

Message to PPP Participants and Personal Care Attendants

“Public Partnerships wishes to acknowledge that many PPP Participants and Personal Care Attendants (PCAs) have experienced lengthy hold times for customer service, delayed responses to voicemail messages, and issues with the enrollment process. In some cases, call volume has exceeded our capacity to respond. We apologize for delays and impact on participants and PCAs.

On Monday, June 26th, call volume peaked at over 9,800 calls. We have taken many steps to meet the demands of the transition, including adding customer service representatives and supervisors, and extending customer service hours (currently 8am to 8pm weekdays, and 8am to 1pm Saturdays). To date, we have successfully enrolled over 7,800 PPP participants and over 7,000 PCAs. This represents 90% of those we were able to contact. We are currently processing participant enrollment packets on the same day of receipt, and PCA packets within one day of receipt. Participants and PCAs who have been unable to enroll should call customer service or our financial consultant staff directly at **1-844-880-8702 (English) 1-844-880-8703 (Spanish) or via email at CS-NJPPP@pcgus.com**.

Please be assured that we are on target to make the first payroll as scheduled on July 5th for successfully enrolled participants and PCAs based on properly submitted and approved timesheets. We will run payroll daily for the first two weeks in order to ensure timely payment of PCA timesheets upon receipt and approval. We are working with DDS and the health plans to waive requirements where possible in order to prevent delays in payments to PCAs. PCAs are encouraged to visit our website to submit electronic timesheets for prompt payment. Thank you for your understanding and patience in the transition to Public Partnerships as the new statewide Fiscal Intermediary for NJ DHS.”