



State of New Jersey  
Department of Human Services  
Division of Medical Assistance & Health Services

# NEWSLETTER

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Volume 25 No. 01

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**TO:** Nursing Facilities, Assisted Living Providers and Managed Care Organizations (MCOs) – **For Action**

**SUBJECT:** **Patient Pay Liability (PPL) and Provider-Collected Cost Share**

**EFFECTIVE:** **Immediately**

**PURPOSE:** To advise providers of long-term care (LTC) services, nursing facilities (NF) assisted living providers (AL) and MCOs regarding the overpayment of Patient Pay Liability (PPL) and the impact on claim payments for Managed Long Term Services and Supports (MLTSS) members.

**BACKGROUND:** Effective July 1, 2014, members and services associated with the ACCAP, CRPD, TBI and GO Waivers were transitioned from the Medicaid Fee-for-Service (FFS) program to the (MLTSS) program in managed care. In addition, residents placed in nursing facilities after July 1, 2014 are also transitioning to MLTSS. Providers of LTC services, including nursing facility and assisted living, are familiar with the responsibility of County Welfare Agencies (CWAs) to collect and calculate PPL information for LTC clients to offset the cost of care in an institutional setting.

In FFS, LTC providers collect a PPL from residents which is used by the Division to reduce reimbursement. When members and services associated with the State Waiver programs were transitioned from FFS to MLTSS, providers were required to submit claims for MLTSS with service dates on or after July 1, 2014, to the MCO for payment. As in FFS, under managed care, MCOs are required to reduce LTC claim payments by the State PPL calculation amount for members in nursing facilities and assisted living facilities.

At the outset of MLTSS, delays were experienced in the processing of PPL. These delays caused MCOs to pay MLTSS claims in full including the required PPL amount. This has resulted in LTC providers receiving claim overpayments. System changes have been put in place to address the overpayment issue and LTC providers should anticipate that any overpayments for MLTSS services provided on or after July 1, 2014, will be adjusted by the MCO. The MCO will reprocess previously paid claims and apply the appropriate PPL reduction.

Further, the State has determined that the sole source of PPL information and calculation will rest in the CWAs. The CWA will provide PPL information to MCOs and to providers via the State PPL calculation process. Providers will no longer calculate

PPL. Any provider who becomes aware of updated PPL information shall communicate it to the CWA for their consideration. A listing of the CWAs is attached.

**ACTION:**

1. MCOs are in the process of updating their claims processing systems to reduce payments to providers based on the member PPL.
2. MCO claim payments for MLTSS shall be reduced by PPL after all necessary system changes have been completed over the course of several months.
3. LTC providers are financially accountable for the State-calculated PPL. MCOs shall retroactively adjust overpaid MLTSS claims applying the appropriate State-calculated PPL.
4. No nursing facility or assisted living facility may accept payment in an amount that would exceed the Medicaid rate.
5. If MCO capitation has been paid without the correct PPL deduction, the State will recycle capitation payments to reflect the correct PPL.
6. Nursing Facilities and assisted living facilities must provide updated PPL information to the CWA when they become aware of it.

If providers have any questions regarding PPL, please submit your inquiry via email to the Managed Care Provider Relations Unit at DMAHS Provider-Inquiries, [MAHS.Provider-Inquiries@dhs.state.nj.us](mailto:MAHS.Provider-Inquiries@dhs.state.nj.us) . Questions may also be directed to Geralyn Molinari, Director, Managed Care Provider Relations Unit, at 609-588-3826.

**RETAIN THIS NEWSLETTER FOR FUTURE REFERENCE**

## **County Welfare Agencies (Boards of Social Services)**

### **Atlantic County**

Department of Family and Community Development  
Atlantic City Office  
1333 Atlantic Avenue  
Atlantic City, NJ 08401  
(609) 348-3001  
Fax: (609) 342-2332  
Hours: 8:00 AM - 5:00 PM

### **Bergen County**

Bergen County Board of Social Services  
218 Route 17 North  
17 Park Office Center - Building A  
Rochelle Park, NJ 07662  
(201) 368-4200  
Fax: (201) 368-8721  
Hours: 7:45 AM- 4:45 PM  
Tues.: 7:45 AM -8:00 PM

### **Burlington County**

Burlington County Board of Social Services  
Human Services Facility  
795 Woodlane Road  
Mount Holly, NJ 08060  
(609) 261-1000  
Fax: (609) 261-9530  
Hours: 8:00 AM - 5:00 PM

### **Camden County**

Camden County Board of Social Service  
Althea R. Wright Administration Bldg.  
600 Market Street  
Camden, NJ 08102-1255  
(856) 225-8800  
Fax: (856) 225-7797  
Hours: 8:30 AM -4:30 AM  
Every 1st & 3rd Tues.: 8:30 AM -7:30 PM

### **Cape May County**

Cape May County Board of Social Services  
4005 Route 9  
South Rio Grande, NJ 08242  
(609) 886-6200  
Fax: (609) 889-9332  
Hours: 8:30 AM - 4:30 PM

### **Cumberland County**

Cumberland County Board of Social Services

275 North Delsea Dr.  
Vineland, NJ 08360-3607  
(856) 691-4600  
Fax: (856) 692-7635  
Hours: 8:30 AM - 4:30 PM

**Essex County**

Essex County Dept of Citizen Services  
Division of Welfare  
18 Rector Street - 9th Floor  
Newark, NJ 07102  
(973) 733-3000  
Fax: (973) 643-3985  
Hours: 7:30 AM - 4:00 PM  
Weds. (by appointment only -973-733-2001) 7:30 AM - 7:30 PM

**Gloucester County**

Gloucester County Board of Social Services  
400 Hollydell Drive  
Sewell, NJ 08080  
(856) 582-9200  
Fax: (856) 582-6587  
Hours: 8:30 AM - 4:30 PM  
Every 1st & 3rd Tues. 8:30 AM - 6:30 PM

**Hudson County**

Hudson County Dept of Family Services  
Division of Welfare  
257 Cornelison Ave.  
Jersey City, NJ 07302  
(201) 420-3000  
Fax: (201) 395-4622  
Hours: 8:00 AM - 4:15 PM

**Hunterdon County**

Hunterdon County Division of Social Services  
Division of Welfare  
6 Gauntt Place  
PO Box 2900  
Flemington, NJ 08822-2900  
(908) 788-1300  
Fax: (908) 806-4588  
Hours: 8:30 AM - 4:30 AM

**Mercer County**

Mercer County Board of Social Services  
200 Woolverton Street  
Trenton, NJ 08650-2099  
(609) 989-4320  
Fax: (609) 989-0405  
Hours: 8:30 AM - 4:30 PM  
Tues.: 8:30 AM - 8:30 PM

**Middlesex County**

Middlesex County Board of Social Services  
New Brunswick  
181 How Lane  
New Brunswick, NJ 08903  
(732) 745-3500  
Fax: (732) 745-4558  
Hours: 8:30 AM - 4:15 PM

**Monmouth County**

Monmouth County Division of Social Services  
3000 Kozloski Road  
PO Box 3000  
Freehold, NJ 07728  
(732) 431-6000  
Fax: (732) 431-6017

Freehold Hours: 8:30 AM - 4:40 PM  
Thurs.: 8:30 AM - 8:00 PM

Ocean Field Office: 8:30 AM - 4:30 PM  
Tues. & Weds. 8:30 AM - 8:00 PM

**Morris County**

Morris County Division of Social Services  
Office of Temporary Assistance  
340 W. Hanover Ave.  
PO Box 900  
Morristown, NJ 07963  
(973) 326-7800  
Fax: (973) 329-7251  
Hours: 8:30 AM - 4:30 PM  
Every Other Tues.: 8:30 - 7:30 PM

**Ocean County**

Ocean County Board of Social Services  
1027 Hooper Avenue  
PO Box 547  
Toms River, NJ 08757-0547  
(732) 349-1500  
Fax: (732) 244-8075  
Hours: 8:30 AM - 4:30 PM  
Tues.: 8:30 AM - 6:00 PM

**Passaic County**

Passaic County Board of Social Services  
80 Hamilton Street  
Paterson, NJ 07505-2057  
(973) 881-0100  
Fax: (973) 881-3232  
Hours: 7:30 AM - 4:30 PM (Doors are closed to the public at 4:15 PM)

**Salem County**

Salem County Board of Social Services  
147 South Virginia Avenue  
Penn Grove, NJ 08069-1797  
(856) 299-7200  
Fax: (856) 299-3245  
Hours: 8:00 AM - 4:00 PM

**Somerset County**

Somerset County Board of Social Services  
73 East High Street  
PO Box 936  
Somerville, NJ 08876  
(908) 526-8800  
Fax: (908) 231-9010  
Hours: 8:15 AM - 6:00 PM  
Field Office Hours: 8:30 AM - 4:30 PM

**Sussex County**

Sussex County Division of Social Services  
83 Spring Street  
PO Box 218  
Newton, NJ 07860  
(973) 383-3600  
Fax: (973) 383-3627  
Hours: 8:30 AM - 4:30 PM

**Union County**

Union County Division of Social Services - Elizabeth  
342 Westminster Avenue  
Elizabeth, NJ 07208  
(908) 965-2700  
Fax: (908) 965-2752  
Hours: 8:30 AM - 4:30 PM

**Warren County**

Warren County Division of Temporary Assistance and Social Services  
1 Shotwell Dr.  
Belvidere, NJ 07823  
(908) 475-6301  
Fax: (908) 475-1533  
Hours: 8:30 AM - 4:30 PM