



## **CUSTOMER SERVICE INFORMATION & ESCALATION PROCESS**

If you have questions regarding enrollment or payment, please use the resources listed below. Please allow at least one business day (24 hours) for a response.

### **Division of Disability Services (DDS) – Personal Preference Program (PPP)**

1. Participants may call their Financial Consultant directly.
2. All stakeholders may call Customer Service:  
1-844-880-8702 (English)  
1-844-880-8703 (Spanish)
3. All stakeholders may email Customer Service: [CS-NJPPP@pcgus.com](mailto:CS-NJPPP@pcgus.com)
4. After allowing at least one business day, all stakeholders may escalate unresolved issues to: [NJPPP-ADMIN@pcgus.com](mailto:NJPPP-ADMIN@pcgus.com)

### **Division of Developmental Disabilities – Community Care Waiver (CCW), Supports, Interim**

1. All stakeholders may call Customer Service:  
1-844-842-5891 (English)  
1-844-842-5892 (Spanish)
2. All stakeholders may email Customer Service: [NJDDD-CS@pcgus.com](mailto:NJDDD-CS@pcgus.com)
3. Qualified providers of goods and services (not self-hires) may email: [NJDDD-QP@pcgus.com](mailto:NJDDD-QP@pcgus.com)
4. After allowing at least one business day, all stakeholders may escalate unresolved issues to: [NJDDD-ADMIN@pcgus.com](mailto:NJDDD-ADMIN@pcgus.com)

### **Division of Aging Services (DOAS) – Jersey Assistance for Community Caregiving (JACC)**

1. All stakeholders may call: 1-866-239-2778 (English: Press #1; Spanish: Press #2)
2. All stakeholders may email: [CS-NJJACC@pcgus.com](mailto:CS-NJJACC@pcgus.com)
3. After allowing at least one business day for response, all stakeholders may escalate unresolved issues to: [NJJACC-ADMIN@pcgus.com](mailto:NJJACC-ADMIN@pcgus.com)

### **Division of Aging Services (DOAS) – Veteran-Directed Home and Community Based Services**

1. All stakeholders may call: 1-844-880-8711 (English) or 1-844-880-8712 (Spanish)
2. All stakeholders may email: [CS-NJVdHCBs@pcgus.com](mailto:CS-NJVdHCBs@pcgus.com)
3. After allowing at least one business day for response, all stakeholders may escalate unresolved issues to: [NJVdHCBs-ADMIN@pcgus.com](mailto:NJVdHCBs-ADMIN@pcgus.com)

Please only escalate issues that do not receive a response within one business day. Thank you!