

FREQUENTLY ASKED QUESTIONS

How can I contact Public Partnerships?

You may contact us by telephone at:

English: 1-844-842-5891

Spanish: 1-844-842-5892

You may contact us by email at: Njddd-cs@pcgus.com

You may contact our DDD Specialists via email at:
NJDDD-IASpecialist@pcgus.com

For the quickest response, [CLICK HERE](#) to check out our Who to Call Sheet!

What are your hours of operation?

Our customer service center is open Monday – Friday, from 8:00 AM to 6:00 PM. Our agents are available by both phone and e-mail.

Our DDD Specialists are available Monday through Friday from 9:00 AM to 5:00 PM. Specialists are available via phone and email.

I was referred to Public Partnerships, what happens next?

A DDD Enrollment Specialist will provide a Welcome Call to you within 72 business hours of receiving a completed referral.

[CLICK HERE](#) to review the enrollment process.

What is a completed referral?

A completed referral includes all demographic information, including name, address, phone number, DDD ID, social security number, date of birth and Medicaid ID.

Having a correct phone number is important for us to be able to reach you.

How do I know when I am able/authorized for services through Public Partnerships?

Your DDD Enrollment Specialist will assist you through the enrollment process. Once everything has been completed, **your Support Coordinator will advise you of your program start date.**

Where and how does my employee submit their timesheets?

Beginning on your program start date, your employee (s) may be scheduled to work based on your needs.

Your DDD Specialist will provide you with a payroll schedule that outlines when your employee should submit timesheets for dates worked.

You can also print additional pay schedules from our website, or request a copy be mailed to you via our Customer Service department. You can find many beneficial documents **[HERE](#)** at the PPL DDD Documents Page.

If you have timesheets and/or payment issues, you can call our dedicated Customer Service team.

What will my employee's rate of pay be?

Public Partnerships does not determine your employee (s) rate of pay. You will determine your employees' rate of pay and DDD service code with your Support Coordinator and that information will be included on the Wage form in the enrollment package.

What is a DDD Specialist?

- A DDD Enrollment Specialist will assist you with your enrollment and enrolling your employee (s).
- A DDD Enrollment Specialist will provide you with training on employer responsibilities and how to be an employer and correctly submit time to Public Partnerships.
- Available to support additional employee enrollments.
- Available to support additional inquiries related to:
 - *Budget management*
 - *Employee oversight*
 - *EOR responsibilities*
 - *Understanding of how to navigate portal*
 - *Understanding of how to submit a timesheet*