

## Who to Contact Resource

### Personal Preference Program (PPP)

Who to Contact?	HNJH PPP Hotline	Horizon Support Counselor	PALCO Enrollment	PALCO Customer Service
How to Contact?	855-465-4777	855-465-4777	732-351-4804	877-710-0457
What items to Contact them for?	<p>Questions about traditional agency services or general questions about PPP.</p> <p>To report you were hospitalized, in a short term or long-term facility stay, or rehab facility.</p> <p>To report vacations that are out of state and over 30 days.</p> <p>To request a reassessment of hours (annually, unless a change in health conditions occurs.)</p> <p>To report changes in demographic information such as a phone number or address.</p>	<p>Questions about program rules or how PPP works.</p> <p>Develop, update and explain the cash management plan including questions about your budget or budget authority.</p> <p>Schedule in person quarterly visits and check in calls for the first three months of the program.</p> <p>Request guidance on locating a new worker or terminating your worker.</p> <p>Review and update your emergency backup plan.</p> <p>Request training or report any instances or allegations of fraud, waste, abuse, and exploitation.</p> <p>Change the authorized representative.</p> <p>Will inform you of your program start date.</p>	<p>Provide PPP orientation and training.</p> <p>Assist participants and workers with enrolling.</p> <p>Provide training on Electronic Visit Verification (EVV) and time entry including Palco Connect.</p> <p>Check the status of a participant and/or workers enrollment packet.</p>	<p>Check on the status of a timesheet.</p> <p>Ongoing support for Palco systems such as Connect, EVV, and Live-in Exemption (LIE) updates.</p> <p>Things you can do via Palco Connect self-service portal:</p> <ul style="list-style-type: none"> <li>- Update the participant or worker address and/or phone number.</li> <li>- Set up direct deposit.</li> <li>- Change worker payment preferences.</li> <li>- Change your password for Connect.</li> <li>- Report a worker termination of employment.</li> </ul> <p>Report an instance or allegation of abuse, neglect, exploitation, or fraud.</p>

