



# NJ Division of Developmental Disabilities (DDD) Directory of Email Helpdesks and Mailboxes

## Table of Contents

DDD Helpdesks.....	2
Behavioral Services Helpdesk .....	2
CCP Waiting List Requests Helpdesk.....	2
Criminal History Record Information (CHRI) Helpdesk.....	2
DDD Behavior Management Committee .....	2
DDD Human Rights Committee .....	2
Employment Controls and Compliance Unit (ECCU) Helpdesk .....	2
Employment Helpdesk.....	3
EVV Helpdesk .....	3
Fee-For-Service Helpdesk .....	3
Fingerprint Approval Retrieval Application (FARA) Helpdesk .....	3
Home and Community Based Services Helpdesk .....	3
Housing Subsidy Helpdesk .....	3
ISP Retroactive Changes Helpdesk .....	4
MCO (Managed Care Organizations) Helpdesk .....	4
Medicaid Eligibility Helpdesk .....	4
MLTSS Referral Helpdesk .....	4
Mortality Helpdesk .....	4
NJCAT Reassessment Requests.....	4
Office of Education on Self-Directed Services (OESDS) .....	4
Office of Program Integrity & Accountability (OPIA) Helpdesk.....	5
PASRR Helpdesk .....	5
Provider Helpdesk.....	5
Provider Performance and Monitoring Unit Helpdesk.....	5
Resource Team .....	5
SCA Choice Helpdesk .....	5
SCU Education and Training Helpdesk.....	6
Service Approval Helpdesk .....	6
Support Coordination Helpdesk .....	6
Supports Program Bump-Up Requests Helpdesk .....	6
Transition Helpdesk .....	6
<b>DDD Mailboxes .....</b>	<b>7</b>
DDD Communications Mailbox.....	7
DDD-IT Requests Mailbox .....	7
DDD SCU Communications Mailbox .....	7
DDD SCU Notifications Mailbox .....	7

## DDD Helpdesks

- Do not email multiple helpdesks at the same time. If you send an email to the wrong helpdesk, they will forward it to the correct helpdesk and copy you.
- Use a short and succinct subject line and always include the six-digit DDD ID number of the individual on whose behalf you are sending the email.

### Behavioral Services Helpdesk

[DDD.BehavioralServices@dhs.nj.gov](mailto:DDD.BehavioralServices@dhs.nj.gov) – this helpdesk is for questions about Division-approved Behavior Supports Policy and Procedure, [Crisis Management Training Requirements and Approved Curriculum](#)s, [Positive Behavior Supports Training Requirements](#), Behavior Supports as outlined in Section 17.2 of the CCP and SP policy manuals, and Acuity Factor Requirements as outlined in Section 3.4.1 of the CCP and SP policy manuals.

### CCP Waiting List Requests Helpdesk

[DDD.CCPWaitlistRequests@dhs.nj.gov](mailto:DDD.CCPWaitlistRequests@dhs.nj.gov) – this helpdesk is for requesting a person's status on the CCP Waiting List and/or submitting a [CCP Waiting List Request Form](#). Visit [Community Care Program Waiting List](#) for more information.

### Criminal History Record Information (CHRI) Helpdesk

[DDD.CHRI@dhs.nj.gov](mailto:DDD.CHRI@dhs.nj.gov) – this helpdesk is for questions about state and federal criminal background checks, questions about fingerprinting and fingerprint archive requests, and/or for submitting [Archive Request Templates](#) and [Flag Removal Forms](#).

### DDD Behavior Management Committee

[DDD.BMC@dhs.nj.gov](mailto:DDD.BMC@dhs.nj.gov) – this helpdesk is for questions about the DDD Behavior Management Committee (BMC) and/or submitting the DDD Behavior Management Committee referral form.

### DDD Human Rights Committee

[DDD.HRC@dhs.nj.gov](mailto:DDD.HRC@dhs.nj.gov) – this helpdesk is for questions about the DDD Human Rights Committee (HRC) and/or submitting the DDD [Human Rights Committee Referral Form](#).

### Employment Controls and Compliance Unit (ECCU) Helpdesk

[DHS-ECCU.COMP@dhs.nj.gov](mailto:DHS-ECCU.COMP@dhs.nj.gov) – this helpdesk is for asking questions and getting help with Child Abuse Record Information (CARI) checks. Visit [Child Abuse Record Information \(CARI\)](#) for instructions on creating a CARI account.

## Employment Helpdesk

[DDD.EmploymentHelpdesk@dhs.nj.gov](mailto:DDD.EmploymentHelpdesk@dhs.nj.gov) – this helpdesk is for employment-related questions and/or submitting any of the following: [Continuation of Prevocational Training Justification](#), [Supported Employment Funding Request](#), and the [Early Retirement Request](#).

## EVV Helpdesk

[DDDEVV@dhs.nj.gov](mailto:DDDEVV@dhs.nj.gov) – this helpdesk is for questions about Electronic Visit Verification (EVV).

## Fee-For-Service Helpdesk

[DDD.FeeForService@dhs.nj.gov](mailto:DDD.FeeForService@dhs.nj.gov) – this helpdesk is for general questions about the fee-for-service system and/or for requesting a person's Tier Assignment Letter. You may also copy this helpdesk when escalating questions or concerns to either of the Fiscal Intermediaries (Easterseals NJ, PPL, or Acumen Fiscal Agent).

- To contact Easterseals with questions or concerns, reach out to Easterseals Customer Service by phone: 1-800-471-3086 or email: [AwCCustomerService@nj.easterseals.com](mailto:AwCCustomerService@nj.easterseals.com). To escalate a concern, email Easterseals Escalations: [AwCAdmin@nj.easterseals.com](mailto:AwCAdmin@nj.easterseals.com).
- To contact Public Partnerships LLC (PPL) with questions or concerns, reach out to PPL Customer Service by phone: 1-844-842-5891 or email: [NJDDD-CS@pplfirst.com](mailto:NJDDD-CS@pplfirst.com). To escalate a concern, email PPL Escalations: [NJDDD-ADMIN@pplfirst.com](mailto:NJDDD-ADMIN@pplfirst.com).
- To contact Acumen Fiscal Agent with questions or concerns, reach out to Acumen Customer Service by phone at 833-892-0413 or by submitting an online [contact form](#).

## Fingerprint Approval Retrieval Application (FARA) Helpdesk

[ECCU.FARA@dhs.nj.gov](mailto:ECCU.FARA@dhs.nj.gov) – this helpdesk is for questions about background-check results and for reporting problems with retrieving fingerprint results from the FARA website.

## Home and Community Based Services Helpdesk

[DDD.HCBShelpdesk@dhs.nj.gov](mailto:DDD.HCBShelpdesk@dhs.nj.gov) – this helpdesk is for questions about the [Home and Community Based Services \(HCBS\) Final Regulation](#), issued by the federal Centers for Medicare and Medicaid Services.

## Housing Subsidy Helpdesk

[DDD.housingsubsidy@dhs.nj.gov](mailto:DDD.housingsubsidy@dhs.nj.gov) – this helpdesk is for questions about DDD housing subsidies and/or submitting an application for a housing subsidy.

## ISP Retroactive Changes Helpdesk

[DDD.ISPRetroactivechanges@dhs.nj.gov](mailto:DDD.ISPRetroactivechanges@dhs.nj.gov) – this helpdesk is for submitting a request for retroactive changes to an Individualized Service Plan (see the Best Practice Guide for more information).

## MCO (Managed Care Organizations) Helpdesk

[DDD.MCOHelpdesk@dhs.nj.gov](mailto:DDD.MCOHelpdesk@dhs.nj.gov) – this helpdesk is specifically for care managers with any of the Medicaid Managed Care Organizations (MCOs) to request the name and contact information of the Support Coordinator of a person who is on their caseload.

## Medicaid Eligibility Helpdesk

[DDD.MediElighelpdesk@dhs.nj.gov](mailto:DDD.MediElighelpdesk@dhs.nj.gov) - this helpdesk is for:

- Help with/coordination of a person’s enrollment into the Supports Program + Private Duty Nursing (SP+PDN)
- Help with/coordination of a person’s transfer from MLTSS to all DDD waiver programs (CCP, SP, SP+PDN)
- Submitting a Medicaid Troubleshooting form
- Submitting a provider or SCA request to submit and submission of payment voucher when there is a temporary loss of a person’s Medicaid. Visit [Voucher Process When Medicaid Terminates](#) for more information.

## MLTSS Referral Helpdesk

[DDD.MLTSSreferral@dhs.nj.gov](mailto:DDD.MLTSSreferral@dhs.nj.gov) – this helpdesk is for questions about MLTSS, and/or for submitting a request for help an MLTSS referral or for MLTSS/DDD service options counseling.

## Mortality Helpdesk

[DDD.ORMmortality@dhs.nj.gov](mailto:DDD.ORMmortality@dhs.nj.gov) – this helpdesk is for Support Coordinators to ask questions about and get support with the death verification process in iRecord.

## NJCAT Reassessment Requests

[DDD.DDPIAssessmentRequests@dhs.nj.gov](mailto:DDD.DDPIAssessmentRequests@dhs.nj.gov) (“Requests” is plural) – this helpdesk is for submitting an NJCAT reassessment request. Please see the Best Practice Guide for information about requesting an NJCAT reassessment.

## Office of Education on Self-Directed Services (OESDS)

[DDD.OESDS@dhs.nj.gov](mailto:DDD.OESDS@dhs.nj.gov) – this helpdesk is for questions and information about DDD-funded self-direction/self-directed services and can help individuals and families (and their support coordinators) who are – or are interested in – self-directing some or all their services.

## Office of Program Integrity & Accountability (OPIA) Helpdesk

[DHS.OPIA@dhs.nj.gov](mailto:DHS.OPIA@dhs.nj.gov) – this helpdesk is for questions about and getting help with the Central Registry of Offenders against Individuals with Developmental Disabilities (often referred to as the Central Registry).

## PASRR Helpdesk

[DDD.PASRR@dhs.nj.gov](mailto:DDD.PASRR@dhs.nj.gov) – this helpdesk is for questions about the Preadmission Screening and Resident review (PASRR) process and/or reporting an admission to or discharge from a nursing home or a transfer from rehabilitation to long-term care.

## Provider Helpdesk

[DDD.ProviderHelpdesk@dhs.nj.gov](mailto:DDD.ProviderHelpdesk@dhs.nj.gov) – this helpdesk is for:

- Prospective providers to request assistance with the application process to become a DDD/Medicaid-Approved Provider
- Current and new providers to submit changes/updates to their provider information in iRecord ( physical/mailling/billing address, services provided, service sites, counties served, acuity, phone number, email address, etc.)
- Support Coordination Agencies to request changes to the SC agency email address, phone number, or physical/mailling/billing address (to request a change to a single SC staff email address or phone number, submit a Jira service ticket)

## Provider Performance and Monitoring Unit Helpdesk

[DDD.PPMU@dhs.nj.gov](mailto:DDD.PPMU@dhs.nj.gov) – this helpdesk is for the submission of provider-initiated discharges, record returns requests, or intent to close residential settings.

## Resource Team

[DDD.ResourceTeam@dhs.nj.gov](mailto:DDD.ResourceTeam@dhs.nj.gov) – this helpdesk is for submitting requests for consultations with a Speech-Language Pathologist (SLP), Board-Certified Behavior Analyst (BCBA), or Registered Nurse (RN). It also serves as a platform for requesting workshops or training sessions and distributes monthly notifications about training opportunities offered by the Resource Team. For more information, or to obtain consultation forms, view the current training calendar, or access DDD Prevention Bulletins, please visit the [Health and Safety](#) web page.

## SCA Choice Helpdesk

[Ddd.Scachoice@dhs.nj.gov](mailto:Ddd.Scachoice@dhs.nj.gov) – this helpdesk is for questions about or a problem with an SCA reassignment. It is also for submitting the SCA Change Form.

## **SCU Education and Training Helpdesk**

SCUTrainingHelpdesk@dhs.nj.gov – this helpdesk is for questions about Support Coordination Agency education and training. Visit [Support Coordinator Information](#) for all trainings available for Support Coordinators.

## **Service Approval Helpdesk**

[DDD.ServiceApprovalHelpDesk@dhs.nj.gov](mailto:DDD.ServiceApprovalHelpDesk@dhs.nj.gov) – this helpdesk is for questions about the status of a service review.

## **Support Coordination Helpdesk**

[DDD.SCHelpdesk@dhs.nj.gov](mailto:DDD.SCHelpdesk@dhs.nj.gov) – this helpdesk is for Support Coordinators to ask general and case-specific questions and/or for help with the following:

- Seeking Out Support (SOS) Forms
- Intensive Case Management (ICM) Referrals
- Residential Referral Coversheets
- General iRecord assistance and guidance (e.g., unchecking the retirement checkbox, entering birth information)
- Forwarding requests for expedited ISP reviews.

**Note:** Do not attach documents when emailing the Support Coordination Helpdesk.

## **Supports Program Bump-Up Requests Helpdesk**

DDD.SPBumpUpRequest@dhs.nj.gov – this helpdesk is for submitting a “bump-up request” for a person in the Supports Program. See chapter 3.5.2 of the [Support Program Policies and Procedures Manual](#) for more information.

## **Transition Helpdesk**

DDD.TransitionHelpdesk@dhs.nj.gov – this helpdesk is for questions about the transition from school to adult life/adult DD services. Visit [Transition from School to Adult Life](#) for more information.

## DDD Mailboxes

Mailboxes provide information but do not receive/respond to questions.

### DDD Communications Mailbox

This mailbox sends out Division updates and other information to any stakeholder who subscribes. To subscribe, visit [Subscription Management - DDD Communications Listserv](#).

This mailbox also sends out Support Coordination Update, the monthly newsletter for Support Coordination professionals. To subscribe, visit [Subscription Management - Support Coordination Listserv](#).

### DDD-IT Requests Mailbox

This mailbox sends out general status updates about iRecord, shares any general technology concerns, and provides individual updates on JIRA tickets. To submit any IT-related problem, you must create a Jira ticket through the Jira Service Desk.

### DDD SCU Communications Mailbox

This mailbox sends out information, reminders, and publications from the Support Communication and Case Management Unit to Support Coordination Agencies and internally to DDD.

### DDD SCU Notifications Mailbox

This mailbox reviews (1) findings of the Department of Human Services (DHS) Field Safety and Services Unit (FSSU), which conducts unannounced visits to DDD licensed service settings, (2) Incident Reports (IRs), and (3) on-call notes. This mailbox will forward individual-specific information to assigned SCAs with instruction for follow up.