



YOUR LIFE
YOUR CARE
YOUR PEOPLE

PPL/DDDD Family Quarterly Meeting

August 14, 2024





AGENDA

- WELCOME
- STREAMLINED ENROLLMENT PILOT UPDATE
- NEW COMMUNICATION EFFORTS
- PPL UPDATES
- COMMUNITY VENDOR LIST UPDATE
- PPL CONTACT INFORMATION
- OPEN DISCUSSION



STREAMLINED ENROLLMENT PILOT UPDATE:

- A workgroup consisting of families, advocates, Support Coordinators, PPL and the NJ Division of Developmental Disabilities has been meeting over the past several months, analyzing the current onboarding process of new Self-Directed Employees and identifying any efficiencies that can be initiated in the current system.
- Current Employers of Record (EOR) who are adding a new Self-Directed Employee (SDE) should call our dedicated Over-the-Phone Enrollment number at 1-877-908 -1752; available Monday through Friday from 8:00 am to 6:00 pm (EST). The pilot group will be utilizing this method, which will allow us to determine effectiveness and to make changes where needed.



New Communication Efforts

➔ Pending Timesheets and Invoices

- PPL has implemented a communication message to be sent when a timesheet or invoice has pend and cannot be submitted and processed. This communication allows the individual to fix the error and resubmit the timesheet/invoice for timely payment. Here's an example below:

One or more of your timesheets or invoices was pended or denied. Please see the details below.

Employee Number	Timesheet or Invoice No.	Timesheet Status	Denied or Pending Reason	Pay Period Start Date	Pay Period End Date
PONJDXXXXX	TS1924XXX	PENDING	Check for consumer authorization and within authorized date range.	5/15/2024	5/15/2024

Please review, revise and resubmit the invoice to njddd-admin@pplfirst.com or to Customer Service at njddd-cs@pplfirst.com.



New Communication Efforts

➔ Submitted Training Certification/Recertification Forms

- Once the EOR has submitted the completed Training Certification/Recertification Form, PPL has implemented a new communication initiative to the EOR to inform him/her that their employee is now eligible to work. Here's an example below:

Hello,

Thank you for submitting the Training Certification and/or Recertification Form for:

Employee Name: {!Contact:PPL Provider;Contact:Provider No;}

Individual Name: {!Contact:Contact;Contact:Consumer No;}

PPL has successfully processed the **Training Certification Form** confirming that your NJ DDD Self-Directed Employee (SDE) has completed the required trainings below:

- DDD Life Threatening Emergencies (Danielle's Law)
- DDD Stephen Komnino's Law Training
- DDD Shifting Expectations: Changes in Perception, Life Experiences and Services
- DDD Prevention of Abuse, Neglect and Exploitation - Module 1,3,4,5, and 7
- Initial Cardiopulmonary Resuscitation (CPR)
- Initial First Aid (FA)

Your SDE can continue to provide services and access timesheets.

If you have any questions, please contact PPL Customer Service at 1-844-842-5891.

Thank you,
PPL



PPL Updates:

1. **Enrollment Blitz** –

- PPL conducted an enrollment blitz July 13 and 14. This allowed staff to catch up on the backlog of referrals and take next steps in the enrollment process.

2. **Upcoming Communication Efforts** –

- PPL will implement a communication to SDEs who submit timesheets via paper form and provide them a status of their upcoming training certification/recertification deadline.
- PPL will implement a communication to Support Coordinators informing them of the EORs with SDEs who are approaching 30/15/0 days from reaching expiration of training certification and recertification compliance. Once a SDE is out of compliance, the EOR is directed to submit an Employee Termination Form if the SDE is no longer providing services.



COMMUNITY VENDOR LIST UPDATE:

Have you seen the new look of the Community Vendor List?

The purpose of this list is to offer individuals self-directing some or all of their services, their families, or interested stakeholders the opportunity to identify Community Vendors who are enrolled with and have been previously reimbursed by PPL for providing approved services in an individual's plan.

The link to the NJ DDD Community Vendor List is available on the PPL website at [NJ DDD Self-Directed Option | PPL](#) and includes the Vendor Name, Address, Phone number, and the specific Services they offer. The Community Vendor List will be updated monthly for your convenience effective the first week in September!



PPL CONTACT INFORMATION

1-844-842-5891 (English)
1-844-842-5892 (Spanish)
NJDDD-CS@pplfirst.com

Customer Service Hours:
Monday through Friday
8:00 am to 6:00 pm 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@pplfirst.com

- 1) Receives Complaint and Appeal forms
- 2) After allowing at least one business day, receives escalated unresolved issues

1-844-561-5978 (fax)
NJDDD@pplfirst.com

1) Receives program related documents only

- a. Enrollment forms
- b. Rate change forms
- c. Verification of employment
- d. Vender invoices
- e. Training Certification form
- f. CPR/First Aid Recertification form

NJDDD-training@pplfirst.com

1) Inquiries related to training requirements

1-844-231-4793 (fax)

1) Receives paper timesheets





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