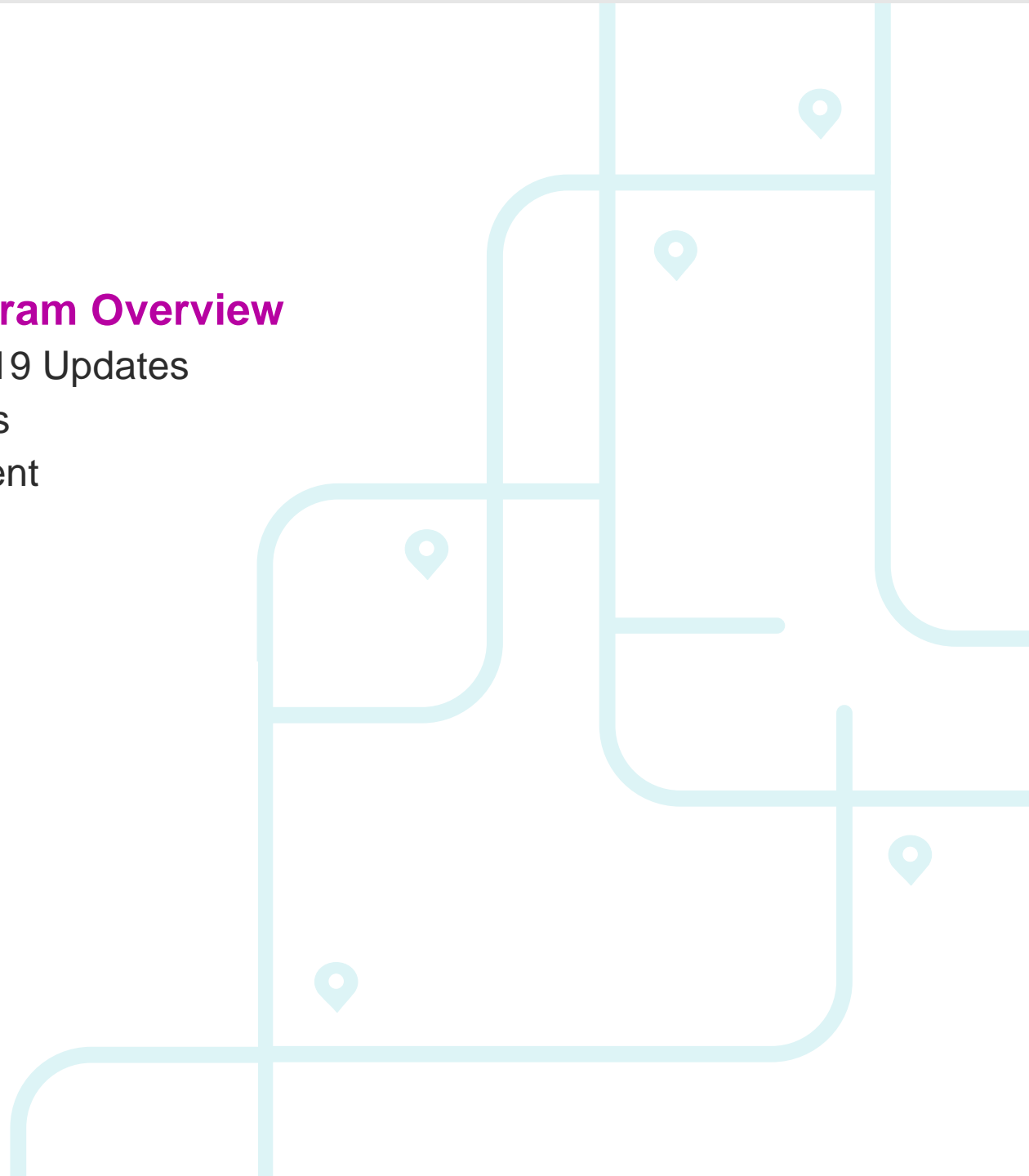


The Arc Webinar

NJ PPL Program Updates

AGENDA

- **Introductions**
- **Opening Remarks**
- **DDD Program Overview**
 - COVID-19 Updates
 - Enrollment
 - Payroll
 - Service Documentation
 - DDD Support Specialist
 - E-Invoicing
 - PPL Talks to Support Coordinators
- **PPP Program Overview**
 - COVID-19 Updates
 - Referrals
 - Enrollment
 - Services



PPL Account Management (DDD)



Donna Schierman

Senior Director NJ Programs

Donna was happy to join PPL a couple of years ago bringing her extensive professional experience with in a variety of healthcare environments. Relationships are key to understanding the people behind the business and I appreciate all of the stakeholders I have had the opportunity to meet and learn from in order to make positive strides as a part of the PPL Team. When Donna is not working she is spending quality time with her husband and two teens Julia and Ryan, along with her fur babies Coco and Marty.

Kimberly Smith

Account Manager - DDD

Kimberly offers over 20 years of program management expertise to State and municipal government programs in the transportation and health care environments. She joined Public Partnerships in 2017 with the launch of the NJ self direction contract and currently provides overall account management to the NJ DDD program. Kimberly is actively engaged in community outreach and is passionate about educating and providing information to stakeholders in self direction programs to include, individual/families, self directed employees, vendors, support coordinators, support brokers and advocacy agencies that are collectively working together to ensure participants have individual choice and controls over the services and supports they desire.

PPL Account Management (DDD)



Lavinia Romero

Senior Support Specialist

Lavinia joined the PPL team with a BS in Psychology and a diverse background working in homeless prevention, crisis diversion, and programs for at-risk youth. Lavinia has continued to expand on her work experience since joining PPL and currently serves multiple New Jersey programs. When Lavinia is not working, she enjoys cooking and spending time outdoors with her husband and twelve children.

PPL Account Management (PPP)



Danielle Sabestinas

Director of Information and Assistance

Danielle is a licensed clinical social worker with a diverse background working in group homes, hospitals, and rehabilitation settings. Working at Public Partnerships, Danielle has found her calling within the Information & Assistance team and supports consultant services in Oregon, New Jersey, Tennessee and West Virginia. At home, Danielle has a husband and two daughters. Life is certainly busy!



Claude Schmincke

Account Manager - PPP

Claude has been working in the field of person-centered planning since early 2000 when his brother entered a self-directed program. He began working at Public Partnerships in 2017 and immediately discovered his day job was now his passion. In his spare time, he enjoys performing in local theatre productions and spending time with his wife (who immigrated from Denmark) and their two cats.



DDD PROGRAM

COVID-19

Temporarily Modified Requirements

Parents/Step-Parents, Spouses and Guardians can temporarily now serve as an SDE

Pre-Employment Drug Testing

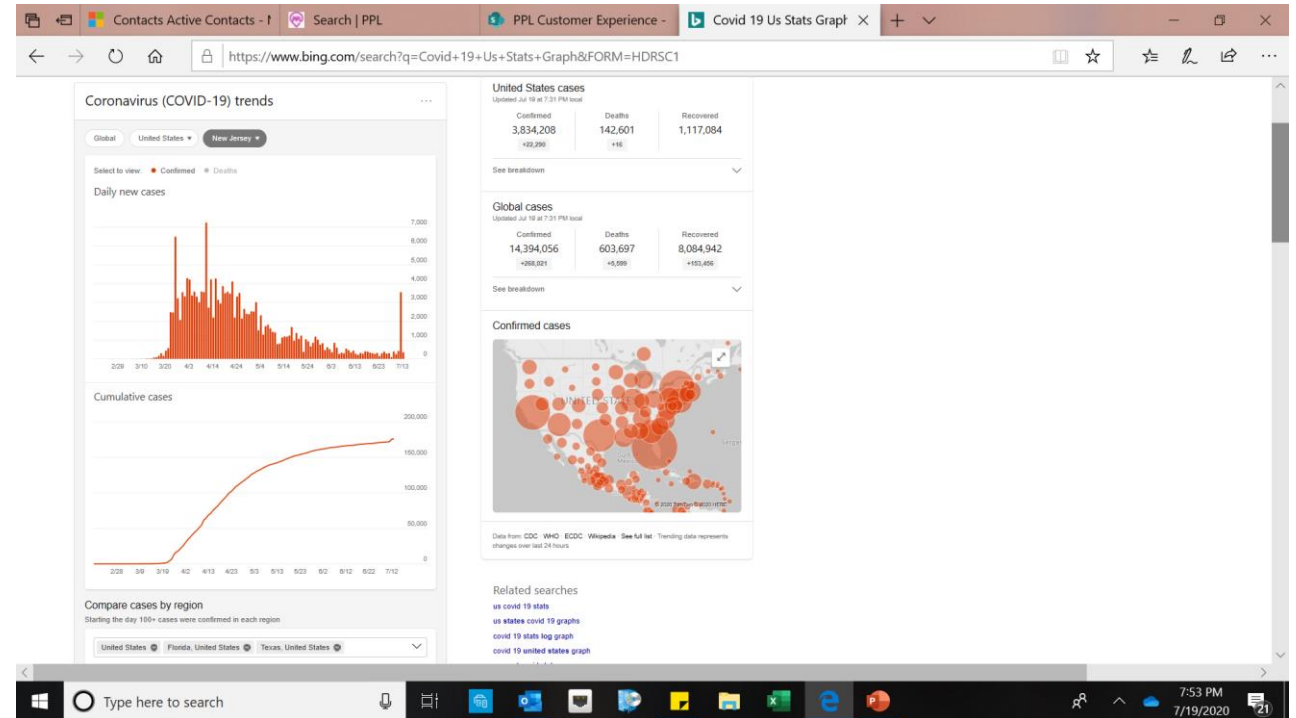
- Yes, still required; must be taken within 120 days of employment

Quarterly Random Drug Testing

- Suspended for 1st and 2nd quarter, 2020

CARI Testing

- Yes, still required; must be submitted within 120 days of employment

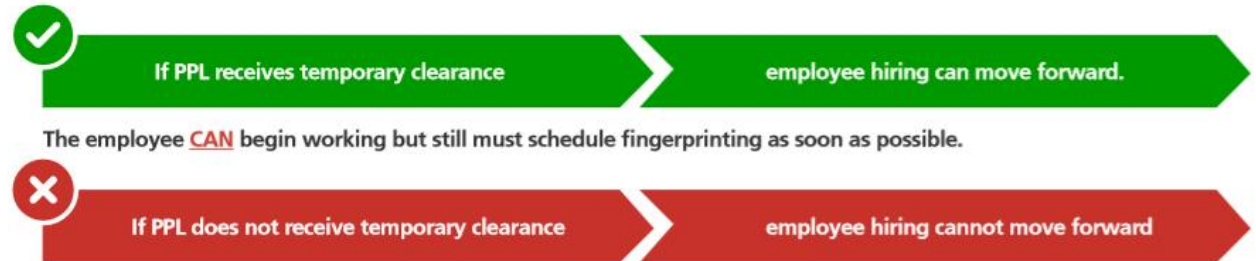


COVID-19

Temporarily Modified Requirements

Fingerprinting

- The 120-day grace period does not apply to fingerprinting and background check. **In all cases, fingerprinting must be scheduled as soon as possible.**



The employee **CAN** begin working but still must schedule fingerprinting as soon as possible.

The employee **CANNOT** begin working until fingerprinting is completed and PPL obtains the employee's background check results.

- After fingerprinting is completed, DHS recommends the employee or employer do both of the following: (1) call PPL Customer Service at 1-844-842-5891 to provide the fingerprint date and UEID number found on the receipt, and (2) email the fingerprint date and UEID number (if possible, attach a copy of the receipt) to PPL at njddd-cs@pcgus.com.

NOTE:

A Retroactive Change Request can be submitted to DDD for review. However, DDD will only approve reimbursement from the time the SDE was on-boarded by PPL. Services provided prior to an SDE's on-boarding date are not reimbursable.

SDEs who were already working and providing services at the time COVID-19 started would have needed to keep track of any increased hours that had not been added to the plan yet.


Since the inception of the COVID 19 pandemic, Public Partnerships quickly moved into action to ensure swift and accurate implementation of program changes and to ensure no break in services being provided to the families we service.

In compliance to State mandates, PPL staff is working from home however:

- The PPL Customer Service department has maintained its hours of operation:
Monday to Friday: 8:00 am to 6:00 pm EST
- All PPL functional units, Escalations, Enrollment, Payroll, Timesheet and Vendor entry teams are fully operating.
- PPL CSRs have full access to PPL's Portal system and most have access to i-record and e-record.

Enrollment Process for New Employer/Individual

- Support Coordinator (SC) meets with the family to help assess needs and discuss options
- SC sends an Individual Referral Form to PPL
- PPL Enrollment Specialist calls the individual to initiate the enrollment process
- The employer of record completes and submits the Employer Enrollment Packet
- PPL Enrollment Specialist processes the enrollment and obtains an Employer Identification Number (EIN) on behalf of the employer of record. The WC policy is then requested - it will take 2 weeks to obtain WC policy information

		NJ DDD Self-Directed Option Individual Referral Form	
<p>Individuals enrolled in the Self-Directed Option, those new or currently receiving agency services only, may enroll to receive self-directed employee services. Support Coordinators of individuals who express interest in pursuing self-directed employee services must complete and submit the Individual Referral Form to PCG Public Partnerships to initiate the enrollment process.</p>			
<p>Instructions to Support Coordinator</p>			
1. Complete the Support Coordinator Agency (SCA) Information section.	2. Complete the Support Coordinator (SC) Information section.	3. Complete the Individual Information section.	4. Sign and date. 5. Please send this completed and signed form to Public Partnerships by e-mail (NJDDD-SC@pcgus.com).
Support Coordinator Agency (SCA) Information			
SCA Name:			
SCA Phone:			SCA E-mail:
SCA Address:			
	<small>Street</small>	<small>Unit/Et</small>	<small>City</small>
		<small>State</small>	<small>Zip</small>
Support Coordinator (SC) Information			
SC First Name:			SC Last Name:
SC Phone:			SC E-mail:
Individual Information			
First Name:			Last Name:
DDD Id:			Date of Birth: / /
State System:	<input type="checkbox"/> iRecord	<input type="checkbox"/> eRecord	Waiver/Program
Dually enrolled in the DDS Personal Preference Program (PPP)?	<input type="checkbox"/> Yes <input type="checkbox"/> No		
Phone:			E-mail:
Mailing Address:			
	<small>Street</small>	<small>Apt/Site</small>	<small>City</small>
		<small>State</small>	<small>Zip</small>
X	Support Coordinator Signature		Printed Name
			Date (mm/dd/yyyy)
<p>● Please scan and e-mail completed form to NJDDD-SC@pcgus.com ●</p>			
<small>PCG Public Partnerships, LLC</small>		<small>NJ DDD SDO - Individual Referral Form - Version 1.00</small>	
		<small>Page 1 of 1</small>	



Enrollment Process for New Employer/Individual

- It is crucial the Support Coordinator discusses the hourly wage with the individual, EOR and family.
- When the individual is completing their enrollment packet, they must complete the Employee Hourly Wage form to indicate the hourly wage of the onboarding employee.
- PPL uses the service code and the hourly wage submitted on the Employee Hourly Wage Form to calculate the billable rate. If the individual/employer submits a service and/or wage that differs from the agreed service and hourly wage; the Support Coordinator will still receive a billable wage based on that rate and the indicated service code.
- If that rate needs to be changed, the Employer and the SDE must complete the Employee Hourly Wage Change form.
- PPL cannot change the service code or the rate or the if this form is not completed.
- Please submit this completed and signed form to Public Partnerships by e-mail (njddd@pcgus.com) or fax (1-844-5615978).

PCG | **Public Partnerships**
Supporting Choice. Managing Cost.™

**NJ DDD Self-Directed Option
Employee Hourly Wage Change Form**

The Employee Hourly Wage Change Form must be completed when an employer wishes to change an existing employee's hourly wage. An employee's hourly wage can only be changed once during the plan year, preferably prior to the start of the new plan year. Upon receipt of this form, PCG Public Partnerships will calculate the new billable rate based on the new hourly wage. The new billable rate will be provided to the individual's support coordinator, who will use it to revise the individual's service plan. The new hourly wage will become effective upon Division approval of the individual's revised service plan. The employer should consult with the individual's support coordinator to ensure the new hourly wage is reasonable and is compatible with the individual's budget prior to submission of this form.

Instructions to Employer

1. Complete both Section I: Individual & Self-Directed Employee (SDE) Information and Section II: Support Coordinator (SC) Information
2. In Section III: Hourly Wage Table, enter the current wage and new wage for each applicable service provided by the employee for which there is a prior authorization in the individual's current service plan.
3. The hourly wage is the amount agreed upon by the employer of record and the self-directed employee, and must be equal to or greater than minimum wage.
4. Both the employer and employee must sign and date this form.
5. Please submit this completed and signed form to Public Partnerships by e-mail (njddd@pcgus.com) or fax (1-844-561-5978).

Section I: Individual & Self-Directed Employee (SDE) Information				
Individual Name	Individual DDD ID			
SDE Name	SDE PPL ID	P O N J D		
Section II: Support Coordinator (SC) Information				
SC First Name	SC Last Name			
SC Phone	SC E-mail			
SC Agency	SC Agency E-mail			
Section III: Hourly Wage Table				
Procedure/Waiver Code (check and complete all that apply)	Description	Expected Effective Date	Current Hourly Wage	New Hourly Wage
<input type="checkbox"/> H2016ISE	Individual Supports	/ /	\$.	\$.
<input type="checkbox"/> T100522	Respite - Hourly	/ /	\$.	\$.
<input type="checkbox"/> T2041HIU7	Supports Brokerage	/ /	\$.	\$.
<input type="checkbox"/> T1005HIU8	Respite	/ /	\$.	\$.
<input type="checkbox"/> T1013HI52	Interpreter Services	/ /	\$.	\$.
<input type="checkbox"/> H2021HI52	Community Based Supports	/ /	\$.	\$.
<input type="checkbox"/> H2016HIU8	Individual Supports	/ /	\$.	\$.
<input type="checkbox"/> A0090HI52	Hourly Transportation	/ /	\$.	\$.

X
Self-Directed Employee (SDE) Signature _____ Printed Name _____ Date (mm/dd/yyyy) _____

X
Employer of Record (EOR) Signature _____ Printed Name _____ Date (mm/dd/yyyy) _____

PCG Public Partnerships, LLC NJ DDD SDO - Employee Hourly Wage Change Form -Version 2.00 Page 1 of 1

Enrollment Process for New Employer/Individual

Creating the SDE service in the Individual Service Plan (ISP)

- SC uses the billable rate received from PPL to create the SDE service line in the ISP
- Individual signs the ISP
- SC submits the ISP for SCS and/or DDD review and approval
- PPL imports the service prior authorization into our online portal, the BetterOnline™ portal, to ensure timesheets and payment requests align with the prior authorized service in the ISP

Enrollment Process for New Employer/Individual

Final Step

- PPL Enrollment Specialist completes an Orientation Call with the employer of record and emails/mails instructions on SDE timesheet submission and training requirements
- Employer reviews the timesheet submission and training requirements with the SDE
- SDE can begin working/providing prior authorized services to the individual

Enrollment Process for Hiring Self Directed Employees (SDEs)

COVID-19 Guide to Hiring a Self-Directed Employee (SDE) Through the New Jersey DHS Vendor Fiscal/Employer Agent Model

I am already enrolled and want to hire a new sde through this model

The person enrolled in the Vendor Fiscal/Employer Agent Model as the **Employer of Record (EOR)** or **Authorized Representative (AR)** gathers the following information from the new employee:

Name _____ DOB _____ SSN _____
 Address _____ Email _____ Phone number _____

The Employer of Record or Authorized Representative **calls New Jersey DHS' contractor, Public Partnerships LLCs Enrollment team, at 1-877-908-1752** and says, "I am already enrolled and I need to hire a new employee." **(Please do not send an email!)**

On behalf of the Department of Human Services (DHS), PPL Enrollment will create an electronic file for the new employee and will link the new employee file with the existing Employer of Record file.

On behalf of DHS, PPL Enrollment will offer the option for the SDE to complete the Employee Enrollment Packet online.

Online Enrollment	Paper Enrollment
<ul style="list-style-type: none"> On behalf of DHS, PPL will walk the caller through the process by directing them to go to www.pplpenn.com. EOR will create an account and enter the demographic information for the new SDE. Creation of this account will prompt an email to be sent to the SDE, directing them to complete the Employee Enrollment Packet online. If EOR or SDE needs further help, they may contact PPL Customer Service at 1-844-842-5891 or PPL Enrollment at 1-877-908-1752. 	<ul style="list-style-type: none"> On behalf of DHS, PPL Enrollment will generate an Employee Enrollment Packet and send it to the Employer of Record, Authorized Representative or new SDE, as directed by the Employer of Record or Authorized Representative. Employee Enrollment Packet will be emailed immediately or mailed within two business days. Employee Enrollment Packet should be completed and returned to DHS, through PPL, as soon as possible.

Within two business days of receiving a completed Employee Enrollment Packet, PPL will send an email to the DHS Employee Controls and Compliance Unit (ECCU) to determine whether DHS can provide temporary clearance for the new employee.

If PPL receives temporary clearance → **employee hiring can move forward.**

The employee can begin working but still must schedule fingerprinting as soon as possible.

If PPL does not receive temporary clearance → **employee hiring cannot move forward.**

The employee cannot begin working until fingerprinting is completed and PPL is able to obtain the employee's background check results.

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A Public Consulting Group, Inc. Company

COVID-19 Guide to Hiring a Self-Directed Employee (SDE) Through the New Jersey DHS Vendor Fiscal/Employer Agent Model

After fingerprinting is completed, DHS recommends the employee or employer do **both** of the following:

- call **PPL Customer Service at 1-844-842-5891** to provide the fingerprint date and UED number found on the receipt, and
- email the fingerprint date and UED number (if possible, attach a copy of the receipt) to PPL at rijidd-cd@ppl.com.

What is temporary clearance? Temporary clearance just means that the person being hired was already fingerprinted for DHS or a DHS vendor at some point in the past, which enables DHS to review their data and confirm the employee has previously passed federal and state background checks.

Will every new employee receive temporary clearance? No. If an employee has not been fingerprinted for DHS or a DHS vendor before, DHS will not be able to provide temporary clearance.

What if the new employee was previously fingerprinted for a different state agency? At this time, background check information is not permitted to be shared between state agencies. Only fingerprinting completed for DHS or a DHS vendor will enable an employee to receive a DHS temporary clearance.

AFTER

- employee enrollment paperwork is received and processed by PPL, AND
- PPL either has received temporary clearance for the employee from DHS or has been provided with a fingerprint date and UED number and has obtained current background check results for the employee:
 - On behalf of DHS, PPL will email the billable rate to the support coordinator.
 - Support coordinator will create the service in the plan.
 - Plan will be approved.
 - Support coordinator will notify the individual/family that the employee can begin working/providing services as of the start date of the prior authorized service.
 - DHS has temporarily modified the pre-employment screening requirements to allow new employees up to 120 days after date of hire (service start date) to complete mandatory drug testing and Child Abuse Record Information (CARI) check.
 - PLEASE NOTE:** the 120-day grace period does not apply to fingerprinting and background check. In all cases, fingerprinting must be scheduled as soon as possible.

Employee enrollment and hiring cannot move forward until PPL receives either

(a) temporary clearance from DHS OR **(b)** results of a current background check

PPL cannot obtain results of a current background check without the date of fingerprinting and UED number from the fingerprinting receipt.

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COVID-19 Guide to Hiring a Self-Directed Employee (SDE) Through the New Jersey DHS Vendor Fiscal/Employer Agent Model

I am enrolling and hiring my first employee through this model

The Support Coordinator must submit a completed **Individual Referral Form** by email to the Department of Human Services through its contact with Public Partnerships LLC (PPL).

Within two business days, on behalf of DHS, a PPL Enrollment Coordinator will create an electronic file for the individual/family to initiate the enrollment process. **At this time, the individual/family should be prepared DHS, through PPL, who will be enrolling as the Employer of Record, and (2) provide information on the employee's current employment.**

On behalf of DHS, the PPL Enrollment Coordinator will create an electronic file for the new employee(s) and will link it file with the Employer of Record file.

On behalf of DHS, the PPL Enrollment Coordinator will offer the option to complete the enrollment process online or the assistance of an Enrollment Specialist, and will schedule a call with the individual/family for the paperwork assist.

On behalf of DHS, the PPL Enrollment Specialist will assist with completion of the online or paper Employer and Employee Enrollment packets.

On behalf of DHS, the PPL Enrollment Specialist will process employer enrollment paperwork, including applying for a citation Number (EN) through the RS website. After DHS, through PPL, obtains the EN, the PPL Enrollment Specialist will process a worker's compensation policy on behalf of the Employer of Record.

PLEASE NOTE: Employees cannot begin working until the workers' compensation policy is in effect—and it usually takes 1 week for PPL to receive notification that the workers' compensation policy is in effect.

On behalf of DHS, the PPL Enrollment Specialist will process employer enrollment paperwork and educate the Employee enrollment training requirements.

On behalf of DHS, the PPL Enrollment Specialist will send an email to the DHS Employee Controls and Compliance Unit (ECCU) to determine whether DHS can provide temporary clearance for the new employee(s).

If PPL receives temporary clearance → **employee hiring can move forward.**

The employee **CAN** begin working but still must schedule fingerprinting as soon as possible.

If PPL does not receive temporary clearance → **employee hiring cannot move forward.**

The employee **CANNOT** begin working until fingerprinting is completed and PPL obtains the employee's background check results.

After fingerprinting is completed, DHS recommends the employee or employer do both of the following: (1) call PPL at 1-844-842-5891 to provide the fingerprint date and UED number found on the receipt, and (2) email the fingerprint number (if possible, attach a copy of the receipt) to PPL at rijidd-cd@ppl.com.

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A Public Consulting Group, Inc. Company

COVID-19 Guide to Hiring a Self-Directed Employee (SDE) Through the New Jersey DHS Vendor Fiscal/Employer Agent Model

What is temporary clearance? Temporary clearance just means that the person being hired was already fingerprinted for DHS or a DHS vendor at some point in the past, which enables DHS to review their data and confirm the employee has previously passed federal and state background checks.

Will every new employee receive temporary clearance? No. If an employee has not been fingerprinted for DHS or a DHS vendor before, DHS will not be able to provide temporary clearance.

What if the new employee was previously fingerprinted for a different state agency? At this time, background check information is not permitted to be shared between state agencies. Only fingerprinting completed for DHS or a DHS vendor will enable an employee to receive a DHS temporary clearance.

AFTER

- employer and employee enrollment paperwork are received and processed by PPL, AND
- PPL either has received temporary clearance for the employee from DHS, or has been provided with a fingerprint number and has obtained current background check results for the employee:
 - On behalf of DHS, PPL will email the billable rate to the support coordinator.
 - Support coordinator will create the service in the plan.
 - Plan will be approved.
 - Support coordinator will notify the individual/family that the employee can begin working/providing services as of the prior authorized service.
 - On behalf of DHS, the PPL Enrollment Specialist will call the Employer of Record and provide education on approval and employee training requirements, and will register the employee with the College of Direct Support Services (CDSS).
 - DHS has temporarily modified the pre-employment screening requirements to allow new employees up to 120 days after date of hire (service start date) to complete mandatory drug testing and Child Abuse Record Information (CARI) check.
 - PLEASE NOTE:** the 120-day grace period does not apply to fingerprinting and background check. In all cases, fingerprinting must be scheduled as soon as possible.

Employee enrollment and hiring cannot move forward until DHS, through PPL, receives EITHER

(a) temporary clearance from DHS OR **(b)** results of a current background check

PPL cannot obtain results of a current background check without the date of fingerprinting and UED number from the fingerprinting receipt.

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https://www.publicpartnerships.com/media/ebnflcf0/covid-19_guide-to-hiring-a-new-sde.pdf

<https://www.publicpartnerships.com/media/vkzns1av/covid-19-guide-to-hiring-my-first-sde.pdf>



Enrollment Process for Self Directed Employees

- Employer of Record identifies prospective SDE and initiates SDE enrollment process
- SDE completes and submits Employee Enrollment Packet to the employer for review
- Employer approves and submits SDE enrollment packet to PPL
- PPL processes employer and SDE packets and verifies SDE has completed all required background checks and credentialing requirements
- PPL utilizes identified SDE hourly wage to calculate billable unit rate and sends billable rate to the SC
- PPL registers the SDE on the College of Direct Support website, which is where the majority of DDD-mandated trainings are completed

NEW! NJ DDD Service Documentation Requirement

- All Medicaid waiver providers, including self-directed employees (SDEs) in any of the Division of Developmental Disabilities Self-Directed Service models (*Vendor Fiscal/Employer Agent model through Public Partnerships, or Fee-for-Service Agency with Choice or e-Record model through Easterseals*) are **REQUIRED** to keep documentation to support Medicaid reimbursement.
- Documentation of services provides the evidence that the provider delivered the services and delivered them in accordance with the individual's needs.
- If an SDE is paid for services that are not supported by proper service documentation, the SDE may be required to repay those funds and risks being dis-enrolled as an employee in the program.

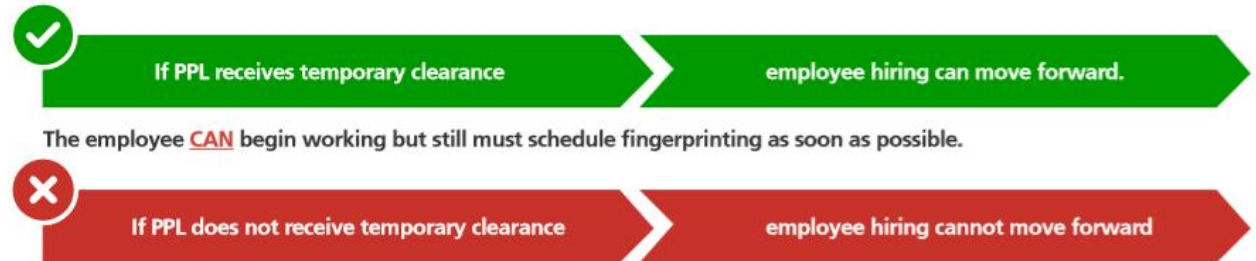
Source: *NJ DDD Service Documentation Guidance Document*

COVID-19

Temporarily Modified Requirements

Fingerprinting

- The 120-day grace period does not apply to fingerprinting and background check. **In all cases, fingerprinting must be scheduled as soon as possible.**



The employee **CAN** begin working but still must schedule fingerprinting as soon as possible.

The employee **CANNOT** begin working until fingerprinting is completed and PPL obtains the employee's background check results.

- After fingerprinting is completed, DHS recommends the employee or employer do both of the following: (1) call PPL Customer Service at 1-844-842-5891 to provide the fingerprint date and UEID number found on the receipt, and (2) email the fingerprint date and UEID number (if possible, attach a copy of the receipt) to PPL at njddd-cs@pcgus.com.

NEW! NJ DDD Service Documentation Requirement

Service documentation notes must include the following elements:

- Who received the service – use individual’s full legal name.
- Who delivered the service – use self-directed employee’s full legal name.
- What service was delivered (e.g., community-based supports, individual supports) – if more than one service is delivered per day, a separate note must be written for each approved service delivered.
- When the service was delivered – date, service start and stop time (include AM/PM).
- Where the service was delivered – where inside the individual’s home or where specifically in the community.
- Why the service was delivered – must be a clear link to outcomes and strategies in the NJISP.
- What happened – document the individual’s response (level and type of participation, ability to demonstrate the skill, type of support needed, progress/regression).

NEW! NJ DDD Service Documentation Requirement

When must I begin selecting activities and submitting notes?

- On **September 7, 2020**, the Soft Rollout will begin with submission of timesheets for pay period of August 24 to September 6.
- A full implementation is expected in late fall/early winter.

What should be submitted for Service Documentation notes?

- These service notes must explain how the employee helped the individual meet their outcome(s) as outlined in their service plan.

E-timesheets vs. paper timesheet submissions?

- For SDEs submitting timesheets electronically through PPL's BetterOnline portal or Time4Care mobile application, service notes will be added by clicking on the Activity button for each date of service.
- For SDEs submitting paper timesheets, the timesheet must be submitted to PPL, and then the timesheet AND service documentation log(s) must be **faxed to the Division at 609.341.2226**.

NEW! NJ DDD Service Documentation Requirement

Forms can be accessed via the NJ DDD Self Directed Services webpage OR the PPL NJ DDD webpage:

Service Documentation Log:

<https://www.publicpartnerships.com/media/d11kiu2v/service-documentation-log.pdf>

Service Documentation Guidance:

<https://www.publicpartnerships.com/media/o3ils2hj/service-documentation-guidance-for-self-directed-employees.pdf>

Service Documentation Fax Cover Sheet

<https://www.publicpartnerships.com/media/c43hoaij/service-documentation-fax-cover.pdf>

Employer Letter

<https://www.publicpartnerships.com/media/0q5k0305/employer-letter-service-documentation.pdf>

Employee Letter

<https://www.publicpartnerships.com/media/uo0dulpx/employee-letter-service-documentation.pdf>

SDE Service Documentation Log

Self-Directed Employee Service Documentation Log

Employee Name:			Payroll Period From:		To:	
Individual Name:			DDD ID Number:		Plan Number:	
Outcome Description:						
Service Strategies (check at least one; and check all that apply):						
<input type="checkbox"/>	Assistance with Activities of Daily Living (such as getting dressed, eating, personal hygiene, etc.)					
<input type="checkbox"/>	Assistance with Increasing Community Participation (such as daily errands, attending events, restaurant, purchasing items, travel training, etc.)					
<input type="checkbox"/>	Assistance with Increasing Independence (such as helping the individual learn to do laundry, cook, clean, dress, grocery shop, pay for items, etc.)					
<input type="checkbox"/>	Assistance with On-The-Job Support (such as safety awareness, using the restroom, attending to task, lunch/breaks, etc.)					
<input type="checkbox"/>	Assistance with Learning Activities (such as basic tutoring – math, reading, writing; support in attending a class; etc.)					
Date	Start Time (AM/PM)	End Time (AM/PM)	Tell us about the day, and how the activities will help the individual reach the above outcome			

Employee Signature: _____ Date: _____ Service Notes Log: PAGE ____ OF ____

Service Documentation Guidelines

Service Documentation Guidance for Self-Directed Employees

All Medicaid waiver providers—including self-directed employees (SDEs) in any of the Division of Developmental Disabilities Self-Directed Service models (*Vendor Fiscal/Employer Agent model through Public Partnerships, or Fee-for-Service Agency with Choice or e-Record model through Easterseals*) are required to keep documentation to support Medicaid reimbursement. Documentation of services provides the evidence that the provider delivered the services, and delivered them in accordance with the individual's needs.

If an SDE is paid for services that are not supported by proper service documentation, the SDE may be required to repay those funds and risks being dis-enrolled as an employee in the program.

Service documentation notes must include the following elements:

- **Who received the service** – use individual's full legal name.
- **Who delivered the service** – use self-directed employee's full legal name.
- **What service was delivered** (e.g., community based supports, individual supports) – if more than one service is delivered per day, a separate note must be written for each approved service delivered.
- **When the service was delivered** – date, service start and stop time (include AM/PM).
- **Where the service was delivered** – where inside the individual's home or where specifically in the community.
- **Why the service was delivered** – must be a clear link to outcomes and strategies in the NJISP.
- **What happened** – document the individual's response (level and type of participation, ability to demonstrate the skill, type of support needed, progress/regression).

For timesheets submitted electronically, the first four elements (individual name, SDE name, service delivered, when service was delivered) are typically already part of the timesheet submission as a whole and do not need to be added again in each service note.

For paper timesheets submitted with a separate service documentation log, all elements must be included on both the timesheet and the log.

Service documentation notes CANNOT be:

- Completed by a staff person not connected to the service provision and/or not identified in the approved NJISP.
- Duplicative in nature – notes should be varied and not simply copied and pasted.

SDE Fax Cover Sheet

Department of Human Services
Division of Developmental Disabilities

SELF-DIRECTED EMPLOYEE FAX COVER SHEET
Fax Timesheet and Service Documentation to DDD: 609-341-2226

Date: _____ Number of Pages (including cover sheet): _____

Employee First and Last Name: _____

Employee Phone Number: _____

Name of Service Recipient: _____

Start and End Date of Payroll Period: _____


Comments:

Please contact DDD.FeeForService@dhs.nj.gov with any questions


CONFIDENTIALITY NOTICE

THE INFORMATION CONTAINED IN THIS FACSIMILE TRANSMISSION TO THE DIVISION OF DEVELOPMENTAL DISABILITIES IS CONFIDENTIAL AND INTENDED FOR THE SOLE USE OF DDD. IF YOU ARE NOT THE INTENDED RECIPIENT, YOU ARE HEREBY NOTIFIED THAT ANY DISCLOSURE, DISTRIBUTION, COPYING, OR USE OF THE INFORMATION IT CONTAINS IS STRICTLY PROHIBITED. IF YOU HAVE RECEIVED THIS IN ERROR, PLEASE CALL DDD IMMEDIATELY TO ARRANGE FOR THE RETURN OF THIS INFORMATION.

Employer and Employee Letters



NJ Department of Human Services
Division of Developmental Disabilities



public partnerships PPL
Your #1 choice for self-directed care™

Dear Employer of Record / Authorized Representative:

Beginning with the Public Partnerships (PPL) payroll period of August 24 – September 6, 2020, a soft rollout of the Division of Developmental Disabilities' service documentation requirement for self-directed employees will move forward. Beginning with the timesheet submission on September 7, service documentation notes must be included as part of a properly completed timesheet. These service notes must explain how the employee helped the individual meet their outcome(s) as outlined in their service plan. We expect to move to full mandatory service documentation in late fall/early winter.

Your employee(s) are receiving a letter that includes:

- Instructions on submitting service documentation either electronically, through the BetterOnline portal or the Time4Care mobile application, or via paper timesheet submission.
- Service Documentation Guidance.
- Service Documentation Log for paper timesheet submission.
- Fax cover sheet for paper timesheet submission.

This information and these forms are available on the Self-Directed Services page of the Division's website:
<https://nj.gov/humanservices/ddd/programs/selfdirected>


Please contact your employee(s) to ensure they have received and understand this important information.

If you have questions or need assistance, please email the Division's Fee-for-Service Helpdesk:
DDD.FeeForService@dhs.nj.gov


Thank you.

NJ Division of Developmental Disabilities
Public Partnerships (PPL)

August 2020



NJ Department of Human Services
Division of Developmental Disabilities



public partnerships PPL
Your #1 choice for self-directed care™

Dear Self-Directed Employee:

Beginning with the Public Partnerships (PPL) payroll period of August 24 – September 6, 2020, a soft rollout of the Division of Developmental Disabilities' service documentation requirement will move forward. Beginning with the timesheet submission on September 7, service documentation notes must be included as part of a properly completed timesheet. These service notes must explain how you helped the individual meet their outcome(s) as outlined in their service plan. We expect to move to full mandatory service documentation in late fall/early winter.

For employees who submit timesheets electronically through BetterOnline or Time4Care:

- After entering service details (date, type, start and stop times, and plan, outcome and service numbers), click on the Activity button. This will generate an Activities and Notes box.
- Select all applicable activities for the date of service.
- Enter service notes for the date of service.

For employees who submit paper timesheets by fax or email, there are two steps:

1. Submit your timesheet as usual to PPL.
2. Submit your timesheet and service notes log(s) to the Division of Developmental Disabilities. At this time, the timesheet and service notes log(s) must be submitted by fax to 609-341-2226, with a cover sheet that includes employee name and phone number, name of individual receiving services, and start and end date of the payroll period.

Included with this letter are a service documentation log, fax cover sheet, and service documentation guidance. All service documentation forms and information are available on the Self-Directed Services page of the Division's website:
<https://nj.gov/humanservices/ddd/programs/selfdirected>

If you have questions or need assistance, please email the Division's Fee-for-Service Helpdesk:
DDD.FeeForService@dhs.nj.gov

Thank you.

NJ Division of Developmental Disabilities
Public Partnerships (PPL)

August 2020

DDD Support Specialist Role

- Newly developed role to increase communication between PPL and individual/EOR and Support Coordinators
- Provides the family a specific PPL point of contact
- Assist with enrollments
- Help EORs navigate changes
- **DDD Specialist will initiate introduction calls to Support Coordinators - August 2020**
- **DDD Specialist will begin in September 2020**



Herb Collman



Emily Diana



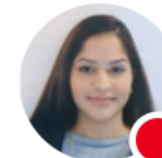
Monique Newsome



Natasha Tolbert



Jacqueline Gaskill



Loren Grullon

PPL E-Invoicing System



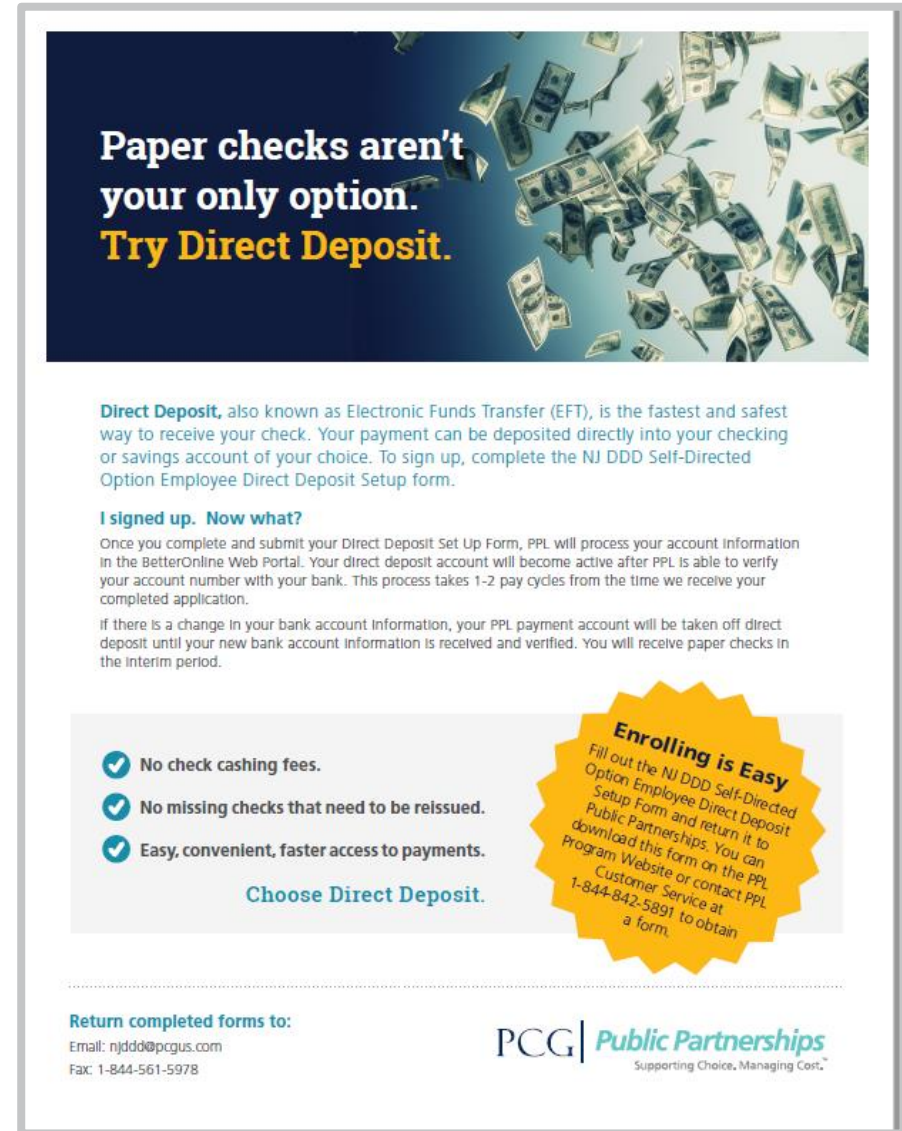
- This platform will allow vendors to submit Request for Payment forms electronically
- If you want to suggest a specific vendor be included in initial testing, please send the vendor business name, contact name, phone number and e-mail address to: **pplmarketing@pcgus.com**

Paperless Campaign

Step One: Try Direct Deposit

Flyers went out with SDE payroll on:

- July 8th and July 22nd
- SDE Direct Deposit Set Up Form
<https://www.publicpartnerships.com/media/qogb4rvh/direct-deposit-setup.pdf>



Paper checks aren't your only option. Try Direct Deposit.

Direct Deposit, also known as Electronic Funds Transfer (EFT), is the fastest and safest way to receive your check. Your payment can be deposited directly into your checking or savings account of your choice. To sign up, complete the NJ DDD Self-Directed Option Employee Direct Deposit Setup form.

I signed up. Now what?
Once you complete and submit your Direct Deposit Set Up Form, PPL will process your account information in the BetterOnline Web Portal. Your direct deposit account will become active after PPL is able to verify your account number with your bank. This process takes 1-2 pay cycles from the time we receive your completed application.
If there is a change in your bank account information, your PPL payment account will be taken off direct deposit until your new bank account information is received and verified. You will receive paper checks in the interim period.

- ✓ No check cashing fees.
- ✓ No missing checks that need to be reissued.
- ✓ Easy, convenient, faster access to payments.

Choose Direct Deposit.

Enrolling is Easy
Fill out the NJ DDD Self-Directed Option Employee Direct Deposit Setup Form and return it to Public Partnerships. You can download this form on the PPL Program Website or contact PPL Customer Service at 1-844-842-5891 to obtain a form.

Return completed forms to:
Email: njddd@pcgus.com
Fax: 1-844-561-5978

PCG | Public Partnerships
Supporting Choice. Managing Cost.™

Paperless Campaign

*Step Two: Try E*timesheets*

E-Timesheets use requires Better Online enrollment:

<https://www.publicpartnerships.com/media/pr2fp4yn/betteronline-registration-instructions-employer-employees.pdf>

E-Timesheets Instructions – Employee:

<https://www.publicpartnerships.com/media/qoonh53a/e-timesheets-instructions-employee.pdf>

E-Timesheets Instructions – Employer:

<https://www.publicpartnerships.com/media/wepntinb/e-timesheets-instructions-employer.pdf>

Step Three: Time 4 Care (PPL's mobile application)

Please Join Us for Upcoming
“PPL Talks to Support Coordinators” Webinars



Every third Wednesday, from 10:00am – 11:30am



October 21st 2020



November 18th 2020



December 16th 2020

Please submit suggested topics for future webinars to: pplmarketing@pcgus.com



PPP PROGRAM

What is the Personal Preference Program (PPP)?



Long standing Medicaid benefit provided by the Division of Medical Assistance and Health Services (DMAHS)

- This service is only available to individuals enrolled in Medicaid
- Not enrolled in Medicaid?
 - When you first enroll in Medicaid, you will enter the state's Fee for Service system, and won't be able to enroll in self-direction just yet
- Available to individuals who need assistance with Activities of Daily Living (ADLs)
- Approved to receive in-home personal care assistance (PCA) services
- Alternative to having a home health agency employee coming into the home
- Choice
- Control
- Independence

Referrals to the Personal Preference Program

- Families or individuals interested in applying for PPP should contact their Managed Care Organization (MCO)
- Each MCO has a different process for initiating PPP
- After receiving an assessment for PCA services, individuals will receive options counseling, reviewing both agency and self-directed care
- Individuals can then elect to self-direct their care



Referrals to the PPP



- Once you have decided to self-direct your care, your MCO will create a referral to Public Partnerships (PPL) to start the enrollment process
- Using your assessment, your MCO will determine the amount of services you are eligible for
- The services you are eligible for will be turned into a monthly budget amount
 - This is known as “cashing out” your PCA Medicaid benefit

Enrolling in PPP



Once PPL has received your referral from your MCO, you will receive a call from a dedicated Financial Consultant

The Financial Consultant will:

- Introduce the program to you
- Schedule an enrollment visit with you
- Help you identify existing or needed supports such as an Authorized Program Representative or employee(s)

During your enrollment visit, your Financial Consultant will assist you with completing all of the necessary enrollment paperwork and:

- Review program rules
- Provide education on rights and responsibilities
- Help you determine how you want to spend your budget on employee services and participant directed goods and services
- Assist with enrolling your employee(s)

Enrolling in PPP

What does it mean to be “enrolled”?

Enrolling in PPP means that you will be set up as an employer, your own boss!

Becoming an employer entails several factors that PPL will help you with:

- Establishing an Employer Identification Number (EIN)
- Purchasing worker’s compensation (WC)
- Establishing your “billable” rate based on State Unemployment Taxes
- Filing payroll taxes on your behalf

Being an employer includes a host of new responsibilities

- Locating, recruiting and hiring employee(s)
- Determining rate of pay within program rules
- Scheduling employee(s)
- Supervising and managing employee(s)
- Providing employee(s) with feedback
- Terminating employee(s) if they don’t work out

Your Financial Consultant is here to help!



Services Offered in PPP



Financial Management Services (FMS)

- Process enrollment paperwork and employee enrollment paperwork
- Obtaining an EIN from the IRS on your behalf
- Purchasing a WC policy on your behalf, to cover your employee(s)
- Filing payroll taxes on your behalf
- Processing accurate and approved timesheets for your employee(s)
- Processing payroll for submitted and approved timesheets, bi-weekly
- Providing annual W-2s for your employee(s) to file taxes
- Dedicated Customer Service team

Services Offered in PPP

Financial Counseling Services (FCS)

- Assistance with enrollment paperwork, for you and your employee(s)
- Education:
 - Being an employer
 - Rights and responsibilities
 - Program rules
 - How to review/approve/submit timesheets
 - How to review your account
 - Troubleshooting
- Regular outreach
 - Monthly calls for the first 6 months in the program
 - Quarterly in-home visits



COVID Response

All in home visits became over the phone “visits”

- Keeping participants and their families safe and reducing exposure

Dedicated COVID related outreach Resources

- Up to date news
- Up to date executive orders and rules

What did we do?



Questions

Thank you!



You = We =  **=** **Mission:** *Transform more lives by making self-directed home care easier for all.*