

New Jersey Personal Preference Program (PPP) Contacts

State Program Office

609-631-2481

MAHS.PPP@dhs.nj.gov

The State Program Office offers general program information, answers community questions, gives direction on how to apply, and investigates and resolves complaints regarding the program.

To Apply for the Personal Preference Program (PPP):

The Personal Preference Program is a NJ FamilyCare/Medicaid benefit. In order to receive services, an individual must be on NJ FamilyCare. The individual, or a person acting on the individual's behalf, would apply through the Medicaid insurance company using the telephone numbers listed below.

Aetna Better Health of New Jersey	1-855-232-3596
Fidelis Care	1-855-642-6185 (select option #3, then option #2)
Horizon NJ Health	1-855-465-4777
UnitedHealthcare Community Plan	1-800-645-9409 (select option #3)
Wellpoint	1-855-661-1996 (select option #1)

Fiscal Intermediary

Public Partnerships LLC

Customer Service (English) 844-880-8702

Customer Service (Spanish) 844-880-8703

Public Partnerships LLC is the current program Fiscal Intermediary. Their customer service offers assistance with:

- scheduling enrollment for new participants and their caregivers
- answering general program questions
- time submission and timesheet/payroll issues
- documenting reported vacations or hospitalizations/facility stays
- wage verification requests
- Workers Compensation claims

NJ FamilyCare Managed Care Organizations (MCOs)

Aetna Better Health of New Jersey	1-855-232-3596
Fidelis Care	1-855-642-6185 (select option #3, then option #2)
Horizon NJ Health	1-855-465-4777
UnitedHealthcare Community Plan	1-800-645-9409 (select option #3)
Wellpoint	1-855-661-1996 (select option #1)

The Managed Care Organizations are responsible for assisting their enrolled members with:

- initial PPP application process and determining program eligibility
- program suspensions, terminations and re-enrollment
- requests for an increase in hours
- documenting reported vacations or hospitalizations/facility stays
- transferring PPP services to/from a different NJ FamilyCare MCO
- annual PCA reassessment to confirm continued clinical eligibility