

Public Partnerships Customer Service Quick Facts

Our Customer Service Center can help with questions about enrollment, timesheets, and many other topics concerning the New Jersey Personal Preference Program (PPP).

How to Contact Us

Telephone:	1-844-880-8702	Timesheet Fax:	1-844-561-5983
E-mail:	cs-njppp@pcgus.com	Paperwork Fax:	1-844-627-6834
TTY:	1-800-360-5899	Paperwork E-mail:	njppp@pcgus.com

Hours of Operation

Monday – Friday: 8:00 AM to 6:00 PM

Busy, or on the go?

E-mail us at cs-njppp@pcgus.com. Our customer service team will quickly respond to your e-mail and you may read our reply when it's convenient for you.

Need a Mileage Log, a Payment Request Form, or other Programmatic Forms?

Visit our website at www.publicpartnerships.com. You can access forms by selecting "PROGRAMS," selecting New Jersey from the map of the United States, and then choosing the "New Jersey Personal Preference Program (PPP)" hyperlink.

Have you visited the BetterOnline™ web portal?

Visit the Better Online™ web portal at <https://fms.publicpartnerships.com>. You'll find many great and easy-to-use resources available to you, such as:

- Creating, reviewing, and submitting e-Timesheets;
- Checking the status of your past and present timesheets;
- Getting a real-time report on the balance of your Cash Management Plans (*Participants/Employers only*); and
- Viewing and Printing pay stubs.

Please call us at **1-844-880-8702** or e-mail us at cs-njppp@pcgus.com if you have any questions.