here	Public Partnership LLC. (PPL) Customer Service: Phone: 1-844-880-8702 (English) Phone: 1-844-880-8703 (Spanish) Fax: 1-844-627-6834 Email Address: CS-njppp@pplfirst.com PPL Program Website Link Here
Aetna Assure Premier Plus (D-SNP)	1-844-362-0934	
Fidelis Care	1-855-642-6185 (select option #3, then option #2) Website Link Here	
UnitedHealthcare Community Plan	1-800-645-9409 (select option #3) Website <i>Link Pending</i>	
Wellpoint	1-855-661-1996 (select option #1) Website <i>Link Pending</i>	

Additional Resources and Past Meeting Takeaways

PPP Advocacy Alert for Programs under HCBS

As of April 2026, Robert F. Kennedy Jr., serving as the Secretary of Health and Human Services (HHS):

Program Integrity Reviews: He directed CMS to review "program integrity, consumer choice, and taxpayer value" for various state-led home care initiatives.

CMS: A virtual session is scheduled for **May 19, 2026**, to discuss new Home and Community-Based Services (HCBS) waiver options.

Purpose: CMS is seeking input from stakeholders, including beneficiaries, caregivers, and providers, on designing eligibility, services, and implementation strategies.

Impact: This session aims to inform future guidance before implementation begins in 2028.

Registration link

https://us06web.zoom.us/webinar/register/WN_9fmonNCiS9iJJNi32vGvgQ#/

Are there any upcoming events or trainings the community should learn about?

PPP Community Events and Engagement continued



2026 National Self-Direction Conference

Who: People who self-direct, family caregivers, state leaders & advocates, researchers, FMS providers, MCOs, & technology partners

Where: Minneapolis, MN

When: May 27, 2026 - May 29, 2026

How: Registration is open and can be accessed here: <https://www.selfdirectioncenter.org/conference>

PPP Community Events and Engagement Opportunities 1 of 2

Reviewed with the community on 01/07/2026

- **NOTICE To All PPP Participant:**
 - Please Complete the Annual Satisfactory Survey for 2025 - [Click here](#)
- **PPP Budget Updates for January 1, 2026**
 - NJ's minimum wage is increasing from **\$15.49** per hour to **\$15.92** per hour.
 - PPP's reimbursement rate is increasing from **\$19.89** per hour to **\$20.40** per hour.
- **Horizon PPP FI Transition- Palco's PPP Webpage-** [Click here](#)
- **DDD New VF/EA Fiscal Intermediary** Access future meetings: to view more about the Division of Developmental Disabilities | Public Update Meetings – [Click here](#)

Are there any upcoming events or trainings the community should learn about?

PPP Community Events and Engagement Opportunities 2 of 2

Disability Rights New Jersey- Join the staff of Disability Rights New Jersey for an informative two-part webinar series about Personal Care Assistance (PCA). This webinar will cover everything from eligibility criteria to beneficiary's rights through the application and appeals process.

For registration information-[Click Here](#)

DISABILITY RIGHTS NEW JERSEY

KNOW YOUR RIGHTS PERSONAL CARE ASSISTANCE: FROM APPLICATION TO APPROVAL

A Two-Part
Webinar Series

*ASL interpretation and captioning
will be available*

FRIDAY
JAN. 16
11AM TO 12PM

JAN. 23
2PM TO 3PM

A WEBINAR FOR
INDIVIDUALS WITH DISABILITIES,
THEIR FAMILY MEMBERS,
AND PROFESSIONALS

Reviewed with the community on 01/07/2026

PPP Community Events and Engagement Opportunities

Reviewed with the community on 08/06/2025

- **2025 SPAN Parent Leadership Advocacy Conference** - [Click Here](#)
Saturday, September 27th, 2025, 8:00 AM – 3:30 PM
- **DDD New VF/EA Fiscal Intermediary** Access future meetings: to view more about the Division of Developmental Disabilities | Public Update Meetings – [Click here](#)

Are there any upcoming events or trainings the community should learn about?

PPP Community Events and Engagement Opportunities

Reviewed with the community on 08/06/2025

- **2025 SPAN Parent Leadership Advocacy Conference** - [Click Here](#)
Saturday, September 27th, 2025, 8:00 AM – 3:30 PM
- **On May 30, 2025 Governor's Roundtable Discussion**, to access link- [Click Here](#)
- **DDD New VF/EA Fiscal Intermediary** Access future meetings: to view more about the Division of Developmental Disabilities | Public Update Meetings- [Click Here](#)
- Statement from DHS Commissioner about Medicaid and SNAP cuts on NJ- [Click Here](#) No changes to PPP - we will communicate to the community if anything changes

Are there any upcoming events or trainings the community should learn about?

PPP Community Events and Engagement Opportunities

Reviewed with the community on 06/04/2025

- **2025 SPAN Parent Leadership Advocacy Conference- [Click Here](#)**
 - Saturday, September 27th, 2025, 8:00 AM – 3:30 PM
- **On May 30,2025 Governor's Roundtable Discussion, to access link- [Click Here](#)**
- **DDD New VF/EA Fiscal Intermediary**
 - Access future meetings: to view more about the Division of Developmental Disabilities | Public Update Meetings- [Click Here](#)
- **The Self-Direction Center: A New Nonprofit Dedicated to Self-Direction-** to sign up for their mailing list- [Click Here](#)
- **Proposed Medicaid cuts-**Statement from Commissioner Adelman- [Click Here](#)
 - No changes in PPP - we will communicate to the comm'unity if anything changes.

Are there any upcoming events or trainings the community should learn about?

PPP Community Events and Engagement Opportunities

Reviewed with the community on 05/07/2025

- **DDD New VF/EA Fiscal Intermediary**
 - Access future meetings: [Click here to view more about the Division of Developmental Disabilities | Public Update Meetings](#)
- **The Self-Direction Center: A New Nonprofit Dedicated to Self-Direction-** [Click here to sign up for their mailing list to stay connected and receive announcements.](#)
- **DHS Publication**
 - **DHS in the Community:** On March 31, 2025 Governor Murphy Held Roundtable Discussion with Medicaid Recipients as Congress Debates Significant Cuts to Program; Watch the recording by [Clicking here!](#)

Are there any upcoming events or trainings the community should learn about?

PPP Community Events and Engagement Opportunities

Reviewed with the community on 03/05/2025

- 2025 Applied Self-Direction Conference: [Virtual Series Schedule](#) - Wednesdays from 2pm to 3pm throughout March and April
- [SPAN Transition/Health](#) conference on Saturday, [April 26th](#) at the Mercer County Community College Conference Center from 8am to 3pm.
- [DDD New VF/EA Fiscal Intermediary](#), access future meetings: [Division of Developmental Disabilities | Public Update Meetings](#)

Are there any upcoming events or trainings the community should learn about?

PPP Community Events and Engagement

Reviewed with the community on 2/05/2025

2024 Takeaway from the Community Feedback:

- Work group members requested the MCO to provide reactions to feedback when appropriate.
 - **Action:** The PPP has added a discussion on MCO FI Transition to the meeting agenda.
- There is a need to advertise that the community is openly seeking new members.
 - **Action:** The PPP has created a new MCO Quarterly Report to promote communication around self-direction.
- A request for monthly meeting invites with the join code to be sent in advance.
 - **Action:** CHCS is now sending out invites on the day of the meeting.

Direct Care Workforce Public Listening Sessions

Are you a Direct Care Employer, Professional or Consumer?

New Jersey Human Services is hosting three public listening sessions for those who are engaged with the direct care workforce.



Please note that there are three sessions:

- **January 14 (Direct Care Workers Only)**
- **January 15 (Direct Care Employers Only)**
- **January 16 (Direct Care Consumers Only)**

Register for your session here!

https://us02web.zoom.us/webinar/register/WN_YyebwK9jRHiAKOsOiN1bCw

Overview of Personal Preference Program (PPP)



Rebecca Thomas

Director, Office of Consumer Directed Services
Division of Medical Assistance and Health
Services
NJ Department of Human Services

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

Join us to learn about how PPP can support individuals with Intellectual or Developmental Disabilities self-direct services and hire who they want, including family members.

REGISTER HERE



TUESDAY
JAN 21, 2025



TIME
07:00 PM



FREE
VIRTUAL
WEBINAR

Multilingual closed captioning is available. For questions, contact
Kyoko.Coco@njcdd.org at 609-341-3112

Descripción general Programa de Preferencia Personal (PPP)



Rebecca Thomas

Directora, Oficina de servicios dirigidos al
consumidor

División de asistencia médica y servicios de salud
Departamento de servicios humanos de Nueva Jersey

El Programa de preferencia personal (PPP) de Nueva Jersey ofrece una manera para que los miembros de NJ FamilyCare/Medicaid, que califican para el servicio de asistente de atención personal (PCA), permanezcan en su hogar, activos en su comunidad y no requieran el uso de una agencia de atención médica domiciliaria. Únase a nosotros para conocer cómo el PPP puede ayudar a las personas con discapacidades intelectuales o del desarrollo a autogestionar servicios y contratar a quienes quieran, incluidos los miembros de la familia.

REGISTRATE AQUI



MARTES
JAN 21, 2025



TIEMPO
07:00 PM



SEMINARIO WEB
VIRTUAL
GRATUITO

Hay subtítulos disponibles en varios idiomas. Si tiene preguntas, comuníquese con
Kyoko.Coco@njcdd.org al 609-341-3112

MCO PPP Quarterly Communication Engagement Report

Community feedback: There is a need to advertise that the community is openly seeking new members.

- **Action:** PPP has created a new MCO Quarterly Report to promote communication around self-direction.



Review community Feedback Horizon FI Transition

Feedback to date:

- Avoid holiday transitions
- Timing driven by tax guidance
- Customer service capacity
- Stagger transitions
- Language access matters

Additional feedback?

PPP Operational Update

As the initial FI transition completes, the SPO continues to collaborate with the MCOs and FIs about:

- 1. Streamlining operations for members who are changing MCOs**
2. Improving communication channels; and
3. Identifying opportunities that better support impacted participants, authorized representatives, and workers.

Join The PPP Community Workgroup Meetings

The PPP team conducts a monthly meeting on the first [Wednesday](#) of each month to help guide the Fiscal Intermediary transition process and develop NJ self-directed best practices.

Our workgroup is made up of community members, managed care partners, 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. [Click Here to Join](#)

SPO PPP Operations Update continued – Participant Transfers – New Process Touch Points

When participants change MCOs, a new process helps make the transition smoother.

Two Pathways

1. MCO Changes, Same FI vendor

- Applies to Aetna, Fidelis Care, United Healthcare, and Wellpoint
- Uses the same FI, PPL
- Services continue with minimal disruption

2. MCO Changes, New FI Vendor

- Applies to moving to and/or from Horizon
- Uses a new FI, Palco
- If the Participant is new to Palco they must complete Palco's enrollment requirements.
- If the Participant is new to PPL they must complete PPL's enrollment requirements.

PPP MCO Transition – Important Reminders

for Participants, Authorized Representatives, Workers and Families

It is more important than ever to communicate changes that impact PPP with your MCO* such as:

- While you are in a hospital, nursing home or rehabilitation center
- While you are ineligible for Medicaid/NJ FamilyCare services
- While you are out of the country for any length of time
- While you are out of New Jersey for 31 days or more

Failure to timely report these changes can impact your access to PPP.

*Please note that you must communicate with your MCO about any changes, not the FI.

FIT Webinars for Participants, Authorized Representatives, Families & Workers

PPP is hosting two webinars regarding the fiscal intermediary transition with the current fiscal intermediaries, Palco and Public Partnerships, LLC (PPL).

Each fiscal intermediary will have a dedicated session:

- ~~Palco's~~ session is scheduled for Dec 3, 2025, 12:00 PM - 1:00 PM - **Completed!**
- ~~PPL's~~ session is scheduled for January 7, 2026, 12:00 PM - 1:00 PM - **Completed!**

What to Expect:

- Meet the Financial Intermediaries (FIs) supporting the program
- Learn about their roles and services
- Opportunity for Q&A

Who Should Attend:

- All Community Workgroup members, PPP participants, authorized representatives, families, workers, stakeholders, and anyone interested in learning more about the PPP FIs and ongoing program updates.
- Registration is required

Personal Preference Program (PPP) Fiscal Intermediary Webinars | Session 1 - Follow up

- PPP FI Transition: Palco Webinar
- Date & Time: Dec 3, 2025, 12:00 PM **Completed!**
- Webinar recording – [link here](#) also found on the PPP Webpage **NEW**

Post-Palco Webinar discussion

- What was your overall impression of the webinar?
- What was helpful?
- What questions need additional clarity?
- Opportunities for improvement?

Personal Preference Program (PPP) Fiscal Intermediary Webinars | Session 2 - Follow up

- PPP FI Transition: PPL Webinar
- Date & Time: Jan 7, 2026, 12:00 PM **Completed!**
- Webinar recording – [Link Here](#) Also found in the PPP Webpage **News**
Post-PPL Webinar discussion
- What was your overall impression of the webinar?
- What was helpful?
- What questions need additional clarity?
- Opportunities for improvement?

Horizon- Status update



HNJH's Personal Preference Program Fiscal Intermediary Transition Plan

PPP Director: Misty Pane
PPP Manager: Vivian Class

Horizon- Status update

Horizon NJ Health PPP Updates

- **Horizon NJ Health (HNJH) has successfully transitioned all Personal Preference Program (PPP) participants to Palco.**
 - However, *790 participants are active without PPP service utilization.*
 - Of this group, a detailed review identified that *383 participants did not receive payments from PPL during Q2 (October 1, 2025 – December 31, 2025).*
 - These participants may be scheduled for program termination if services are not reestablished by the end of May.
- **During this transition period, HNJH and Palco call volumes have remained significantly elevated.**
 - While *Palco's call volume is beginning to trend downward, HNJH experienced a 64% increase in call volume in April.*
 - Most of the calls are related to payment, budget, and enrollment status inquires. *See tips for billing concerns on next slide.*

HNJH remains committed to partnering closely with all stakeholders (Palco, PPL and SPO) to support PPP participants and improve satisfaction and experience.

Horizon- Status update

Horizon NJ Health PPP Updates **continued**

Error Message	What It Means	Next Step Worker	Next Steps Participant / Authorized Rep (AR)
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May 6, 2026

Horizon- Status update

For HNJVH – Updates continued

For HNJVH PPP Participants:

Enrollment Support: Palco has a website where you can complete your enrollment. Visit www.connect.palcofirst.com/enrollment to get started. This is the fastest way to enroll and make sure your information is up to date. Palco also offers live online enrollment training several times each week.

Payment Support: Please visit Palco Connect for payment information. Palco cannot pay for services that are not approved or that go over the budget. If participants have questions about their budget, they should contact Horizon. The program has a strict 40-hours-per-week rule that is enforced. All timesheets can be viewed in Connect.

Budgets, Pay Rates, Program Rules, or Cash Management Plan Support: Questions on these topics should be directed to Horizon. Support Counselors are being assigned by HNJVH. Please contact 1-855-465-4777 to reach HNJVH for assistance.

March 04, 2026

Horizon- Status update

For HNJH - Updates

- As of 3/1/2026, Palco has fully transitioned the HNJH PPP Participants from PPL. There are a total 1,785 participants who did not complete their enrollment requirements with Palco.
- In addition, of there is a total of 2,500 participants that have been noted without PPP Service Use. The remaining participants will continue to be the focus for Palco's Enrollment Team.
- Call volumes for all parties involved (HNJH, Palco, SPO and PPL) have been significantly high during this time-period. However, they are trending down. We apologize and appreciate the patience during this transition.
- Palco and HNJH have worked together to redesign their call centers to better assist the population. Additional Customer Service Representatives were added to both Palco and HNJH PPP Hotlines.
- We will continue to work together to assist the HNJH PPP Participants with this transition.

March 04, 2026

Horizon- Status update

For HNJVH – Updates continued

For HNJVH PPP Participants:

Enrollment Support: Palco has a website where you can complete your enrollment. Visit www.connect.palcofirst.com/enrollment to get started. This is the fastest way to enroll and make sure your information is up to date. Palco also offers live online enrollment training several times each week.

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February 04, 2026

Horizon- Status update

Horizon NJ Health

As of 1/31/2026, Palco has fully transitioned 11,794 HNJH PPP Participants from PPL. There are a total 4,440 participants who did not transition, of this 1,685 started their enrollment and 2,755 did not start or are unable to reach. In addition, of the 4,440, 1,049 have disenrolled with HNJH PPP. The remaining 3,391 participants will continue to be the focus for Palco's Enrollment Team.

Call volumes for all parties involved (HNJH, Palco, SPO and PPL) have been significantly high during this time-period. We apologize and appreciate the patience during this transition.

Palco and HNJH have worked together to redesign their call centers to better assist the population. Additional Customer Service Representatives were added to both Palco and HNJH PPP Hotlines.

We will continue to work together to assist the HNJH PPP Participants with this transition.

February 04, 2026

Horizon- Status update

For HNJH PPP Participants:

Enrollment Support: Palco has a website where you can complete your enrollment.

Visit www.connect.palcofirst.com/enrollment to get started. This is the fastest way to enroll and make sure your information is up to date. Palco also offers live online enrollment training several times each week.

Payment Support: Please visit Palco Connect for payment information. Palco cannot pay for services that are not approved or that go over the budget. If participants have questions about their budget, they should contact Horizon. The program has a strict 40-hours-per-week rule that is enforced. All timesheets can be viewed in Connect.

Budgets, Pay Rates, Program Rules, or Cash Management Plan

Support: Questions on these topics should be directed to Horizon. Support Counselors are being assigned by HNJH. Please contact 1-855-465-4777 to reach HNJH for assistance.

Please see “**Who to Contact**” details [here](#) from Horizon’s PPP webpage.

September 10, 2025
October 01, 2025
November 05, 2025

Horizon- Status update

HNJH PPP Transition Timeline

New Horizon NJ Health PPP Applicants moved to Palco in August 2025.

On 9/10/25 HNJH will start the transition for Cohort 1 (active PPP participants that are enrolled in MLTSS, DSNP, and DSNP MLTSS Care Management). **The goal is to have Palco effective by 10/1/2025 or 11/1/2025.**

On 9/19/25 Cohort 2 will start which will include members with workers compensation policies that are expiring December 2025 through June 2026. **The goal is to have Palco effective by 11/1/2025 or 12/1/2025.**

The Last Cohort will begin on 10/13/25, which will include the remainder of the HNJH PPP Participants. **The goal is to have Palco effective by 12/1/2025.**

All HNJH PPP Participants must be enrolled with Palco by **12/15/2025**, any participant that do not comply will be suspended until enrollment is complete.

Proprietary & Confidential

September 10,2025

Horizon- Status update

What to expect?

HNJH started to send file requests to PPL. PPL will send all the required information to assist in a smooth transition. Information includes Participant/Worker/Authorized Representative information as well as tax and Cash Management Plan budget allocation.

When participants are selected to transition from PPL to Palco, HNJH will send an introduction letter. Palco will also introduce themselves by sending a Welcome email and letter, with an enrollment QR Code.

Participant/Worker/Authorized Representative will be required to enroll with Palco and receive training on the new applications. In addition, workers will need to supply account information to enroll in direct deposit with Palco.

All HNJH PPP Participants must be enrolled with Palco by **12/15/2025**, any participant that do not comply will be suspended until enrollment is complete.

Proprietary & Confidential

September 10, 2025

Horizon- Status update

HNJH's goal is to keep this transition as smooth as possible. We ask our participants to be patient. Also, participants will remain active with PPL until they successfully transition or until 12/15/2025, whichever comes first.

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Proprietary & Confidential

Transition Plan

Horizon- Status update

Horizon is changing their Fiscal Intermediary Vendor?

Horizon has selected **Palco** to be our new FI Vendor. Palco gained our trust by being the first FI, being women owned and the demonstration of their easy-to-use applications. They also have expertise in MCOs insourcing the Financial Counseling and came highly recommended by another state's BCBS plan.

Horizon is insourcing the financial planning for PPP?

We really want regain the face of PPP for Horizon. We are looking to establish strong relationships with our PPP Participants. By insourcing, our staff will be the ones going into the homes. When we perform the face-to-face visits, we will have the ability to react quicker to any concerns and improve the participant's safety.

What will not change?

Horizon- Status update

Things that **will not** change:

- PPP payments will remain on the same bi-weekly schedule.
- PPP Participant's monthly budget will not change (unless change in recent PCA Assessment).
- Cash management plan and budget allocation will not change unless participant requests.
- Workers and Authorized Representatives will remain in place.
- Member rights and responsibilities.
- State Personal Preference Program requirements will not change.

Horizon- Status update

What will change?

What **will change** for our Horizon NJ Health PPP Participants:

- Workers can request early access to pay for emergency funds.
- The Initial set-up and training will be conducted by Palco enrollment specialist.
- Horizon is insourcing the Financial Counseling role, which includes budget allocation and quarterly F2F visits.
- Palco's technology provides a cloud-based software with a seamless integration to all EVV systems, claims, and more.
- Palco also has PalCare (application where participants can search for workers available in their area).

August 6, 2025

Palco VS Horizon Responsibilities

Horizon-
Status
update

Palco Responsibilities	Horizon Responsibilities
<ul style="list-style-type: none">• Enroll new participants and transition existing participants and current workers.• Enrolling new workers/Authorized Representatives• Pay workers and send them their annual tax forms.• Manage taxes and workers' compensation insurance.• Answer questions about enrollment, pay, services, and more.• Palco provides an Electronic Visit Verification (EVV) system, and an online timesheet portal called Connect where participants can do the following:<ul style="list-style-type: none">-Update contact information-View paystubs and tax forms-Track budgets and spending	<ul style="list-style-type: none">• HNJVH PPP Support Counselors are responsible for providing budget counseling services.• HNJVH PPP Support Counselors will assist PPP participants/Authorized Representatives in preparing their initial and subsequent cash management plans.• HNJVH Support Counselors will conduct quarterly in home F2F visits and provide ongoing support as needed.• HNJVH PPP Support Counselor is responsible for oversight of the Medical Management System electronic task lists, which include<ul style="list-style-type: none">• PPP Increases• PPP Initial• PPP Reinstatements• PPP Terminations• PPP Hold Service• PPP Resume Service• PPP UTC

August 6, 2025

Palco's Leadership

Horizon-
Status
update



ALICIA PALIDINO
OWNER / CEO



TRISTA BRANDT
VP of Operations
Project Planning



YAMILE MATUTE
VP of Operations
Enrollment



OKSANA JANUSZANIS
Client Engagement
Manager- NJ



ANDERSON ALCANTARA
Client Engagement Manager-
NJ



PAMELA JONES
Learning & Development
Manager - NJ

September 10, 2025

Horizon- Status update

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September 10,2025

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Horizon- Status update

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FI Transition Communications continued

Upcoming PPP web page updates: Add Palco to PPP's web page

Planned updates:

1. Add Palco to list of PPP fiscal intermediaries
2. Contact information
3. Include Palco-specific documents for PPP participants and workers

PPP Contact Information

October 1,2025

MCO PPP Unit Contacts		Fiscal Intermediaries
Horizon NJ Health	1-855-465-4777 Horizon NJ Health Webpage- Link Here	PALCO Customer Service: 877-710-0457 Fax: 877-8598757 Email Address: Supportnj@palcofirst.com PALCO PPP Website- Link Here
Aetna Better Health of New Jersey	1-855-232-3596 Website- Link Here	Public Partnership LLC. (PPL) Customer Service: Phone: 1-844-880-8702 (English) Phone: 1-844-880-8703 (Spanish) Fax: 1-844-627-6834 Email Address: CS-njppp@pplfirst.com PPL Program Website- Link Here
Aetna Assure Premier Plus (D-SNP)	1-844-362-0934	
Fidelis Care	1-855-642-6185 (select option #3, then option #2) Website- Link Here	
UnitedHealthcare Community Plan	1-800-645-9409 (select option #3) Website- Link Here	
Wellpoint	1-855-661-1996 (select option #1) Website- Link Here	

FI Transition Communications

UPDATE: The following documents are updated and available on the [PPP website](#)

- 1. Community Transition Letter June 2025
- 2. PPP FIT FAQ Version 2
- 3. PPP + DDD FAQ

<ul style="list-style-type: none"> ▶ DHS Home 	<p>DHS Home > Division of Medical Assistance and Health Services > Consumers & Clients - Individuals & Families > Personal Preference Program (PPP)</p>
<ul style="list-style-type: none"> ▶ Division of Medical Assistance and Health Services Home 	<h2>Personal Preference Program (PPP)</h2>
<ul style="list-style-type: none"> ▼ Consumers & Clients - Individuals & Families 	<h3>New Jersey Self-Directed Services</h3>
<ul style="list-style-type: none"> ▶ NJ FamilyCare/Medicaid 	<p>Self-directed services are home and community-based services that help you or a loved one with personal care needs maintain independence. Self-directed services allow for personal choice in what services will best meet personal needs, who will deliver those services, and when and where services are provided within program guidelines.</p>
<ul style="list-style-type: none"> ▶ Transportation 	<p>The New Jersey Personal Preference Program (PPP) offers a way for NJ FamilyCare/Medicaid members, who qualify for the Personal Care Assistant (PCA) service, to remain in their home, active in their community, and does not require the use of a home health care agency.</p>
<ul style="list-style-type: none"> ▶ Lead Poisoning Prevention Resource Materials 	<div data-bbox="1760 694 2104 1186" style="border: 1px solid black; padding: 5px;"> <p>More Information</p> <ul style="list-style-type: none"> PPP Contact Information PPP Fact Sheet PPP FI Transition PPP FIT FAQ version I <li style="background-color: yellow;">PPP FIT FAQ version II ← <li style="background-color: yellow;">FIT PPP+DDD FAQ ← <li style="background-color: yellow;">PPP FIT Letter to the community ← PPP Community Workgroup PPL Program Documents PPL EVV PPL Payment Schedule PPL Better Online Portal IRS Household Employers tax guide </div>
<ul style="list-style-type: none"> ▶ Information for Providers & Stakeholders: Contracts, Legal Notices 	
<ul style="list-style-type: none"> ▶ News, Publications, Reports & Resources 	
<ul style="list-style-type: none"> ▶ Division Staff & Contact Information 	
<ul style="list-style-type: none"> ▶ Public Advisory Boards, Commissions & Councils 	



FI Transition Communications continued

September 10,2025

Upcoming PPP web page updates: Add Palco to PPP's web page

Planned updates:

1. Add Palco to list of PPP fiscal intermediaries
2. Contact information
3. Include Palco-specific documents for PPP participants and workers

FI Transition Communications

The Community Transition Letter was mailed to PPP participants in June 2025



PPP FIT FAQ Version 2

Completing final review

Next step - post on PPP web page

PPP + DDD FAQ

Approved

Next step – post on PPP web page

FI Transition Community Letter

- In Review with DMAHS Leadership



DDD New VF/EA Fiscal Intermediary

June 4, 2025

1. DDD's Fiscal Intermediary (FI) Transition is separate from the PPP Fiscal Intermediary (FI) Transition.

2. DDD and PPP FI Transition FAQ- Draft

PROGRAM	FI Vendor Selection	
DDD – SDE	Acumen Fiscal Agent FAQ Document	
PPP	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
	Horizon NJ Health	Horizon has selected Palco as its new FI vendor
	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

PPP FIT Community Workgroup Survey

On **October 17, 2024**, CHCS invited the FIT Community Workgroup members to complete a survey to assess our workgroup's effectiveness and plan for the upcoming year.

- A reminder message was sent out on **October 23, 2024**.

Access the Survey

- [PPP Fiscal Intermediary Transition Community Workgroup Planning Survey](#).

Contact:

- Lida Momeni (lmomeni@chcs.org) and Jade Kissi (jkissi@chcs.org).

PPP FIT Community Workgroup Survey continued

Survey Details:

- Anonymous & Multiple-Choice: Includes space for written feedback.
- Time Required: Approximately 10-15 minutes.
- Deadline: **Friday, October 25, 2024**

Survey Topics Include:

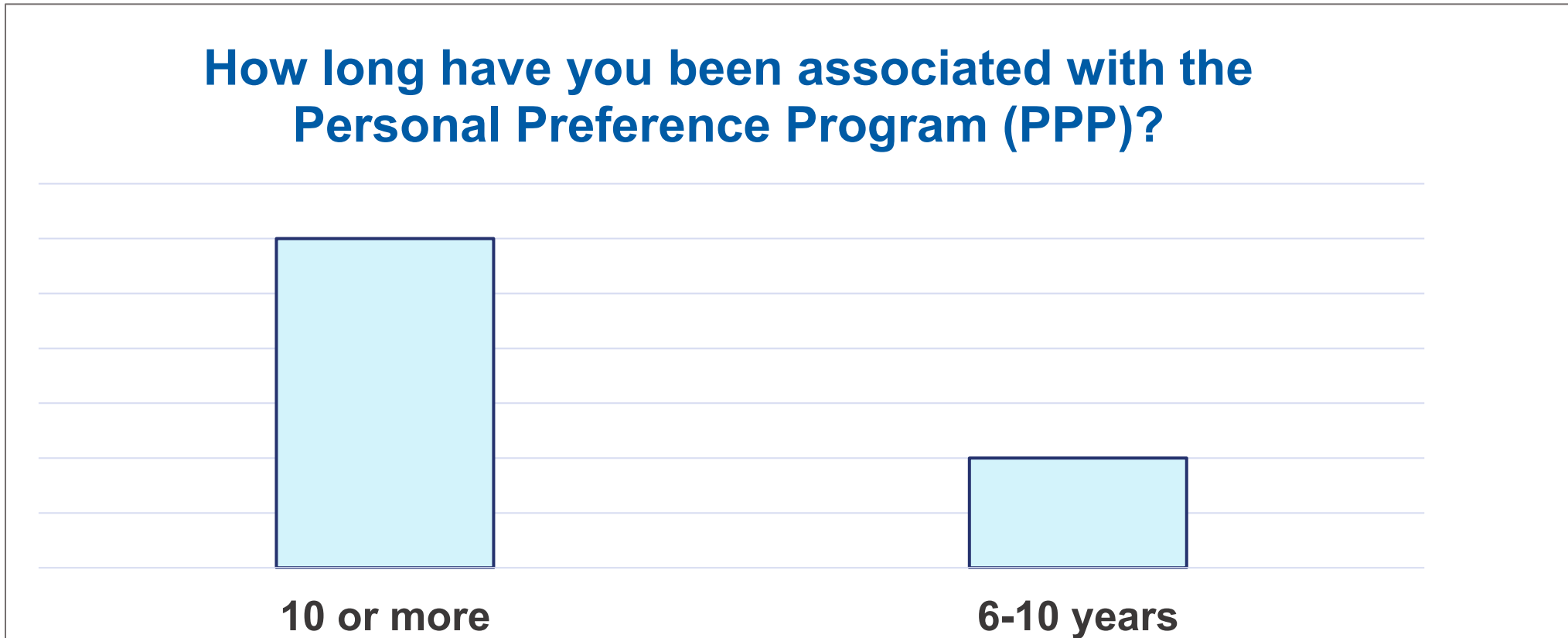
- Program communication preferences
- Member participation
- Areas for future input

Survey Results

Thank you for providing feedback!

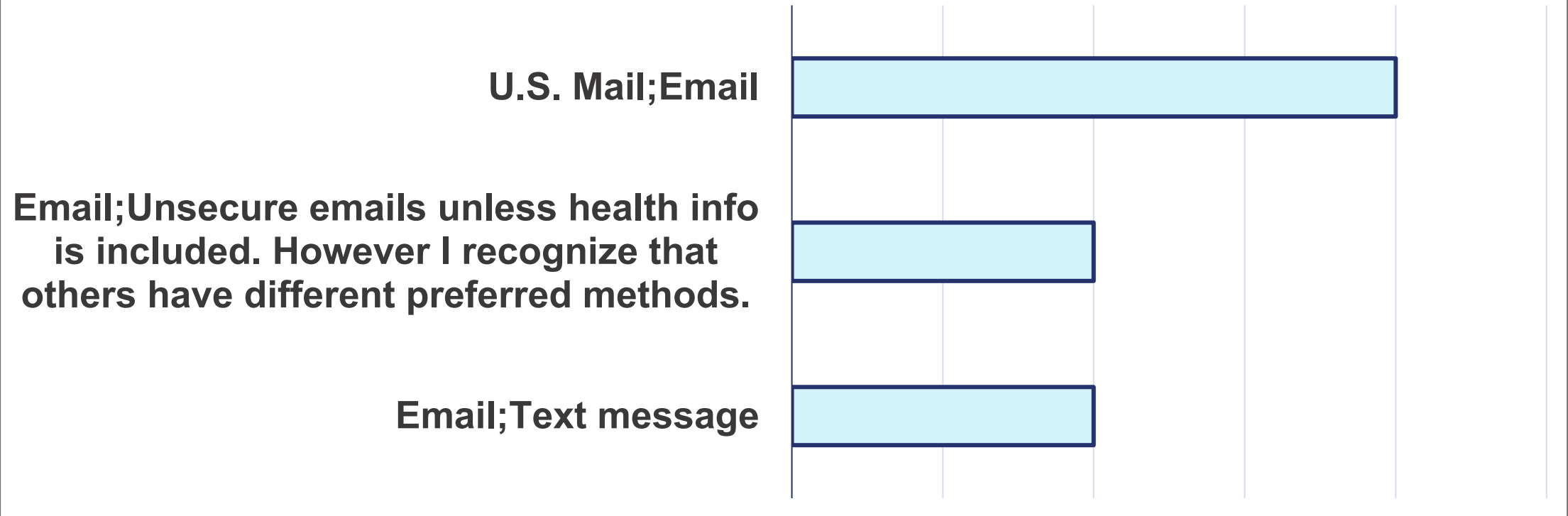
1. Percent of Community Workgroup responses received - **7%**
2. Responses received from:
 - **Advocates**
 - **Authorized Representatives**
 - **Family members**

Survey: Association With PPP Captured In Years



Survey: Communications Preference Results

What is your preferred way to receive communications and updates?



Survey: Meeting improvements

- **What can we do to improve member participation?**
 - Please encourage MCOs to be on camera during and throughout the meeting, if possible.
 - Ask MCOs for their reactions to input when appropriate.
 - Advertise that we are openly seeking members.
- **Do you have any suggestions for improving the workgroup?**
 - Please request a meeting invite with the join code number each month.
 - MCO input is welcome.

What is on the horizon?

FI Transition Community Workgroup Planning – Year 2

November 2024 marks the workgroup's first year of gathering, discussing and collaborating about the PPP FI transition.

2025 Community Workgroup Planning

1. Determine meeting cadence
 - **Maintain monthly!**
2. Discussion items
 - **Resources for the PPP Community such as Training and web links to community advocacy agency.**
3. Review Survey Results **Open during the meeting**
 - **FIT Community Participation Survey ✓**



2025 Proposed Meeting Schedules

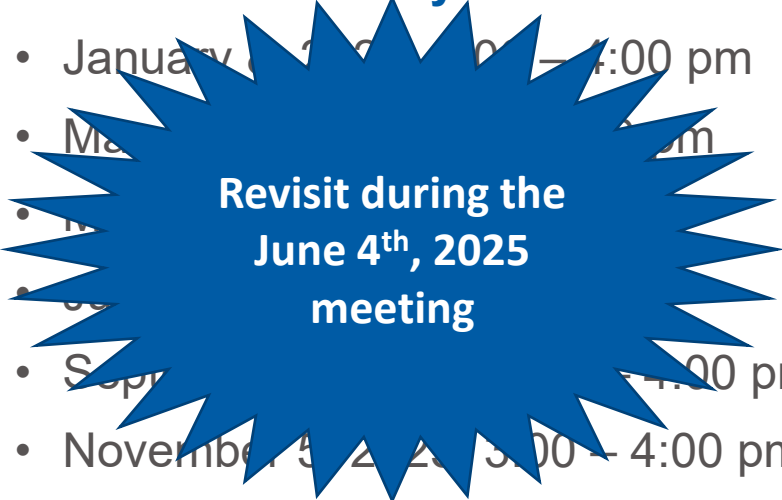


Monthly Schedule

- January 8, 2025, 3:00 – 4:00 pm
- February 5, 2025, 3:00 – 4:00 pm
- March 5, 2025, 3:00 – 4:00 pm
- April 2, 2025, 3:00 – 4:00 pm
- May 7, 2025, 3:00 – 4:00 pm
- June 4, 2025, 3:00 – 4:00 pm
- July 2, 2025, 3:00 – 4:00 pm
- August 6, 2025, 3:00 – 4:00 pm
- September 3, 2025, 3:00 – 4:00 pm
- October 1, 2025, 3:00 – 4:00 pm
- November 5, 2025, 3:00 – 4:00 pm

Bi-monthly Schedule

- January 8, 2025, 3:00 – 4:00 pm
- March 5, 2025, 3:00 – 4:00 pm
- May 7, 2025, 3:00 – 4:00 pm
- July 2, 2025, 3:00 – 4:00 pm
- September 3, 2025, 3:00 – 4:00 pm
- November 5, 2025, 3:00 – 4:00 pm



Quarterly Schedule

- January 8, 2025, 3:00 – 4:00 pm
- April 2, 2025, 3:00 – 4:00 pm
- July 2, 2025, 3:00 – 4:00 pm
- October 1, 2025, 3:00 – 4:00 pm



PPP FIT Community Feedback

**PPP Hotline Number:
609-631-2481**

In October 2024, hotline calls requesting an application for PPP accounted for **42%**



PPP Community Campaign

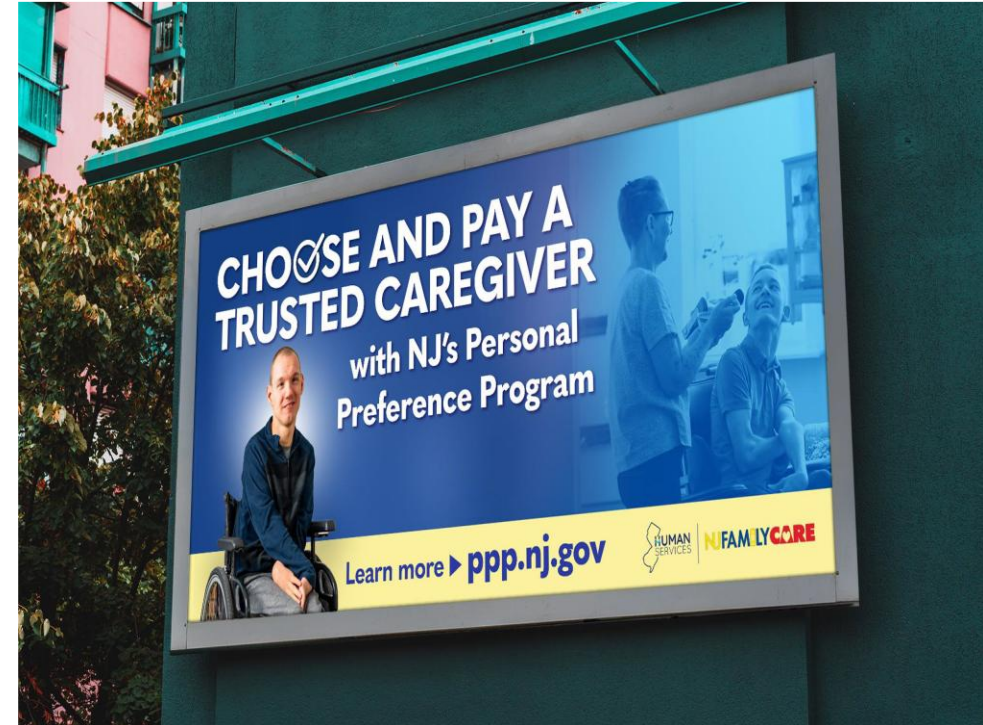


How or where have **YOU** seen the PPP campaign?

PPP Hotline Statistics During the Campaign

PPP Hotline Number: 609-631-2481

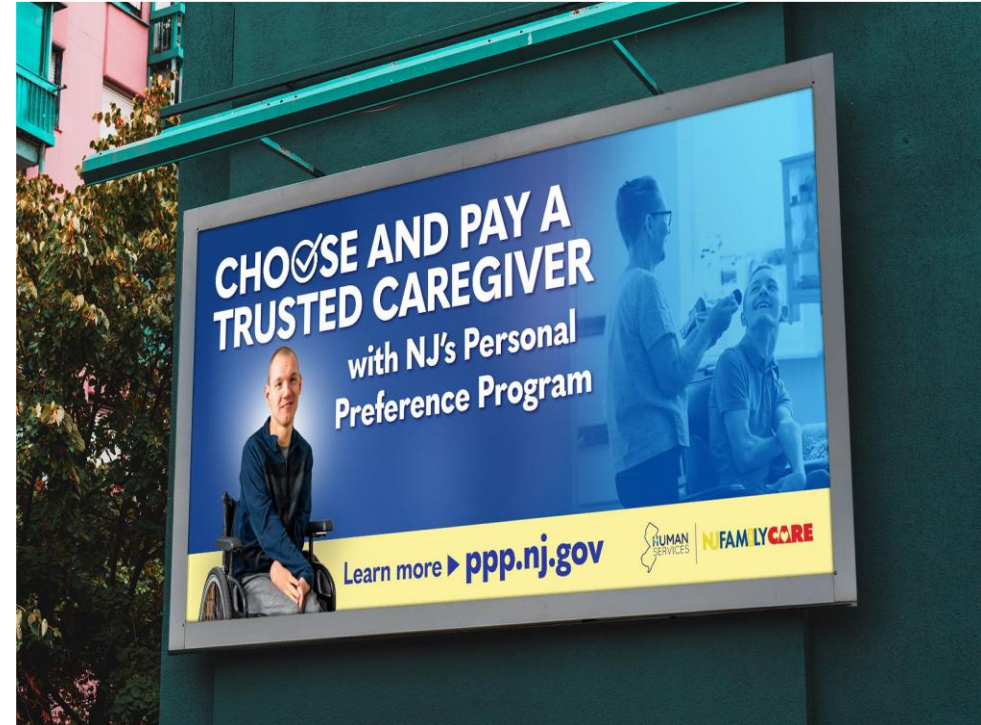
- In the month of August, the PPP hotline had a **93% increase** to the hotline number from the previous month.
- Total of **340 calls** requesting application to the PPP.



PPP Hotline Statistics During the Campaign

**PPP Hotline Number:
609-631-2481**

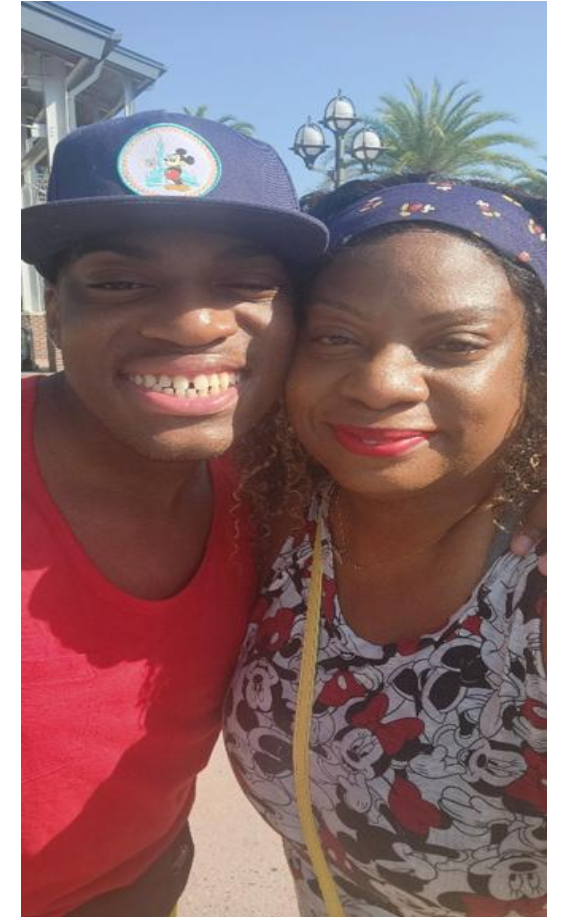
In September 2024, hotline calls requesting an application for PPP accounted for **41%**



DDD Service Coordination Training



DDD Service Coordination Jordan Pratt



Nicole Pratt:

PTI Coordinator/Training Program Director and LEAD Project Director
SPAN Parent Advocacy Network



Prior to Transition (Birth–12 years old)

- Envision your child in the future as an adult.
- Have conversations with your child about what they want for themselves.
- Consider what skills your child needs to develop to become more independent.
- Give your child responsibilities/chores as often as possible at home – create opportunities for success.



Transition Timeline



Parent Advocacy Network™

Ages 13-14

Help your youth:

- be able to explain their disability
- learn/practice informed decision making skills
- learn to effectively communicate their interests, preferences, and needs.
- identify personal learning style
- request necessary accommodations in school and the workplace
- learn and practice personal health care
- consider options for future living arrangements including supports.



Transition Timeline



Parent Advocacy Network™ **Ages 15-16**

Help your youth:

- match career interests and skills with course work and community based learning
- gather information on postsecondary programs
- make arrangements for college entrance exam accommodations
- learn and practice appropriate interpersonal, communication, and social skills
- practice independent living skills
- identify healthcare providers
- become informed about sexuality and family planning issues



Transition Timeline

Page 20 & 21



What is Age of Majority

- The district is required to notify parents at least 3 years prior
- Student becomes the decision maker regardless of ability
- How to use supported decision making as an alternative to guardianship.





Who is Eligible for Transition Services?

- All students with disabilities are eligible
- Once a student accepts a diploma, the right to special education and related services ends.





Healthcare Transition

- What does it mean to be a healthy adult
- How to address your healthcare needs
- Integrating healthcare into the transition plan





Getting Started Adult Life



Create a to-do list: Focus on one item at a time

- Job sampling/work-based learning while in school
 - Transportation: what options are there and is training needed
 - Independence: provide multiple opportunities while still in high school
 - Finances: provide opportunities for decisions
 - Consider leisure & recreational activities
 - Apply for SSI at 18 years old.
 - DDD: Register between 18 - 21. Medicaid eligibility is required for DDD services, Self Direction/Support Coordination
 - Register with DVRS and meet with your counselor - counselor should attend IEP meetings
 - Consider alternatives to guardianship
-



Getting Started Employment

Create a to-do list: Focus on one item at a time

- Job sampling/work-based learning while in school
 - Register with DVRS and meet with your counselor - counselor should attend IEP meetings
 - Finances: provide opportunities for decisions
 - Transportation: what options are there and is training needed
 - Independence: provide multiple opportunities while still in high school
-





Getting Started Employment





For More Information

Contact us at:

570 Broad street

Newark, NJ 07102

973-642-8100

Toll Free: 800-654-SPAN

www.spanadvocacy.org

*THANK YOU
for joining us!*

MCO Web Page Review Updates

PPP Transition Timeline – Update

May 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!

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)

ABH NJ Web Page Updates continued

PPP will have its own page, such as 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.

FIDELIS CARE

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 (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:

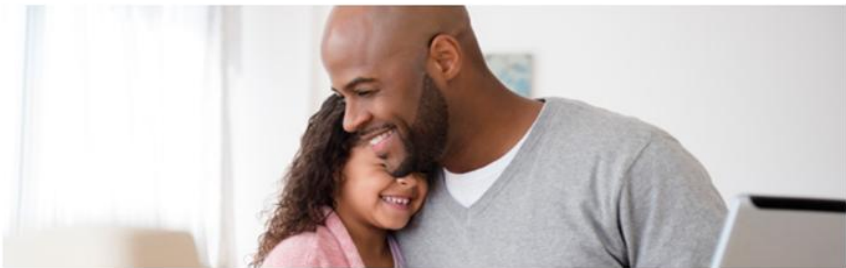
- **Self-Directed Care: The Personal Preference Program**



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](#).

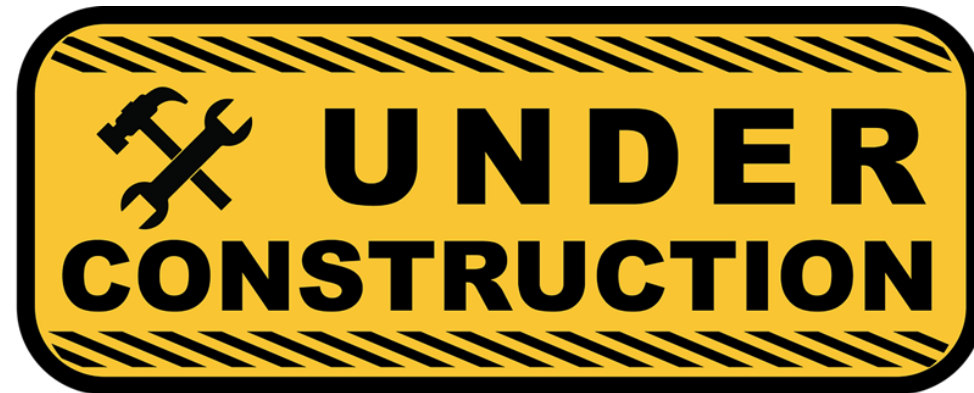
To apply for the Personal Preference Program, please print [this form](#) and email it United Healthcare at uhcnjppp@uhc.com or call us at [1-877-949-2566](tel:1-877-949-2566)

- ❑ 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

<https://www.wellpoint.com/nj/medicaid>

The Website can be viewed in English and Spanish by clicking on the arrow next to the language.

For Providers

Search English

Wellpoint New Jersey Medicaid

Benefits Member support Health & wellness resources

Find Care Log In

**Click on Benefits to learn more about care management under MLTSS*

Welcome to Medicaid, New Jersey

Amerigroup Community Care is now Wellpoint. New name. Same commitment to you. No change to your coverage.

FAQs

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

Wellpoint Web Page continued

[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 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>

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.

PPP Website Updates 1.3.2024



Personal Preference Program (PPP)

New Jersey Self-Directed Services

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

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

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

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

Why Choose the Personal Preference Program?

PPP allows you:

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

Eligibility

Applicants must be:

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

More Information

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

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

To Apply

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

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

Fiscal Intermediary (FI)

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

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

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

PPL Customer Service Contact Information:

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

Current PPP Participants

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

Transition

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

FIT Frequently Asked Question

Community Workgroup

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

Join our Community Workgroup!

Access Past Meeting

Workgroup Schedule 2024

Training / Workshops

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

FAQ to be developed

STATE PROGRAM OFFICE CONTACT INFORMATION

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

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

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 – ***Canceled due to 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 ✓