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# PPL/DDDD Family Quarterly Meeting

November 12, 2024







# AGENDA

- WELCOME
- STREAMLINED ENROLLMENT UPDATE
- NEW CDS REQUIRED TRAINING
- PPLs ANNUAL SATISFACTION SURVEY
- COMMUNITY VENDOR LIST
- HOLIDAY CLOSINGS
- PPL CONTACT INFORMATION
- OPEN DISCUSSION



# STREAMLINED ENROLLMENT UPDATE:

- The workgroup consisting of families, advocates, Support Coordinators, PPL and the NJ Division of Developmental Disabilities continue to meet, analyze enrollment data and identify ways to streamline the enrollment process to help make the tasks shorter and quicker to enroll a Self-Directed Employee (SDE).
- 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.

**COMING SOON: A fact sheet will be emailed to all EORs to provide valuable information on Adobe sign and other steps that will help make for a quicker SDE enrollment process.**



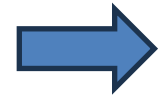


# New CDS Required Training for all SDEs

SDE Mandated Trainings (Regardless of relationship to the individual):

*Within six (6) months of hire:*

- DDD Stephen Komninos' Law
- DDD Life Threatening Emergencies (Danielle's Law)
- Prevention of Abuse, Neglect, and Exploitation: Modules 1, 3, 4, 5, and 7
- **\*\*NEW – Medicaid Fraud, Waste and Abuse – Was effective 11/1/24**



*Within six (6) months of hire and every two years thereafter:*

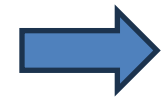
- CPR Certification (recertification every two years)
- Standard First Aid Certification (recertification every two years)

The Training Certification Form or the CPR/First Aid Recertification Form must be completed and submitted to PPL upon completion of the required trainings.

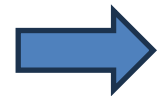
**\*\* - Current SDEs have 180 days (6 months) from Nov. 1, 2024 to complete the new CDS required training. Newly hired SDEs have 180 days to complete the training starting from their first day of work.**



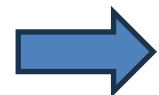
# PPLs Annual Satisfaction Survey – Coming Soon



The Annual Public Partnerships' NJDDD Self-Directed Option Program survey will be sent to all Participants the week of November 11. We value the feedback of our Participants and use their responses to make continued improvements to program operations.



We ask that Support Coordinators encourage the Participants to complete the Satisfaction Survey once it's been emailed to them. The feedback is reviewed and positive changes occur because of it.



Participants (Individuals receiving services) or their Authorized Representative *only* are asked to complete the Annual Survey; however, if the individual receiving services benefits from the assistance of another in completing the survey from their perspective, we ask that the individual acknowledge that on the survey.





# COMMUNITY VENDOR LIST:

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 NJDDD 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 to include newly enrolled vendors.






# Upcoming Holiday Closings:

 Please note that PPL will be closed on Thursday, November 28 for Thanksgiving; however, we are open the day after; Friday, November 29.

 Please note that PPL will be closed on Wednesday, December 25 for Christmas; however, we are open the rest of that week.

 Please note that PPL will be closed on Wednesday, January 1 for New Years Day; however, we are open the rest of that week.

\* Our Customer Service hours are Monday through Friday, 8:00 am to 6:00 pm EST and we can be reached by phone or email by contacting PPL on the numbers/email addresses found on the next slide.

# 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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# OPEN DISCUSSION

