

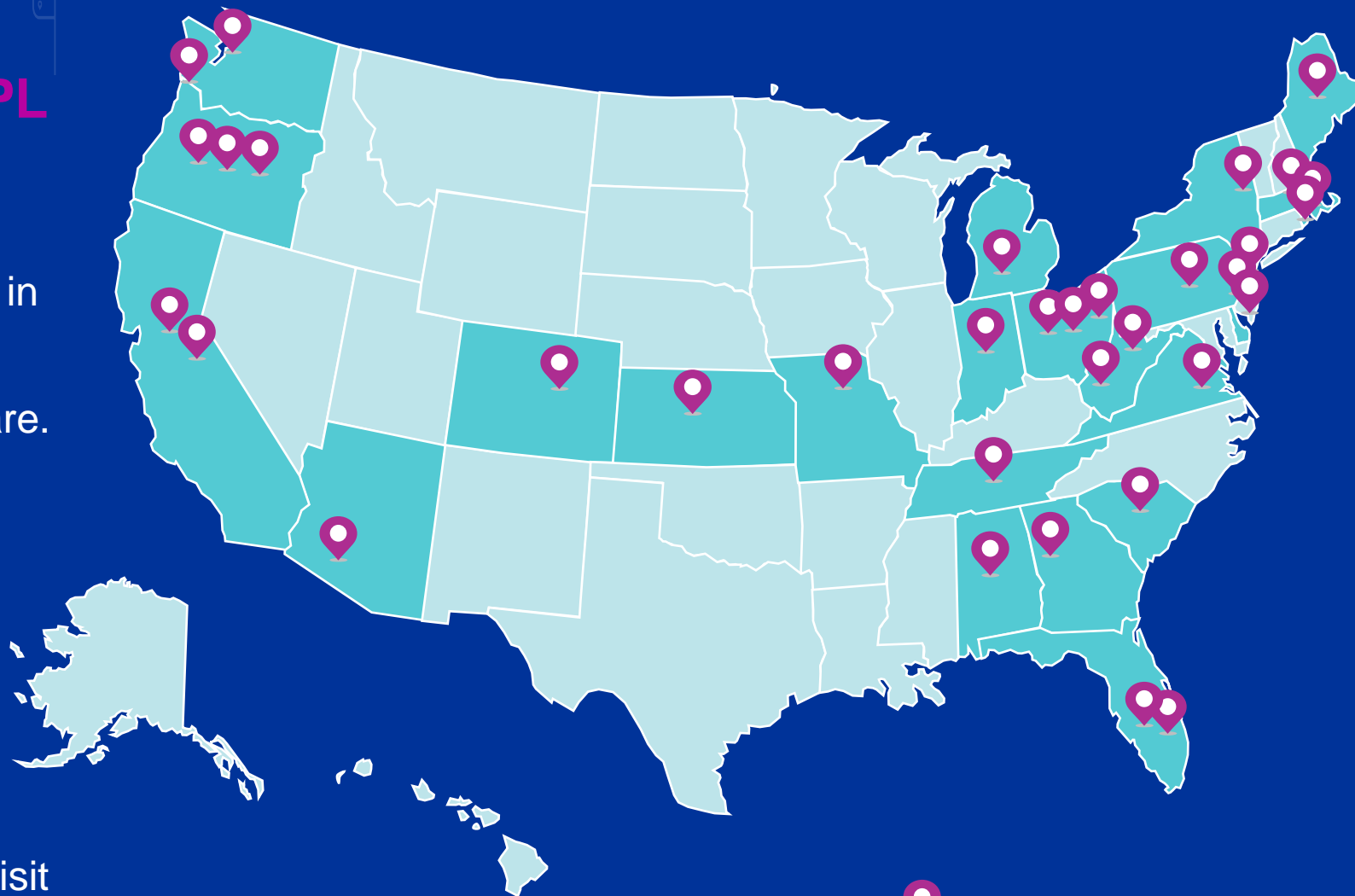
# PUBLIC PARTNERSHIPS VENDOR FISCAL/EMPLOYER AGENT MODEL INFORMATION SESSION

February 15, 2023



## Public Partnerships | PPL

helps aging adults and individuals managing chronic illness or a disability, in their choice to remain in their homes and communities and “self” direct their own long-term care.



To learn more about PPL please visit [www.publicpartnerships.com](http://www.publicpartnerships.com)

 Current Contracts

# Self-direction offers participants increased **choice and control** over their home and community-based services and supports



Based on the principles of self-determination – having the ability to manage an individual's own life



Natural outgrowth of person-centered planning and approaches

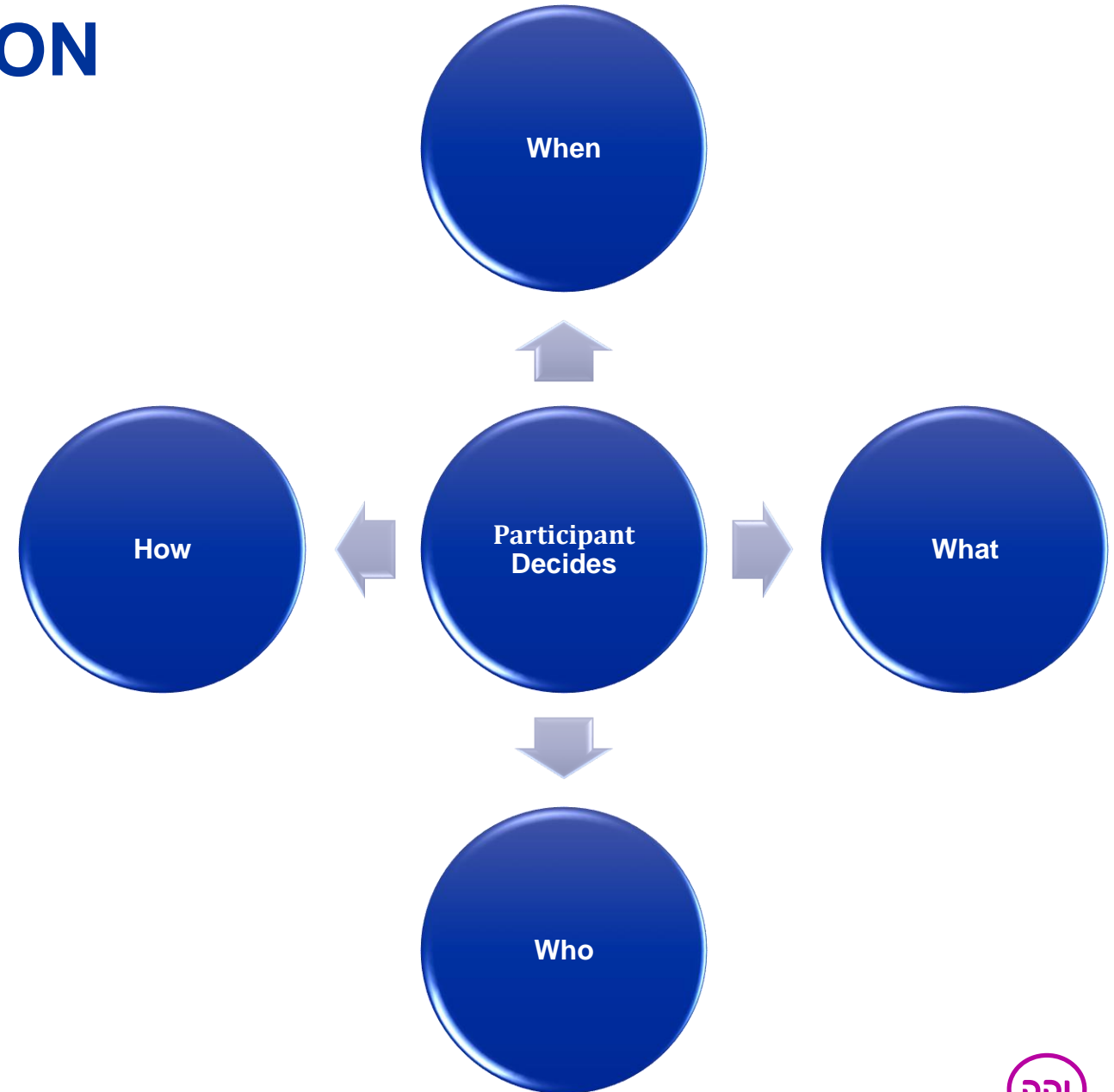


Alternative and/or supplement to traditional agency services

*According to the AARP National Inventory of Self-Directed Programs conducted by AARP in 2019, an estimated **1.2 Million** people self-direct their own home and community-based services and supports in the United States.*

# DEFINING SELF-DIRECTION

- ❑ Participant decides **When** care is provided, **What** type of care is needed, **Who** provides the care and **How** they receive care.
- ❑ 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.



# OPTIONS & REQUIREMENTS FOR SELF-DIRECTION PROGRAMS

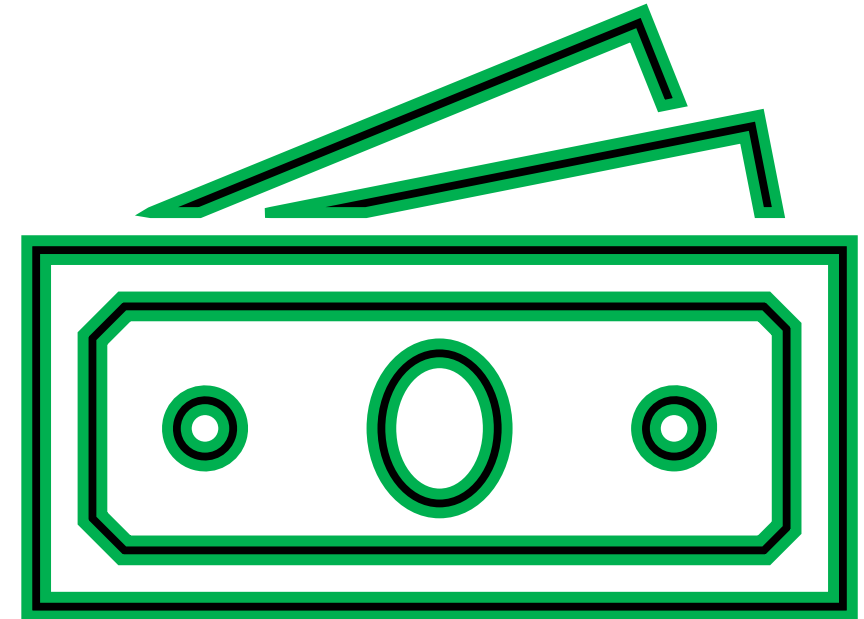
# Budget Authority Option

- ❑ 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 Individual Service Plan (ISP).



# Individual Budget = Authorizations

- ❑ Authorizations are the amount of Medicaid funds under the control of the participant to be used to hire a provider or self-directed employee 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.



# Financial Management Services (FMS) / Fiscal Intermediary

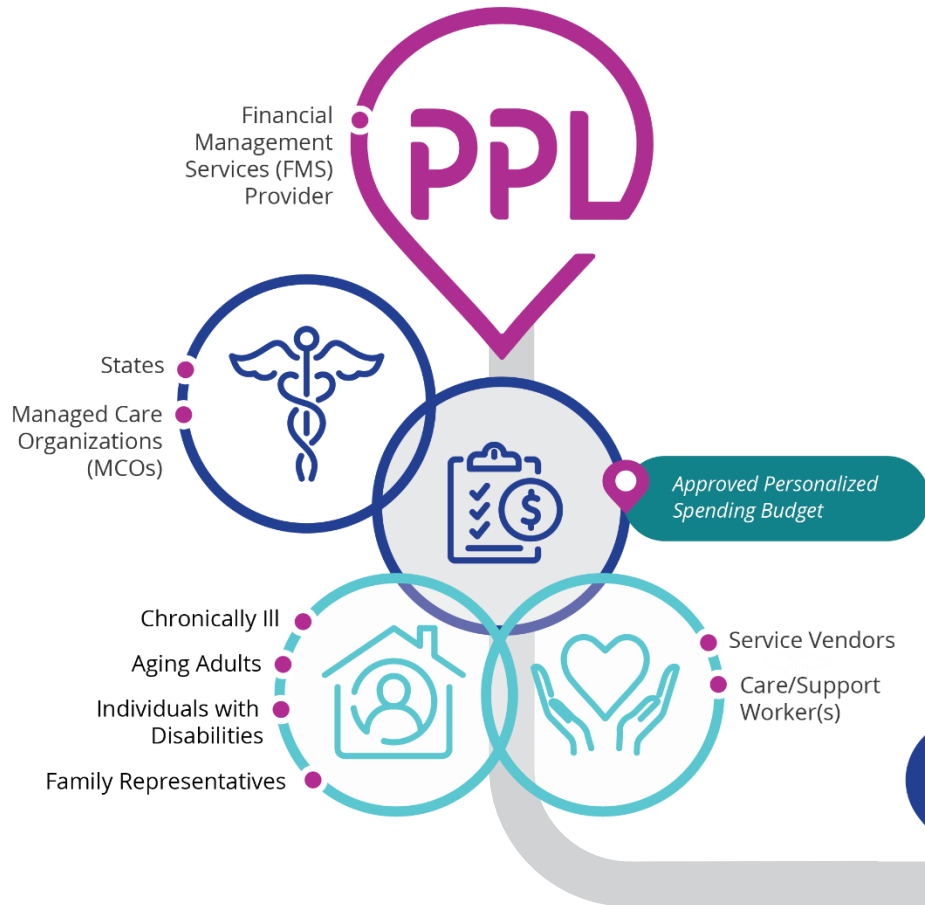
Financial Management Services provides assistance with distributing payroll, paying invoices, deducting required state and federal taxes and insurance, and monitoring budget amounts.



# DDD ENROLLMENT PROCESS

# DDD Specialist Services

- **Available** point of contact for identified areas of concern, such as:
  - Employer Training
  - Fraud, Waste and Abuse
  - Assistance with PPL's applications
  - Budget monitoring
  - Change of Authorized Representatives
  - Guidance on the program
- **Assistance** with the enrollment process for Employers and their Self-Directed Employees
- **Assistance** with Vendor enrollment
- Large focus on **education** of EORs to fulfill **roles and responsibilities**
  - Targeting **outcomes** of decreased escalation due to **upfront education and support** of new Employers
- Creation of **Resources** for EORs
- Outreach where **training** could have prevented an escalation



## Our 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



### 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

# Self-Directed Employee Enrollment Process

## Enrolling New SDE

- Employer initiates Employment Process
- Potential SDE completed and submitted enrollment packet
- Employer reviews and submits the employee's enrollment packet
- PPL processes employee enrollment packet

## Receiving Authorization Approval

- PPL calculates the billable rate for the submitted employee hourly wage and communicates the rate to the support coordinator
- Support Coordinator will create or revise the authorization based on the new rate
- Employer will sign revised service plan
- Support Coordinator will submit the ISP to DDD for review.
- Once approved, DDD will transmit the authorization to PPL system

## Welcoming New Employee

- DDD Enrollment Specialist will send the orientation packet to the employer and employee
- Employee can begin to provide services

# 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, COVID, 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](mailto:NJDDD-IASpecialists@pcgus.com)
  - Expedited requests will be responded to within **24 business hours**
  - Expedited requests should include **EXPEDITE** in the subject line

# 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) Escalations from the Divisions**
- 2) Receives Complaint and Appeal forms**

**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

**NJDDD-training@pcgus.com**

**1) Inquiries related to training requirements**

**1-844-231-4793 (fax)**

**1) Receives paper timesheets**



# Questions



You = We =  =

**Mission:**

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

