

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

**January 08, 2024**

3:00 – 4:00 pm

Zoom meeting

# Today's Agenda

1. Welcome
2. PPP FI Transition Timeline – Update
3. MCO FI Transition Updates
4. Community Feedback - MCO Transition Plans
5. PPP Community Events and Engagement Opportunities - **\*NEW\***
6. Follow up & Next steps

# PPP Transition Timeline

## January 2025

- Community workgroup meets on the first Wednesday of each month.
- MCO PPP Web Page updates are currently in review with the OMHC Marketing Team.
- Community workgroup members request that the State prepare a communication about the FI transition for the PPP community

# MCO FI Transition Updates

- Aetna Better Health of New Jersey
- Fidelis Care (formerly known as WellCare)
- Horizon NJ Health
- UnitedHealthcare Community Plan
- Wellpoint (formerly known as Amerigroup)



# PPP Community Events and Engagement Opportunities

- **Listening sessions...**
- Are there any upcoming events or trainings the community should learn about?

# 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](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



# Follow up & Next steps:

**Follow up:** Please share your feedback with the PPP Team!

If you have thoughts and feedback to share, please feel free to outreach CHCS by emailing Jade Kissi at [jkissi@chcs.org](mailto:jkissi@chcs.org) and Armelle Casau at [acasau@chcs.org](mailto:acasau@chcs.org), as well as the PPP Team at [MAHS.PPP@dhs.nj.gov](mailto:MAHS.PPP@dhs.nj.gov).

**Meeting take away:** FIT Community Workgroup meeting are having a positive impact/benefit to the community. We will continue to meet monthly and revisit the schedule in June 2025.

**Next Steps:** Our next meeting is scheduled for **February 5, 2025, 3:00 – 4:00 pm**

**Resources:** DMAHS PPP web page <https://www.state.nj.us/humanservices/dmahs/clients/njppp.html>

## Contact Information:

- General PPP Email Address: [MAHS.PPP@dhs.nj.gov](mailto:MAHS.PPP@dhs.nj.gov)
- Becky Thomas: [Rebecca.Thomas@dhs.state.nj.us](mailto:Rebecca.Thomas@dhs.state.nj.us)
- Dana Bivona: [Dana.Bivona@dhs.nj.gov](mailto:Dana.Bivona@dhs.nj.gov)
- Leiddy Stier: [Leiddy.Stier@dhs.nj.gov](mailto:Leiddy.Stier@dhs.nj.gov)

# 2025 Meeting 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, **\*Canceled due to July 4<sup>th</sup> holiday**
- 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

# Interested in learning more about PPP?

To learn more about PPP and how to apply please visit the DMAHS PPP website:  
<https://www.state.nj.us/humanservices/dmahs/clients/njppp.html>

If you are already enrolled in a NJ FamilyCare health plan, please contact your health plan to request a PCA assessment for enrollment into PPP.

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

# Additional Resources

# 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](mailto:lmomeni@chcs.org)) and Jade Kissi ([jkissi@chcs.org](mailto: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:

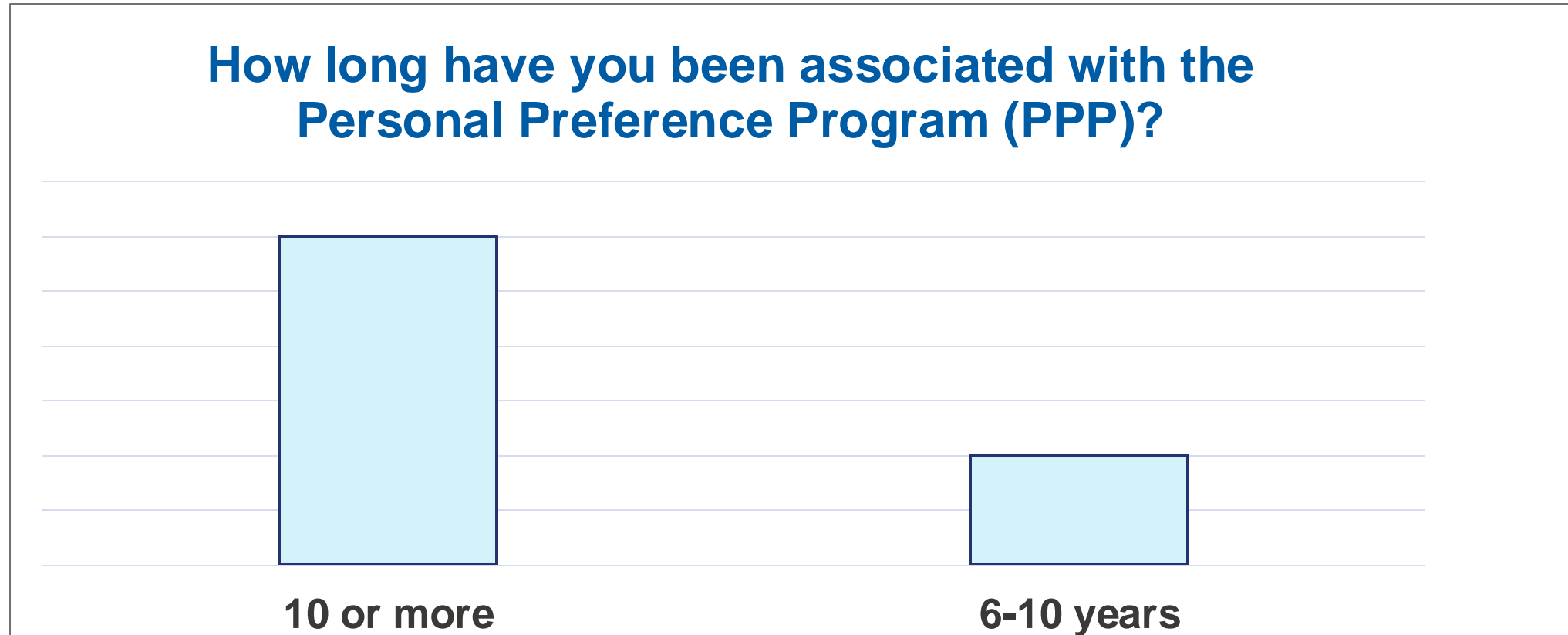
- Program communication preferences
- Member participation
- Areas for future input

# Survey Results

**Thank you for providing feedback!**

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

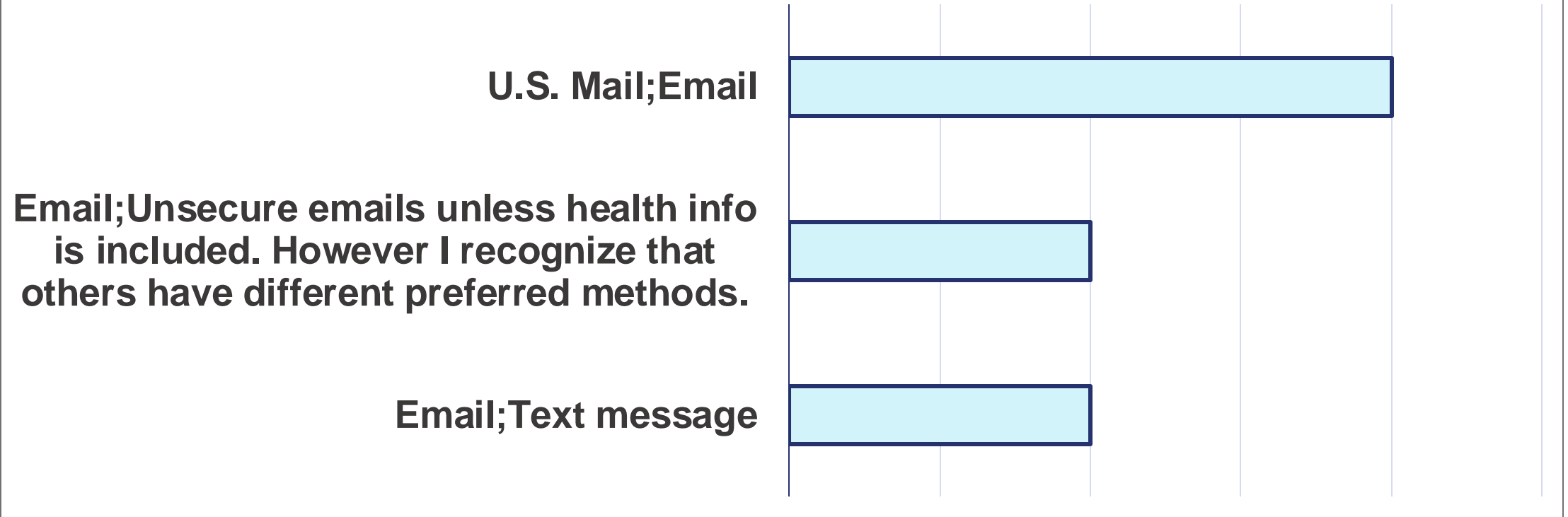
# Survey: Association With PPP Captured In Years





# 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



**Revisit during the  
June 4<sup>th</sup>, 2025  
meeting**

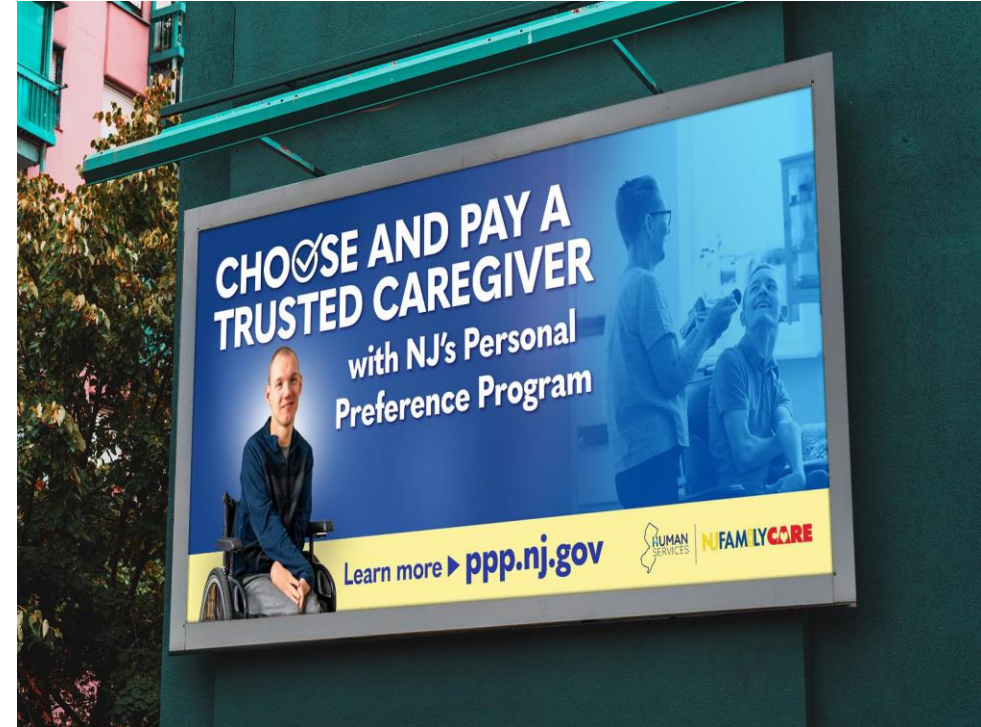
## Quarterly Schedule

- 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



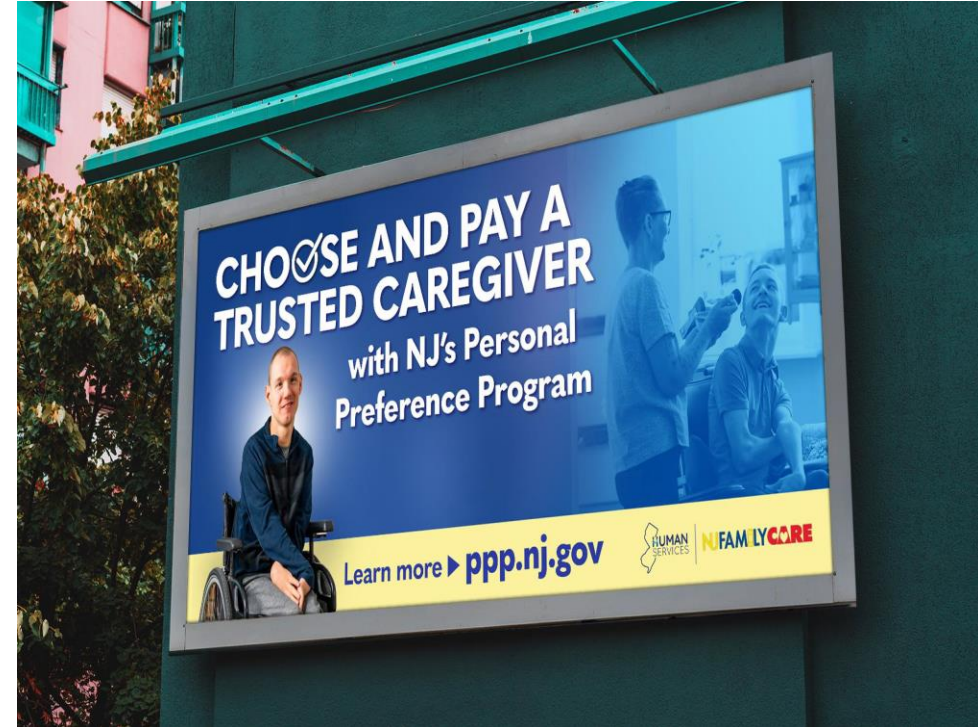
How or where have  
**YOU** seen the PPP  
campaign?



# PPP Hotline Statistics During the Campaign

## PPP Hotline Number: 609-631-2481

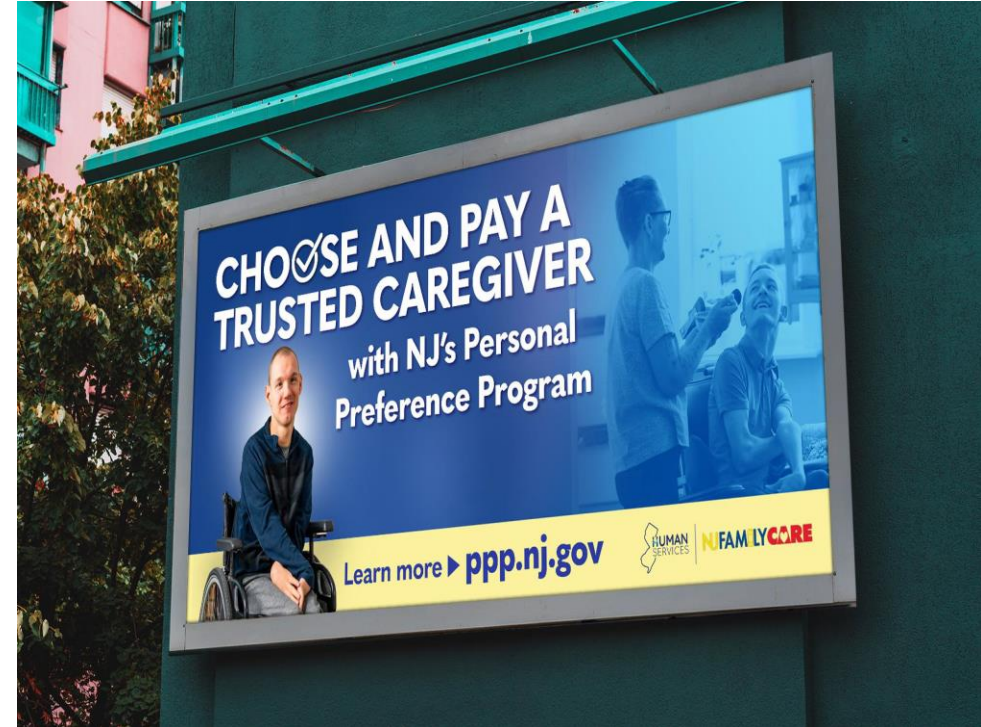
- In the month of August, the PPP hotline had a **93% increase** to the hotline number from the previous month.
- Total of **340 calls** requesting application to the PPP.



# 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%**



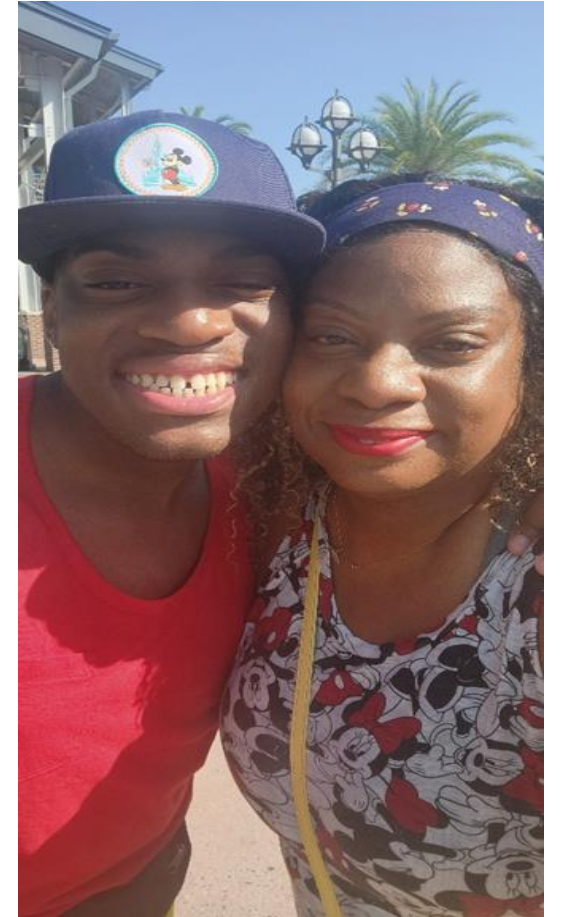


# DDD Service Coordination Training



# 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**





## 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

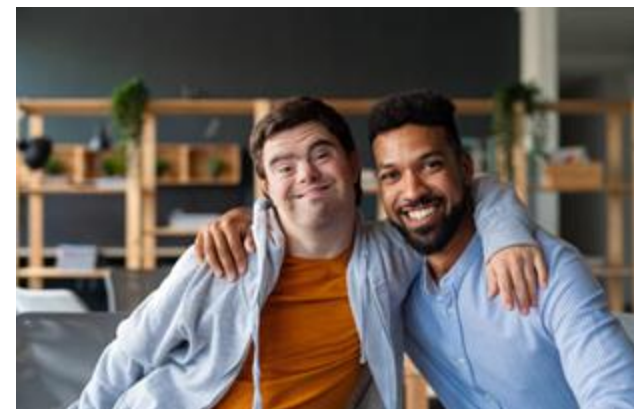
- What does it mean to be a healthy adult
- How to address your healthcare needs
- Integrating healthcare into the transition plan







# 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
-



# DDD Service Coordination

## ☐ **STEP 1** Apply for Medicaid Eligibility DDD Community

- For Medicaid eligibility information, go to: **Services Offices**  
[www.nj.gov/humanservices/ddd/services/medicaideligibility.html](http://www.nj.gov/humanservices/ddd/services/medicaideligibility.html)
- For additional help, contact: DDD.MediEligHelpdesk@dhs.state.nj.us

## ☐ **STEP 2** Apply for DDD Eligibility

- After the student turns 18, contact the DDD Community Services Office nearest your place of residence.
- To download the DDD Eligibility Application, go to:  
[www.nj.gov/humanservices/ddd/services/apply/index.html](http://www.nj.gov/humanservices/ddd/services/apply/index.html)

## ☐ **STEP 3** Complete the NJ Comprehensive Assessment Tool (NJCAT)

- The NJCAT is completed with the Intake Unit of the DDD Community Services Office nearest your residence, as part of the eligibility application process.

## ☐ **STEP 4** Complete the Support Coordination Agency Selection Form

- When the student is in his/her last year of school-based services and is 21 or turning 21, the Support Coordination Agency Selection Form is completed and submitted.
-



# 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](http://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**<sup>®</sup> Aetna Better Health<sup>®</sup> of New Jersey

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

**NJ FamilyCare >**

Managed long-term services and supports (MLTSS)

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

Behavioral and mental health

Care management

Chronic disease management

Dental

Lead screening

Pharmacy and prescription drugs

Pregnancy care

Special programs

**Personal Preference Program (Self Direction)**

# ABHNJ Web Page Updates continued

PPP will have its own page, 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 / PharmacyBecome 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](tel: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](mailto: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](mailto: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](http://www.uhc.com/communityplan/new-jersey)

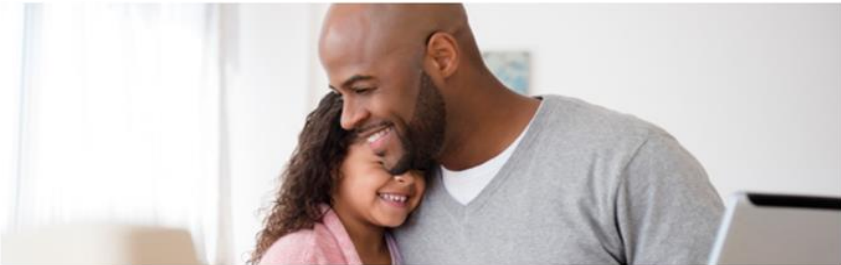
Add the following bullet point to the list of UHC NJ Medicaid (FamilyCare) plans, under the MLTSS bullet:

- **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](mailto: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](#).

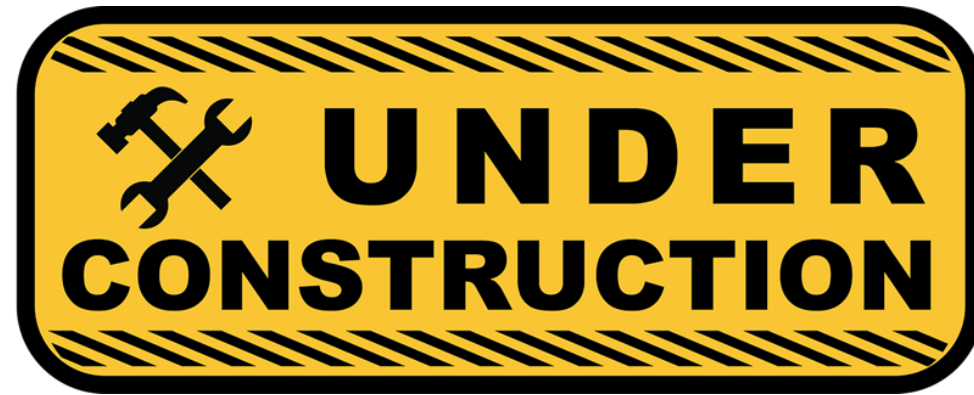
To apply for the Personal Preference Program, please print [this form](#) and email it United Healthcare at [uhcnjppp@uhc.com](mailto:uhcnjppp@uhc.com) or call us at [1-877-949-2566](tel:1-877-949-2566)

- ❑ 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](mailto:uhcnjppp@uhc.com).*
- ❑ The “[click here](#)” link will lead directly to the Personal Preference Program page, rather than bringing up the Program Information PDF.
- ❑ However, the Program Information PDF will be available on the Personal Preference Program page.

# UHCCP Personal Preference Program Page

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

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



# UHCCP Summary of Upcoming Changes

## What we heard from you:

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



## What we're doing to improve our website:

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



# **Wellpoint Self Direction – Personal Preference Program (PPP)**

FIT Community Meeting-Web Page review

# Wellpoint PPP Web Page



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



# Wellpoint Web Page continued

For Providers

Search | English

Wellpoint | New Jersey Medicaid | **Benefits** | Member support | Health & wellness resources

**Find Care** | **Log In**

[NJ FamilyCare](#) | [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](mailto: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](#)

## 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](mailto: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 4<sup>th</sup> 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✓