Your Enrollment Path to Self Direction

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AR- Authorized Representative **EOR** – Employer of Record

Case Manager

<u>Referral to PPL:</u> Case Manager refers the Member to PPL via email to njpplfax@pplfirst.com or fax 866-547-2481.

PPL

CM – Care Manager

ES - Enrollment Specialist

Referral Processed: EC receives the referral and created a case to have the ES assigned with in 3 business days of referral received.

ES assigned: ES team receives the cases and assigns an ES to the case with in 24 hours of receiving the new referral case.

Welcome Call: The ES will complete a welcome call attempt with in 3 business days of receiving the assignment to schedule enrollment call with the EOR and/or AR and PEP.

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EC- Enrollment Coordinator

PEP- Participant Employed Provider

Enrollment Call: EOR completes the EOR enrollment packet with the ES assistance and sends it back to PPL.

Participant/

Employer

PEP completed **PEP** enrollment packets with the **ES** assistance and sends it back to **PPL**.

PEP

PPL to complete "family followups" every 3-5 days until paperwork submitted.

Processing: PPL processes packets with in 3 business days of received. If any forms are incomplete or incorrect, the **ES** will contact the **EOR/AR** and/or **PEP** to let them know which forms need correction. The CM and state will be included in the email for transparency.

Once Employer forms are complete, **PPL** obtain EIN.

Note: If Employer has an Existing EIN, they will need to provide letter 147C, 8822b and an Entity Classification letter.

Once all enrollments are complete for **EOR** and **PEP**, the ES will notify the CM and the state requesting to have the authorization entered on to HCBS. Once the authorization is found in the system a Worker Compensation Policy will be purchased.



Call our customer service team at 1-866-239-2778 or visit our website at <u>New Jersey</u> Assistance for Community Caregiving (JACC) | PPL First.