

Frequently Asked Questions (FAQ)

Qualified Providers of Goods and Services in the Self-Directed Programs of the Division of Developmental Disabilities

1. *How can a Qualified Provider quickly determine if an invoice submitted to PPL is able to be paid?*
 - a. Qualified Providers should allow 3 business days for processing.
 - b. Qualified Providers may contact PPL' NJ DDD Customer Service at 1-844-842-5891 after 3 business days to confirm receipt of an invoice.
 - c. In the future, Qualified providers will be able to view the status of invoices in PPL's BetterOnline™ web portal.

2. *When can a Qualified Provider expect payment of invoices? Is there a defined reimbursement schedule?*
 - a. PPL will adhere to the same bi-weekly payment schedule that has been established for self-hired staff which dramatically improves the previously stated 30-45 day payment window.
 - b. PPL will make payment approximately 10 business days after receipt of a properly completed Provider Invoice.
 - c. PPL will publish a Qualified Provider payment schedule on the PPL website:
<http://www.publicpartnerships.com/programs/newjersey/ddd/index.html>

3. *How often can a Qualified Provider submit invoices for payment?*
 - a. Qualified Providers may submit invoices as often as they wish, however, PPL will process and pay invoices in accordance with the bi-weekly schedule.
 - b. PPL will aggregate the payment.

4. *Qualified Providers were asked to submit a list of all individuals served and whether or not the Qualified Provider has a current copy of the Service Detail Report. If the Qualified Provider does not have a copy of the Service Detail Report, will this delay payment?*
 - a. PPL has set up the following email account for questions and requests for service plan detail reports: njddd-qp@pcgus.com
 - b. PPL has Qualified Provider Account Specialists assigned to this account that will respond within 48 hours to all requests and questions pertaining to payment.
 - c. Failure to include service details on the invoice will delay payment.

5. *Does PPL have a dedicated customer service line for Qualified Providers?*
 - a. Yes! PPL has both a dedicated customer service line and a dedicated e-mail account for Qualified Providers. The e-mail address is njddd-qp@pcgus.com and review and response to inquiries submitted in this mailbox are assigned to Qualified Provider Account Specialists. The customer service line can be reached by dialing PPL's NJ DDD Customer Service # at 1-844-842-5891, selecting a language preference and then selecting Option 5. Any unresolved issues or escalations from the Customer Service line

will be forwarded to the Qualified Provider in-box. The Qualified Provider Account Specialist will then follow up directly, within 48 hours, to resolve the issue or answer questions.

6. *Will Qualified Providers have access to a web portal for information?*
 - a. Yes! PPL intends to provide Qualified Providers with access to BetterOnline™ to review invoice payment status. Future plans include the ability for Qualified Providers to submit invoices electronically.

7. *Once a Qualified Provider receives electronic payment, how will the Qualified Provider be able to reconcile that payment to the actual invoice?*
 - a. PPL will mail a paper check stub (remittance advice) to Qualified providers until we are able to migrate to electronic remittance advice available through BetterOnline™.

8. *What else is PPL doing to support Qualified Providers?*
 - a. PPL has already been in contact with numerous Qualified Providers to solicit their input and feedback.
 - b. PPL has also created an escalation email address for Qualified Providers to submit questions and concerns. njddd-gp@pcgus.com
 - c. PPL has appointed a Qualified Provider Account Manager with many years of experience supporting similar providers in the NJ JACC program administered by the Division of Aging Services.

9. *What forms of electronic signatures are acceptable on the Qualified Provider invoice?*
 - a. PPL accepts electronic signatures from representatives of Qualified Providers, however, the individual must physically sign the Qualified Provider Invoice.
 - b. PPL is committed to future improvements in the process.