



YOUR LIFE
YOUR CARE
YOUR PEOPLE

PPL/DDDD Family Quarterly Meeting

February 20, 2025





AGENDA

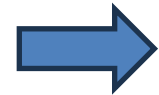
- WELCOME
- CDS TRAINING –MEDICAID FWA
- OVER THE PHONE HOTLINE NUMBER
- COMMUNITY VENDOR LIST
- PPL CONTACT INFORMATION
- OPEN DISCUSSION

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**
- ****SDEs who were onboard prior to November 1, 2024 must complete the new training by April 30, 2025.**



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.**

OVER THE PHONE HOTLINE NUMBER

Friendly Reminder!

- As a reminder:
 - If you are a current Employer of Record (EOR) and wish to add a new Self-Directed Employee (SDE), you can call our dedicated Over-the-Phone Enrollment number at 1-877-908 -1752; Monday through Friday between 8:00 am and 6:00 pm (EST).



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 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 to include newly enrolled vendors.



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

- ❖ 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

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

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

- ❖ 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

- ❖ Inquiries related to training requirements

1-844-231-4793 (fax)

- ❖ Receives paper timesheets





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