

PUBLIC PARTNERSHIPS VENDOR FISCAL/EMPLOYER AGENT MODEL INFORMATION SESSION

May 17, 2023

Financial Management Services (FMS) / Fiscal Intermediary

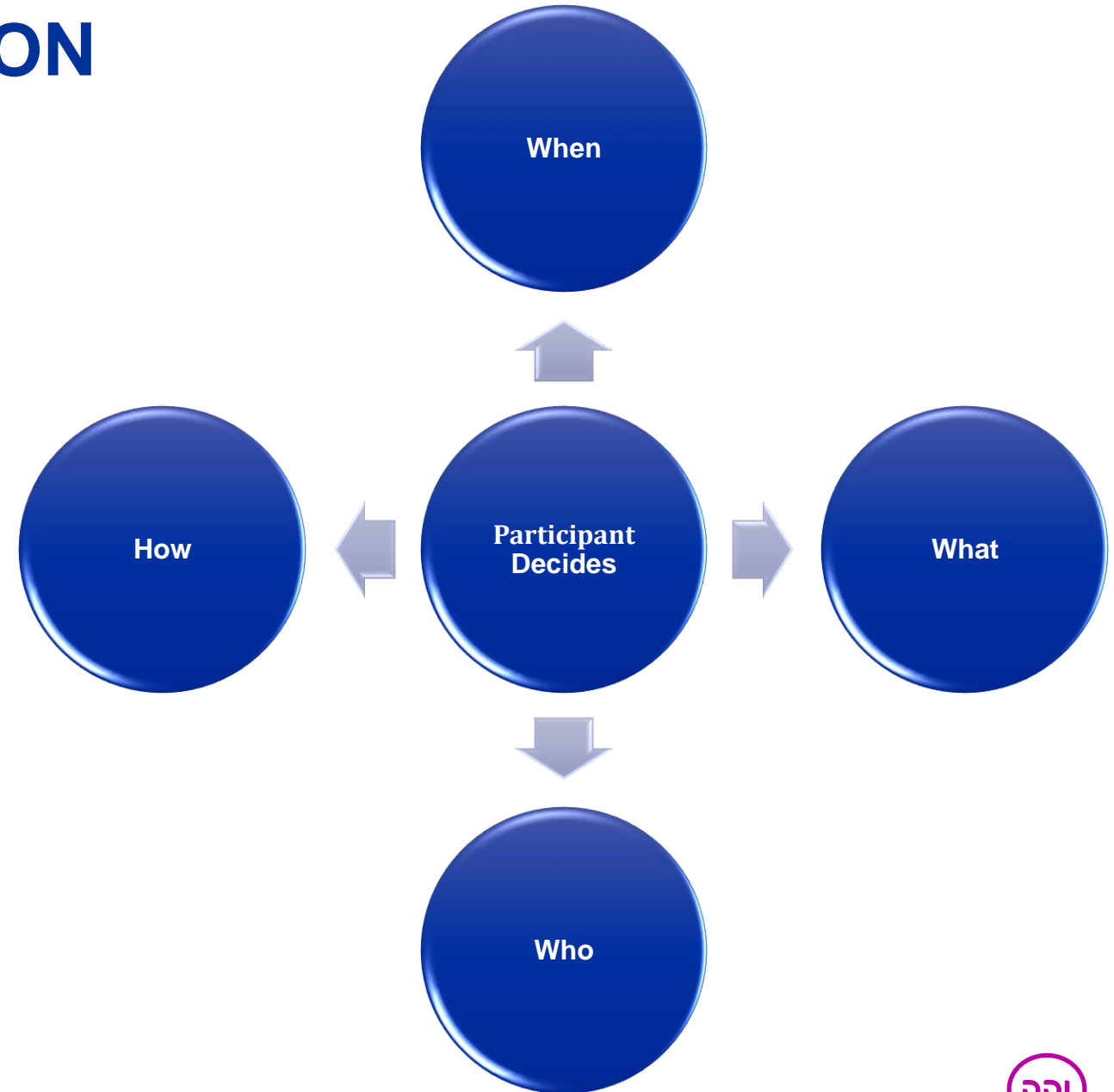
Financial Management Services provides assistance with distributing payroll, paying invoices, deducting required state and federal taxes and insurance, and monitoring budget amounts.



Teresa McMahon
Self-directing with
PPL since 2018.

DEFINING SELF DIRECTION

- ❑ Those who provide support and services are accountable to the individual receiving care
- ❑ The freedom for one to plan his/her own care
- ❑ Flexibility based on personal preferences.
- ❑ Participant decides When, What type of care, Who provides the Care how they receive care.



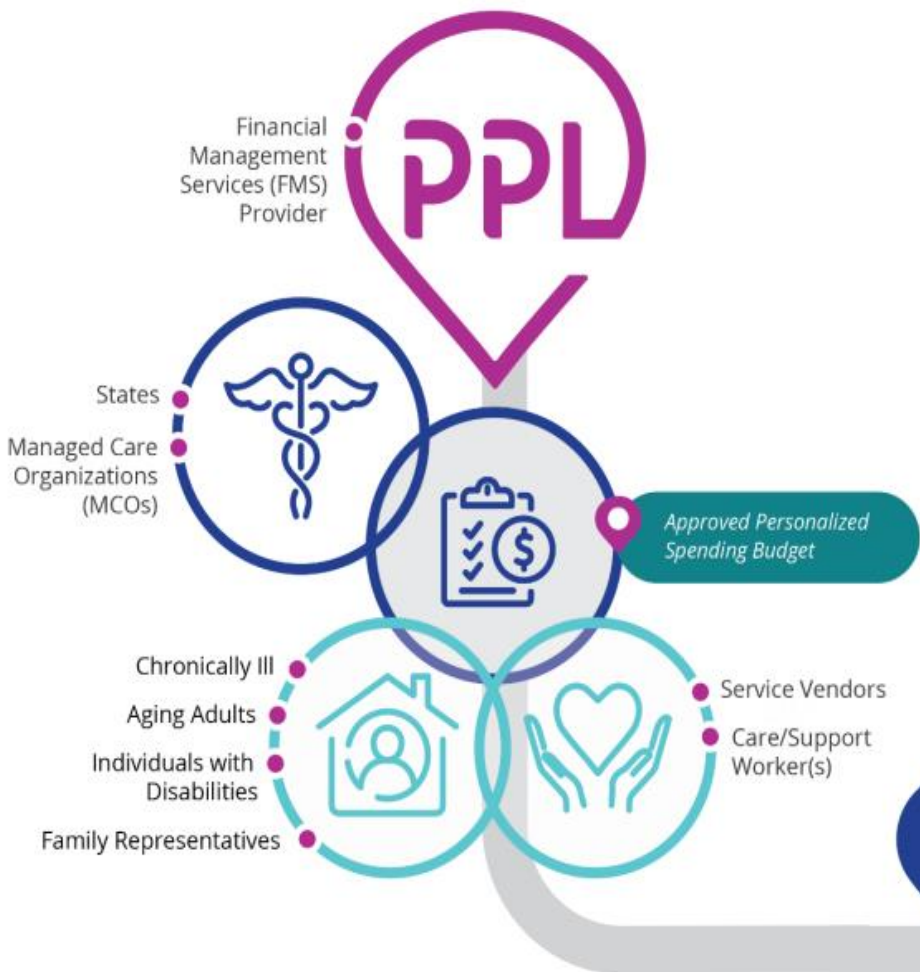
DDD ENROLLMENT PROCESS

PPL's DDD Specialists' Role:

We assist Support Coordinators and their assigned consumers throughout the enrollment process, which includes:

- » Preparing them for the role of an employer
- » Enrolling their employees and performing background checks
- » Provide outreach and education on self-directed services and DDD service offerings within the community, to advocacy organizations, and stakeholders groups to increase program awareness
- » Ongoing and timely communication regarding enrollment related activities

** Adding a new SDE? You can reach out to your assigned PPL DDD Specialist or call Customer Service at 1-844-842-5891.



STEP 1

Receive Referral



STEP 2

Complete Welcome Call



STEP 3

Complete Enrollment Walkthrough



STEP 4

Process Enrollment including background checks



STEP 5

Provide update to the Support Coordinator and Conduct EOR Orientation

Service Levels

- **New Referrals:** Newly referred individuals will be contacted for a Welcome Call by a DDD Specialist within **3 business days**
- **Inquiries:** Inbound inquiries from individuals in the program and their SDEs will be responded to within **72 business hours**
- **How to expedite:**
 - There may be instances when an individual requires a quicker response or expedited enrollment due to care crisis caused by loss of an SDE, change in needs, or loss of payment.
 - If the above situations apply, an email can be sent to our email bin, which is monitored during all business hours: NJDDD-IASpecialists@pcgus.com
 - Expedited requests will be responded to within **24 business hours**
 - Expedited requests should include EXPEDITE in the subject line

OPTIONS & REQUIREMENTS FOR SELF-DIRECTION PROGRAMS

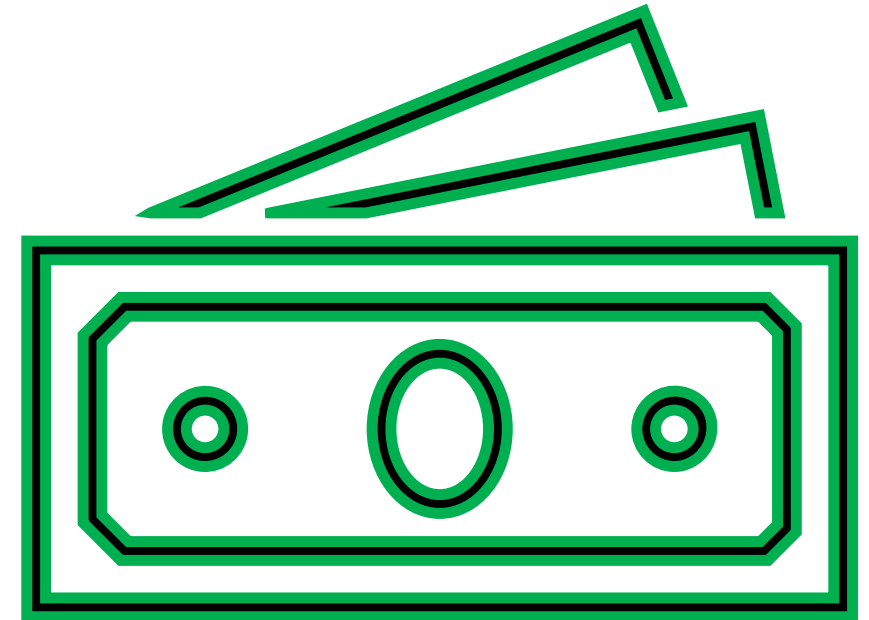
Budget Authority Option

- ❑ Budget authority gives a participant the choice and control over what goods and services to purchase within his or her spending plan or budget.
- ❑ Most programs with the budget authority option, allow participants to purchase goods or services that promote their independence or reduce reliance on human assistance.
- ❑ Purchases must relate back to an assessed need documented in the person-centered care plan.



Individual Budget = Authorizations

- ❑ Authorizations are the amount of Medicaid funds under the control of the participant to be used to hire an attendant and/or purchase goods & services to reduce human reliance or promote independence.
- ❑ Must be consistent and equitably determined across all participants.
- ❑ Typically, includes the cost of services that are self-directed.



SELF-DIRECTED EMPLOYEE TRAINING REQUIREMENTS

MANDATED TRAININGS FOR SELF-DIRECTED EMPLOYEES

• SDE Mandated Trainings (Regardless of relationship to the individual):

Within six (6) months of hire:

- DDD Stephen Komninos' Law
- DDD Life Threatening Emergencies (Danielle's Law)
- DDD Shifting Expectations: Changes in Perception, Life Experience, and Services
- Prevention of Abuse, Neglect, and Exploitation: Modules 1, 3, 4, 5, and 7

Within six (6) months of hire and every two years thereafter:

- CPR Certification (recertification every two years)
- Standard First Aid Certification (recertification every two years)

If applicable, prior to administering - Introduction to Medication Support, Lessons 1-6

If applicable, within 6 months of hire - Specialized Training
- Behavior Supports Plan Overview

TRAINING CERTIFICATION - CPR/FIRST AID RECERTIFICATION REQUIREMENT

- Effective immediately, all SDEs who have been employed six-months (180 days) or longer must complete all mandated trainings by June 1, 2023. This includes CPR/First Aid Recertification, which must occur once every two years.
- Current SDEs (with a hire date on or prior to December 1, 2022) have until **June 1, 2023** to complete all required trainings and submit the signed Training Certification Form or the CPR/First Aid Recertification Form.
- New SDEs (with a hire date after December 1, 2022) will have six months (180 days) from their date of hire to complete all required trainings and submit the signed Training Certification Form and CPR/First Aid Recertification Form once every two years thereafter.
- If the mandatory trainings and the Training Certification Form or CPR/First Aid Recertification Form are not completed and submitted to PPL via njddd@pcgus.com or via fax to 1-844-561-5978 within the required timeframe, the SDE's ability to provide services and receive payments will be suspended.
- FAQs and Training Payment information can be found on PPLs [NJ DDD SDE Training Payments page](#).

TRAINING CERTIFICATION

Employee Name		
First: <input type="text"/>	Last: <input type="text"/>	PPL ID: <input type="text"/>
Individual Name		
First: <input type="text"/>	Last: <input type="text"/>	PPL ID: <input type="text"/>
Employer Name (this must be completed)		
First: <input type="text"/>	Last: <input type="text"/>	

Required Training	
The following six trainings must be completed by all NJ DDD Self-Directed Employees (SDEs). A one-time reimbursement payment will be issued to an SDE after all trainings are completed and certified. Only one payment will be made per SDE, per lifetime.	
Training	Date of Completion
DDD Life Threatening Emergencies (Danielle's Law)	
DDD Stephen Komninos Law Training	
DDD Shifting Expectations: Changes in Perception, Life Experience and Services	
DDD Prevention of Abuse, Neglect and Exploitation – Module 1, 3, 4, 5 and 7	
Cardiopulmonary Resuscitation (CPR)	
First Aid (FA)	

Service Plan Specific Training	
The following four trainings must be completed by NJ DDD SDEs if medication administration applies to the services they will deliver.	
Training	Date of Completion
Medication Basics	
Working with Medications	
Administration of Medications and Treatment	
Follow Up, Communication and Documentation of Medications	

Agree and Sign	
I certify that I have completed these trainings and that (check one):	
<input type="checkbox"/> I have NOT been reimbursed previously from any agency and require payment.	
<input type="checkbox"/> I have been reimbursed previously and do not require payment.	
Employee Signature:	Date:
<input type="text"/>	<input type="text"/>
I certify that this employee has provided me with proof that these trainings have been completed, and that (check one):	
<input type="checkbox"/> This employee has NOT been reimbursed previously from any agency and requires payment.	
<input type="checkbox"/> This employee has been reimbursed previously and does not require payment.	
Employer or Authorized Representative Signature:	Date:
<input type="text"/>	<input type="text"/>

Once completed, submit the form via email to njddd@pcgus.com or fax to 1-844-561-5978

CPR/FIRST AID RECERTIFICATION FORM

Employee Name		
First:	<input type="text"/>	Last: <input type="text"/> PPL ID: <input type="text"/>
Individual Name		
First:	<input type="text"/>	Last: <input type="text"/> PPL ID: <input type="text"/>
Employer Name (this must be completed)		
First:	<input type="text"/>	Last: <input type="text"/> PPL ID: <input type="text"/>
Required Recertification Training		
<p>The below recertification trainings must be completed by all NJ DDD Self-Directed Employees (SDEs) once every two years. A reimbursement payment will be made to a SDE once both courses have been completed and certified.</p>		
Training	Date of Completion	
Cardiopulmonary Resuscitation (CPR)	<input type="text"/>	
First Aid (FA)	<input type="text"/>	
Agree and Sign		
<p>I certify that I have completed the above recertification trainings and that (check one):</p> <p><input type="checkbox"/> I have not been reimbursed within the past 2 years for the current CPR/First Aid recertification and require payment.</p> <p><input type="checkbox"/> I have been reimbursed for the current CPR/First Aid recertification and do not require payment.</p>		
Employee Signature:		Date:
<input type="text"/>		<input type="text"/>
<p>I certify that this employee has provided me with proof that these trainings have been completed and that (check one):</p> <p><input type="checkbox"/> This employee has NOT been reimbursed within the past 2 years for the current CPR/First Aid recertification and requires payment.</p> <p><input type="checkbox"/> This employee has been reimbursed for the current CPR/First Aid recertification and does not require payment.</p>		
Employer or Authorized Representative Signature:		Date:
<input type="text"/>		<input type="text"/>

Once completed, submit the form via email to njddd@pcgus.com or fax to 1-844-561-5978.

New Vendor Enrollment Package

Public Partnerships and the NJ DDD Self-Directed Option (SDO) Program is offering a more streamlined way for vendors to access important information, required forms and helpful instructions *all in one document*.

The ***NEW Vendor Enrollment Package*** is now available on Public Partnerships' NJ DDD website at [nj-ddd-vendor-enrollment-package-040423.pdf \(publicpartnerships.com\)](https://www.publicpartnerships.com/nj-ddd-vendor-enrollment-package-040423.pdf).

The New Vendor Enrollment Package includes the following:

- Enrollment Instructions
- W-9 Form
- Vendor Payment Information
- Request for Payment Form
- Request for Payment Form Instructions
- Vendor Payment Schedule
- Introduction to Betteronline
- Betteronline Registration Instructions
- Viewing Invoices in BetterOnline
- Authorized Representative Form

If you have questions, please contact our Customer Service Department by emailing njddd@pcgus.com or dialing 1-844-842-5891.

Service Documentation

- All Medicaid waiver providers—including self-directed employees (SDEs) are required to maintain documentation to support Medicaid reimbursement. Documentation of services provides the evidence that the provider delivered the services according to the prior authorization and delivered them in accordance with the individual's needs.
- In order to support this requirement, DDD expects to move to full mandatory Service Documentation soon which will require that all timesheets submitted *must* include service documentation notes to be considered as part of a properly completed timesheet.
- These service notes must explain how the SDE helped the individual meet their outcome(s) as outlined in their service plan.
- The required date will be announced 90 days in advance of this mandate.
- More information from DDD will follow.



GOODS & SERVICE PROCESS

Good & Services Process

All Goods & Services require Division approval in order for prior authorization to be provided for the purchase of the Goods & Services

- The Support Coordinator will assist the individual in identifying vendors that are registered with PPL from which he/she can access the needed Goods & Services.
- The Support Coordinator will add Goods & Services to the ISP which will be submitted and reviewed by the Division.
- Once the ISP is approved, the prior authorization will be automatically transmitted to the Fiscal Intermediary.
- The Support Coordinator should send the Service Detail Report to the vendor that will be providing the approved Goods & Services.
- The Goods & Services provider will render services as prior authorized by the approved ISP and submit an invoice through the Fiscal Intermediary for payment.



IMPORTANT PPL CONTACTS

1-844-842-5891 (English)

1-844-842-5892 (Spanish)

NJDDD-CS@pcgus.com

Customer Service Hours

Mon - Fri 8:00am - 6:00pm EST

1) General inquires related to PPL services

- a. BetterOnline Portal registration
- b. Login assistance or training
- c. Understanding timesheets, payments or Earning Statements
- d. Payment status
- e. Enrollment support and status
- f. Authorization details received by PPL

NJDDD-ADMIN@pcgus.com

- 1) Receives Complaint and Appeal forms
- 2) After allowing at least one business day, receives escalated unresolved issues

1-844-561-5978 (fax)

NJDDD@pcgus.com

1) Receives program related documents only

- a. Enrollment forms
- b. Rate change forms
- c. Verification of employment
- d. Vender invoices
- e. Training Certification form
- f. CPR/First Aid Recertification form

NJDDD-training@pcgus.com

1) Inquiries related to training requirements

1-844-231-4793 (fax)

1) Receives paper timesheets

Questions/Concerns/Comments?

Please type them in the Chat!



You = We =  =

Mission:

Transform more lives by making self-directed home care easier for all.

