

## Frequently Asked Questions

### What is Public Partnerships' role in New Jersey?

Public Partnerships is contracted by the New Jersey Department of Human Services (DHS) to provide Fiscal Intermediary services for the Personal Preference Program (PPP). Our job will include guiding you through the transition, processing your workers' payroll, handling employment taxes, and making payment for any goods and services included in your monthly budget.

We are excited to get to know you and your personal care assistants over the next few months.

### Does Public Partnerships have offices in New Jersey?

Yes. Public Partnerships has offices in Newark, Princeton, and Hammonton. The offices locations are:

#### **NEWARK**

1 GATEWAY CENTER, SUTIE 2600  
NEWARK, NJ 07102

#### **PRINCETON**

100 OVERLOOK CENTER, 2<sup>ND</sup> FLOOR  
PRINCETON, NJ 08540

#### **HAMMONTON**

1110 BLACK HORSE PIKE  
FOLSOM, NJ 08037

### How can I contact Public Partnerships?

You may contact us by telephone at:

**English:** 1-844-880-8702

**Spanish:** 1-844-880-8703

### What are your hours of operation?

Our customer service center is open Monday – Friday, from **8:00 AM to 6:00 PM**. Our agents are available by both phone and e-mail.

### Can I submit questions via e-mail?

Yes. Our e-mail address is [cs-njppp@pcgus.com](mailto:cs-njppp@pcgus.com).

## Do you have instructions or information available in other languages?

Public Partnerships can provide alternate languages through Customer Service. Written materials can be furnished upon request.

## Why do I have to change from Community Access Unlimited (CAU) to Public Partnerships?

The State of New Jersey's contract for fiscal intermediary and consulting services is publicly funded and therefore needs to be put out to bid every few years. Public Partnerships won a competitive public bid to provide FI services, for several self-directed programs administered throughout New Jersey.

## When does the transition begin?

Transition activities are now underway. Consultants will reach out to program members in the coming weeks to introduce themselves and to schedule in-home visits. In-home visits to support the transition will occur in April, May, and June.

## Will I be assigned a new consultant, when Public Partnerships takes over?

In many cases, program participants will receive the same consultant. However, not all consultants that worked for CAU came over to Public Partnerships. To help ensure that program participants' needs are met and that the transition is completed timely, some participants will have a new consultant assigned. Please keep in mind, the new consultant assigned will most likely be as experienced as your former consultant.

## What are key dates to know?

**Financial Counseling Services (FCS):** Beginning April 1, 2017, the consultant that visits you will be employed by Public Participants. *If you have not been contacted by a consultant yet, you will be in the coming weeks. They will schedule time to review transition documentation and revisions to your cash management plan.*

**Financial Management Services (FMS):** Beginning July 1, 2017, Public Partnerships will be responsible for issuing your workers' payroll, filing your taxes, and paying any service invoices you may submit.

- The first pay period administered by Public Partnerships will be Monday, June 12, 2017 – Sunday, June, 25<sup>th</sup>.
- You will submit your timesheet to us by Monday, June 26<sup>th</sup>.
- We will issue payments on Wednesday, July 5<sup>th</sup>.

## Do I need to revise my Cash Management Plan?

Yes. You will revise your Cash Management Plan during the in-home transition visit. Your consultant will explain the revisions process to you.

## How do I know when I am able/authorized for services through Public Partnerships?

Your consultant will assist you through the enrollment process and communicate with you on your enrollment status prior to July 1<sup>st</sup>.

## Will I need to complete new paperwork with Public Partnerships?

Yes. We will need to collect new IRS and programmatic forms for the program participant and employee-specific paperwork for each employer-employee relationship. Your consultant will assist you with paperwork at the in-home visit.

## Where and how does my employee submit their timesheets?

If your employee is submitting timesheets for dates worked prior to June 12, 2017, please submit the timesheet directly to CAU. If you have question about these dates worked, please call CAU directly.

For dates of service worked on or after June 12,2017, your employee will submit their timesheets using the BetterOnline™ web portal or the Time4Care™ smartphone application. For those with no access to the internet, paper timesheets will be made available. Public Partnerships will provide instruction on how to access and use the web portal and smartphone application at your in-home visit.

## Will my employee's rate of pay change?

Public Partnerships does not determine your employee's rate of pay. The Participant/Employer determines this based on the monthly cash grant amount, the allocation of their cash management plan, and DDS-mandated program rules. This will be reviewed with you during your in-home visit with your consultant.

## My employees have direct deposit now; will this still be available?

Direct deposit is available and encouraged. In each employee's enrollment packet, there is a spot to provide their direct deposit information. Copies of voided checks are not necessary.

## Will my employee need a criminal background check?

State-wide criminal background checks remain optional. In each employee's packet, the program participant can elect to have a record check performed. Each criminal background check costs \$30.00 and must be budgeted in the cash management plan.

## What if I need to hire an employee before the transition to Public Partnerships?

If you need to employ a new worker before June 12, 2017, you will need to fill out paperwork with CAU. CAU will be responsible for all dates of service paid before June 12, 2017.

In addition, the new worker must fill out paperwork with Public Partnerships, so that we may issue eligible payments for dates of service worked on and after June 12, 2017.

### Do I need to register for the BetterOnline™ web portal?

No. Registration is not required, but we do recommend it. To register, visit the BetterOnline™ web portal URL: <https://fms.publicpartnerships.com/PPLPortal/login.aspx>. Click on the link to get started on the steps to self-register.

By registering for the BetterOnline™ web portal, users may:

- Submit and approve timesheets;
- Track and monitor cash management plan expenditures;
- View both current and old pay stubs; and
- Enroll new workers online.

### Who will mail out 2017 W-2s?

Employees will receive two W-2s, when they file their taxes in 2018:

- CAU is responsible for all payments made between 1/1/17 – 6/30/17.
- Public Partnerships will mail a W-2 for all payments made between 7/1/17 -12/31/17. Public Partnerships mails all W-2s by the end of January.

### How can I monitor my spending?

You will have access to your cash management plan and associated spending 24 hours a day, 7 days a week through our BetterOnline™ web portal. For those that do not have access to the internet, you may request a paper copy of your spending report by contracting our customer service center.

### Who should I contact if my employee is injured while working?

If your employee is injured while working, prior to June 12, 2017, contact CAU directly.

On or after June 12, 2017, contact Boston Insurance Brokerage at: 617-556-7000.

### Does Public Partnerships offer Medical Benefits?

No. Public Partnerships is a payroll agent like CAU.

### Does Public Partnerships offer Personal Time Off (PTO)?

No. Public Partnerships is a payroll agent like CAU.

## Why has my budget been reduced during the transition from CAU-SDS to Public Partnerships as the Fiscal Intermediary for PPP?

The reason for the reduction in participant budgets is due to differences in the administrative duties and fees between the old contract with CAU-SDS and the new contract with Public Partnerships. Under the CAU-SDS contract, the Division of Disability Services (DDS) set aside 10% of the monthly cash grant amount to pay the administrative expenses and the remaining 90% was available to the participant to purchase direct services. Under the new contract with Public Partnerships, DDS sets aside 12.5% of the monthly cash grant amount to pay the administrative expenses and the remaining 87.5% is available to the participant to purchase direct services. This represents a 2.5% increase in the administrative fees under the new contract.

Public Partnerships consultants are assisting all current PPP participants to develop Cash Management Plans (CMPs) to stay within the reduced budget amounts for direct services by adjusting wage rates, hours worked, cash requests, or purchasing plans as needed. Consultants are also assisting PPP participants to take advantage of important tax exemptions available to household employers not offered by CAU-SDS. These tax exemptions help to somewhat offset the budget reductions for many PPP participants. Individuals and families who have questions regarding the direct service budget amounts may contact their Public Partnerships consultant.

The budget reduction is not the basis for an appeal. An appeal is warranted only if there is a change in participant health or life circumstances that warrant reassessment.