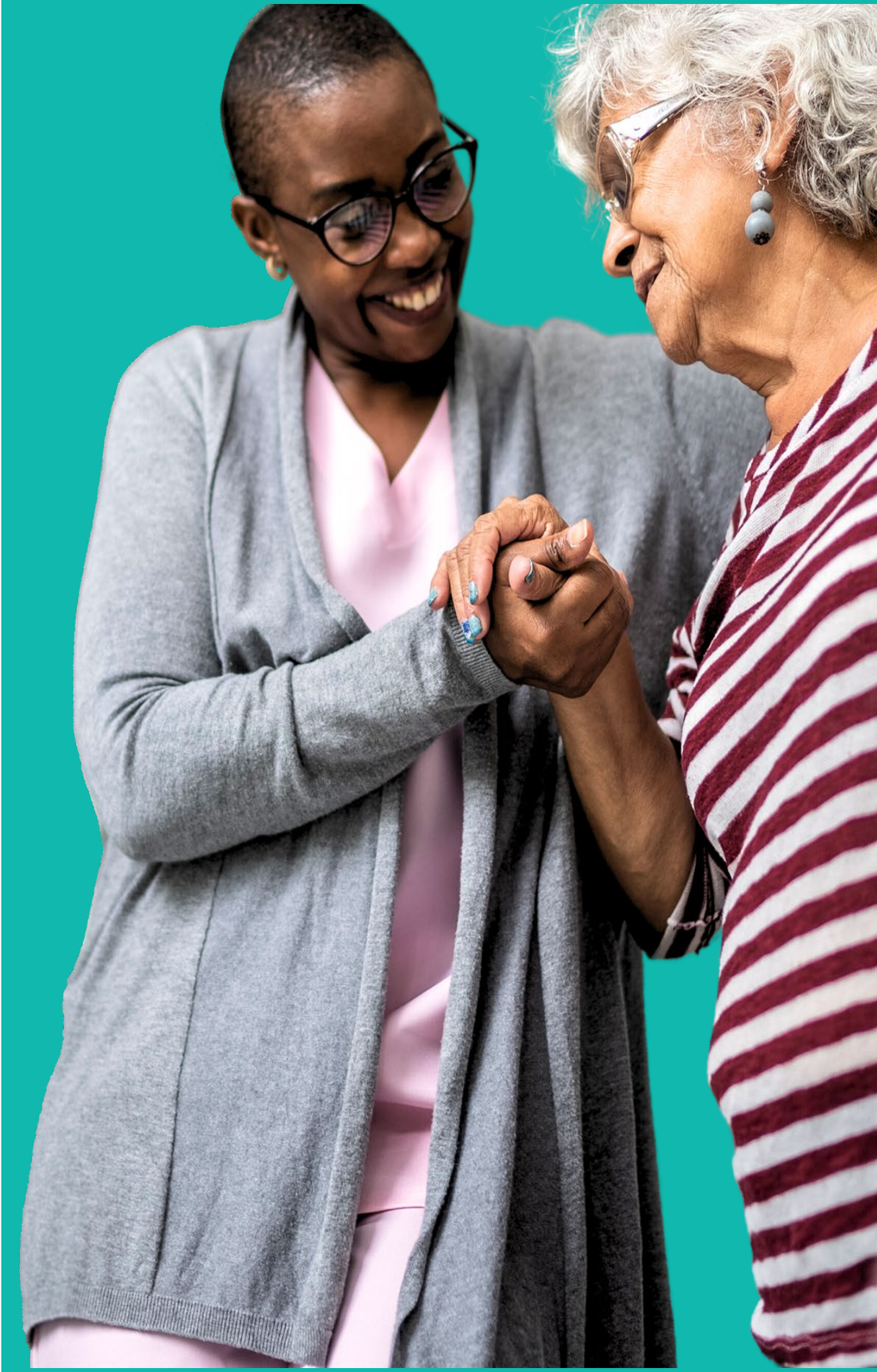




YOUR LIFE
YOUR CARE
YOUR PEOPLE

PPL Vendor Fiscal/Employer Agent Model Information Session

November 19, 2024



AGENDA:



- NJ ACCOUNT MANAGEMENT TEAM
- SELF-DIRECTED EMPLOYEE REQUIREMENTS
- GOODS & SERVICES PROCESS
- PROGRAM UPDATES
- STREAMLINED ENROLLMENT PILOT UPDATE
- COMMUNITY VENDOR LIST UPDATE
- INFORMATIONAL SESSIONS
- PPL CONTACT INFORMATION
- QUESTIONS ??

NJ DDD Account Management Team



Lauren Rizzo

Sr. VP, Client Engagement



Elyssa Denton

Senior Regional Director



Pamela Brooks

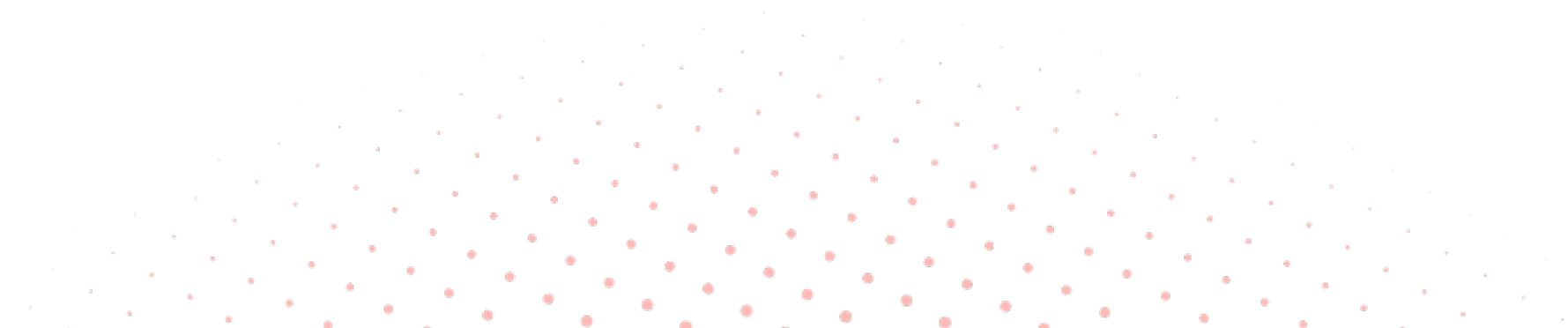
Senior Account Mgr.



Herb Collman

Account Manager

SELF-DIRECTED EMPLOYEE REQUIREMENTS



Child Abuse Record Information (CARI) Checks

Background:

- Pursuant to New Jersey Statute Title 9 section 9:6-8.10f, Self-Directed Employees providing community-based services to individuals with developmental disabilities are required to complete a Child Abuse Record Information (CARI) background check.
- The background check is completed by the New Jersey Department of Children and Families (DCF) and includes a check of the DCF child abuse registry. The check will identify if a person has a history of proven child abuse or neglect with DCF.
- Employees or individuals who have a history of proven child abuse or neglect may not work as an employee in the NJ DDD Self-Directed Option.
- Employees refusing to agree to a CARI check are not eligible to work as an employee.

What to Expect:

- PPL will initiate the CARI check process once a self-directed employee packet is received. There is no cost to the employee for these checks.
- Once PPL initiates the CARI check process through the DCF registry site, the self-directed employee will receive an email inviting them to complete the CARI application online. This application process is required before an employee is eligible to work.
- All SDEs must complete and submit the CARI application within 10 days of hire.
- The self-directed employee will begin the application process by clicking the link in the email and completing the **Application Specifics**. The applicant should select the following options:
 - **a.** Indicate Reason for CARI: **Community Provider/Agency** **b.** Check the type that applies: **New Employee**
- Once all of the required information has been filled in on the online application, the employee will be asked for an Acknowledgment/Electronic Signature agreeing to the information submitted.
- Once the application is submitted and complete, PPL will receive notification from the Department of Children and Families of the completed application status.
- The CARI check results take several weeks to process. Self-Directed Employees can be hired but only continue working based on the results of the CARI check. If the CARI check results show a record of child abuse, the conditionally employed Self-Directed Employee cannot serve as a Self-Directed Employee in the NJ DDD Self-Directed Employee Option and employment will be terminated.



Stephen Komninos' Law: Pre-Enrollment Drug Testing

Background:

- The Stephen Komninos' Law requires that a person applying for employment as a Self-Directed Employee in the Division of Developmental Disabilities (DDD) Self-Directed Option consent to drug testing. The testing will be for dangerous controlled substances. Any individual who will not consent to drug testing cannot be considered for hire as a Self-Directed Employee.
- The Department of Human Services (DHS) covers the cost of the drug test. Drug testing will consist of urine screening for the following controlled, dangerous substances: • Cocaine • Opiates - including heroin, codeine/morphine, and prescribed semi-synthetic opioids • Amphetamines/Methamphetamines, and • Phencyclidine (PCP).
- The law states that an applicant who tests positive for the unlawful use of any controlled dangerous substance is not eligible for hire and therefore cannot be hired to work in the DDD Self-Directed Option. However, if the applicant test positive, he/she will be given an opportunity to speak with the Quest Diagnostics' Medical Review Officer (MRO) within 24 hours to discuss any relevant, legitimate medical explanations, such as a current prescription. During this review process, the applicant cannot be hired to work in the DDD Self-Directed Option.

What to Expect:

- Upon confirming the email address after the Enrollment Packet is processed, i3screen, the DHS Drug Testing Vendor, will email a Pre-Enrollment Drug Testing Order to the applicant.
- The Pre-Enrollment Drug Testing Order requests the applicant to schedule an appointment at one of the Quest Diagnostic medical centers nearest to their address, providing this service. Appointments are scheduled through the i3screen portal. The link to the i3screen portal is provided in the email.
- The applicant will have two (2) business days to make and complete the drug test appointment. Failure to keep the scheduled appointment or complete the drug test within the required two (2) business days may be considered a refusal and enrollment may be suspended.
- Updated email addresses should be reported to PPL's customer service as soon as possible at 1-844-842-5891.
- At the scheduled appointment, the applicant will be asked to provide a urine sample. The urine sample will be sent to a regional testing center. Negative results will be provided to the Division of Developmental Disabilities through PPL within 48 hours. Positive results may take longer.
- In the event of a positive test result, a Medical Review Officer will contact the applicant to discuss the results. Failure to respond to the MRO within 24 hours will be considered a non-contact positive and the participant's enrollment may be suspended.
- The Division of Developmental Disabilities through PPL will suspend the enrollment if the applicant's urine sample tests positive. The applicant's employer will be notified within five (5) business days.
- Random Drug Testing - the Office of Program Integrity & Accountability (OPIA) has full responsibility of Drug Testing and random drug testing can occur at least once a year and may occur more often. During random drug testing, the provider will be required to submit a urine sample and the process is followed as noted above.



Mandated Trainings for Self-Direction Employees (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.***





TRAINING CERTIFICATION

Employee Name

First: Last: PPL ID:

Individual Name

First: Last: PPL ID:

Employer Name (this must be completed)

First: Last:

Required Training

The following six [trainings](#) must be completed by all NJ DDD Self-Directed Employees (SDEs). A one-time reimbursement payment will be issued to a SDE after all trainings are completed and certified. Only one payment will be made per SDE, per lifetime.

Training	Date of Completion
DDD Life Threatening Emergencies (Danielle's Law)	
DDD Stephen Komninos Law Training	
DDD Prevention of Abuse, Neglect and Exploitation – Module 1, 3, 4, 5 and 7	
DDD Medicaid Fraud, Waste and Abuse	
Cardiopulmonary Resuscitation (CPR)	
First Aid (FA)	

Service Plan Specific Training

The following six (6) trainings must be completed by NJ DDD SDEs if medication administration applies to the services they will deliver.

Training - DDD Required (Prior to Medication Administration)	Date of Completion
Lesson 1: Overview and Key Concepts	
Lesson 2: Healthcare Appointments	
Lesson 3: Getting & Storing Medications	
Lesson 4: Documentation and Communication	
Lesson 5: Supporting Medication Administration and Prevent Errors	
Lesson 6: Observation and Next Steps	

Agree and Sign

I certify that I have completed these trainings and that (check one):

- I have NOT been reimbursed previously from any agency and require payment.
 I have been reimbursed previously and do not require payment.

Employee Signature:

Date:

I certify that this employee has provided me with proof that these trainings have been completed, and that (check one):

- This employee has NOT been reimbursed previously from any agency and requires payment.
 This employee has been reimbursed previously and does not require payment.

Employer or Authorized Representative Signature:

Date:

Once completed, submit the form via email to njddd@pplfirst.com or fax to 1-844-561-5978

www.pplfirst.com

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CPR/FIRST AID RECERTIFICATION FORM

Employee Name		
First:	<input type="text"/>	Last: <input type="text"/> PPL ID: <input type="text"/>
Individual Name		
First:	<input type="text"/>	Last: <input type="text"/> PPL ID: <input type="text"/>
Employer Name (this must be completed)		
First:	<input type="text"/>	Last: <input type="text"/> PPL ID: <input type="text"/>

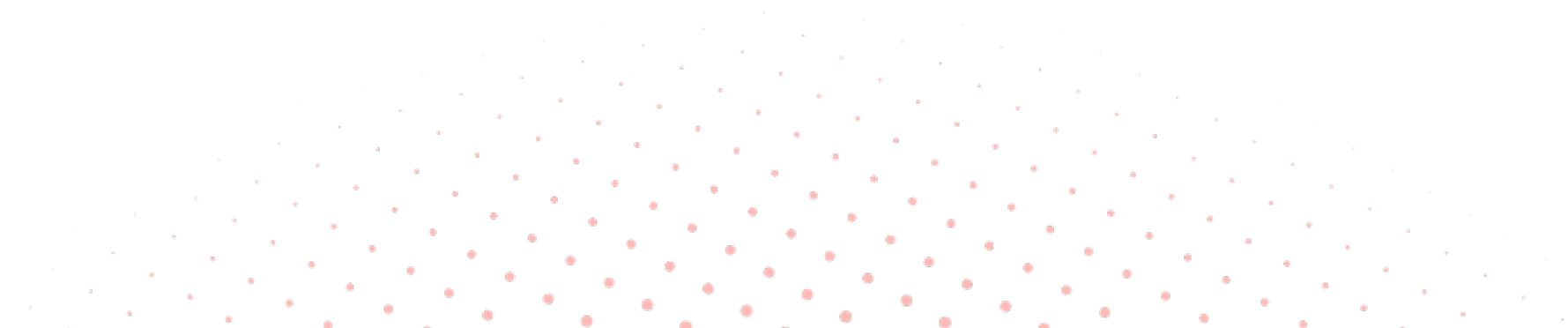
Required Recertification Training	
The below recertification trainings must be completed by all NJ DDD Self-Directed Employees (SDEs) once every two years. A reimbursement payment will be made to a SDE once both courses have been completed and certified.	
Training	Date of Completion
Cardiopulmonary Resuscitation (CPR)	<input type="text"/>
First Aid (FA)	<input type="text"/>

Agree and Sign	
I certify that I have completed the above recertification trainings and that (check one):	
<input type="checkbox"/> I have not been reimbursed within the past 2 years for the current CPR/First Aid recertification and require payment.	
<input type="checkbox"/> I have been reimbursed for the current CPR/First Aid recertification and do not require payment.	
Employee Signature:	Date:
<input type="text"/>	<input type="text"/>
I certify that this employee has provided me with proof that these trainings have been completed and that (check one):	
<input type="checkbox"/> This employee has NOT been reimbursed within the past 2 years for the current CPR/First Aid recertification and requires payment.	
<input type="checkbox"/> This employee has been reimbursed for the current CPR/First Aid recertification and does not require payment.	
Employer or Authorized Representative Signature:	Date:
<input type="text"/>	<input type="text"/>

Once completed, submit the form via email to njddd@pplfirst.com or fax to 1-844-561-5978.



GOODS & SERVICES PROCESS



GOODS & SERVICES PROCESS

- Goods & Services (G&S) are accessed through community vendors who typically offer their services/items to the general public. These vendors do not need to become DDD/Medicaid approved providers but they must complete vendor enrollment through the Fiscal Intermediary present in the individual's service plan, in this case, PPL. The Support Coordinator will assist the individual in identifying a vendor who is willing to provide a service/item and enroll with the Fiscal Intermediary. An updated resource, the [NJ DDD Community Vendor List](#), available on PPL's website [NJ DDD Self-Directed Option | PPL First](#), includes a list of vendors who have previously enrolled with PPL, which can assist you in identifying potential vendors.
- The Support Coordinator will assist the individual in identifying vendors that are registered with PPL from which he/she can access the needed Goods & Services.
- The Support Coordinator will add Goods & Services to the Individual Service Plan (ISP) which will be submitted and reviewed by the Division.
- Once the ISP is approved, the prior authorization will be automatically transmitted to the Fiscal Intermediary (PPL).
- The Support Coordinator must send the Service Detail Report to the vendor that will be providing the approved Goods & Services to confirm the accuracy (units, rate, etc.).
- The Goods & Services provider will render services as prior authorized by the approved ISP and submit an invoice to the Fiscal Intermediary (PPL) for payment.



Program Updates

- **State Unemployment Insurance – SUI**

- If you received an email regarding SUI, it is extremely important to take action in order for the impacted SDE(s) to continue to submit timesheets for processing and payment. If you have questions, please contact PPL immediately at 1-844-842-5891 as these changes must be in place on or before November 27, 2024.

- **New Minimum Wage– Effective January 1, 2025**

- Effective January 1, 2025, the New Jersey's statewide minimum wage will increase \$15.13 per hour to \$15.49 for most employees
- EORs who have SDEs below the new minimum wage of \$15.49 must complete the Wage Change Form and submit it to PPL before January 1, 2025. PPL must receive the form in a timely manner so that PPL can send the new billable rate to SC.
- The link to complete the Wage Change Form is here [nj-ddd-employee-wage-change-4-21.pdf](#) .
- The DDD Specialists will send the Minimum Wage Letter to the Support Coordinators and copy the EORs for all SDEs who are under the new minimum wage of \$15.49. This letter will be sent via email by December 6, 2024.
- The Support Coordinator will need to update the ISP for SDEs who are making under minimum wage and provide it by January 1, 2025.



Program Updates – continued

- **PPLs Annual Satisfaction Survey**

- The Annual Public Partnerships' NJ DDD Self-Directed Option Program survey was emailed to all Participants and Authorized Representatives on November 15. 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 no later than January 31, 2025.

- **Have you seen the Pop Up Message regarding 16+ consecutive Hours Worked**

- There is a pop up message seen on Portal and Time4Care when timesheets are submitted. If you haven't seen it, it states the following:

Sections 8 & 17 of the Division of Developmental Disabilities' Supports Program and Community Care Program [policy manuals](#) includes language specifying that neither an agency-employed Direct Support Professional nor a Self-Directed Employee can be regularly scheduled to work more than 16 consecutive hours in any 24-hour period.



STREAMLINED ENROLLMENT UPDATES:

- A workgroup consisting of families, advocates, Support Coordinators, PPL and the NJ Division of Developmental Disabilities continue to meet to help streamline the enrollment process.

As a reminder:

- 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.
- If you are new to Self Direction and would like to hire a SDE, please contact the Support Coordinator who will send in the initial referral through iRecord. Once the referral is received, the Enrollment Specialist will reach out with a Welcome Call and help guide you through next steps.

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.



COMMUNITY VENDOR LIST UPDATE

Have you reviewed the new look of the Community Vendor List yet?

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 is updated monthly for your convenience!*



We Want to Hear From You!

Friendly Reminder!

- *PPL is providing additional support*
 - SCAs, family groups, advocates, and Supports Brokerage providers are now able to request a scheduled information session with PPL staff. These sessions will be held to hear your concerns and to provide feedback.
 - The link to request an informational session is available on the PPL website at [PPL INFORMATIONAL SESSION \(office.com\)](https://www.ppl.org/PPL-INFORMATIONAL-SESSION-office.com).
 - PPL will respond to all requests within 3 to 5 business days from the date the form is received.



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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Questions and Answers

