



State of New Jersey

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New Jersey Early Intervention System Families:

The New Jersey Early Intervention System (NJEIS) apologizes for the delays you have experienced in receiving your family cost participation (FCP) statements because of the transition from CSC (Covansys) to Public Consulting Group, Inc. (PCG) as the Central Management Office (CMO).

The first statement is enclosed and reflects dates of service for the months of December 2017 and January 2018 that have been entered in to the new Early Intervention Management System (EIMS). The FCP Portal is available to you once you receive a login name and password. However, transition challenges with the new EIMS may continue to delay the availability of a complete listing of all services provided to your family since December 1, 2017. This is because there has been a need to maintain paper records while changes and fixes are made to the EIMS. Therefore, you may find some dates of service missing on your Explanation of Benefits (EOB). As your early intervention information is updated in the EIMS, you will be able to see the dates of all services provided in the FCP portal or on the FCP statements mailed monthly.

Payments previously made to CSC should appear on this first statement from PCG. If you find that payments submitted are missing, please contact Katusca McEntee at Katusca.McEntee@doh.nj.gov for assistance. Past due balances on December and January statements are carried over from CSC and will continue to show in the overdue 60, 90 and over 120 balances. Starting with the May statement, the over 30-day past due balances will reflect services entered in EIMS. Monthly maximum payment amounts will be recalculated each month until all services provided in a given month are available. The schedule to bring statements up to date will have February & March services included the June statement; April & May services in July and June services in August. Statements starting in August will be current and services will be billed 30 days after the close of the previous month.

Because of the delays in billing family cost participation for services and ongoing efforts to enter paper records in EIMS, NJEIS is temporarily discontinuing “approaching suspension notices” and suspension of early intervention services resulting from past due FCP payments. This is to provide time for services provided since December 1, 2017 to be entered in the EIMS and to ensure that families have the information and time to make payments.

The PCG Customer Service Call Center is available to assist you in setting up online access to your FCP records and electronic payment through the FCP portal. FCP payments will no longer be accepted by mail and, while this will be a change for your family, NJEIS and PCG are committed to making the process easy and efficient for you. Questions regarding the payment process or about the FCP Portal may be directed to the PCG Customer Call Center at 1-844-378-2936, option 1 from 8 a.m. to 5 p.m. ET. The PCG Call Center Representatives will not take payments over the phone.

A secure website at <https://hus.pcgus.com/NJEISBilling> is available for parent payments. This secure website does not maintain banking or credit card information. Once in the NJEIS FCP Portal, you will see choices to view your services, view your payment history or pay your bill.

If you provided an email address to your NJEIS Service Coordinator, you will receive an email from AccountInformation@Eibilling.com with login instructions to access the FCP Portal. If you **did not provide an email** to your NJEIS Service Coordinator, you will still be able to go online when you receive your first invoice and pay your amount due by signing in as a guest.

GRAND OPENING OF THE FCP PORTAL!

« on or about May 22, 2018 »

Some fast facts to know:

- ❖ Families who provided an active email address to their SC will receive log in information to access the FCP Portal
- ❖ Signing in as a GUEST is an option if a family did not receive log in information
 - To log on this way, the user will need the **child's account number, Total Balance Due on Invoice, child's zip code and the first service date** (date listed on the invoice)
- ❖ FCP Portal is a **SECURE** website for families to view services, view payment history, make payments
- ❖ FCP payments will **NO LONGER** be accepted by mail
- ❖ Payments **WILL NOT** be accepted over the phone by NJEIS or PCG
- ❖ "Approaching Suspension Notices" and service suspensions will be **TEMPORARILY** discontinued with past due payments caused by delays in the opening of the portal
- ❖ **ALERT:** Please be advised that although families can access statement information, the statement will not reflect a complete listing of all services rendered. Therefore, families are encouraged to sign onto the system frequently to track updates to their account for uploaded services.
- ❖ Please review the attached table outlining statement distribution dates

Questions?

For questions about the **payment process of the FCP Portal**, families can call the PCG Customer Call Center at 1-844-378-2936 from 8am-5pm ET.

For questions about **payments submitted but missing**, families can contact Katusca McEntee at Katusca.mcentee@doh.nj.gov

Thank you for helping to support families in the transition to the new FCP Portal!

The mailing schedule to bring statements up to date is as follows:

Service Month	Statement Month
December 2017 January 2018	May 2018
February 2018 March 2018	June 2018
April 2018 May 2018	July 2018
June 2018 July 2018	August 2018
August 2018	September 2018