



Consumer-Directed Care Changes Lives

A Trusted Partner

For 25 years, PPL has been supporting consumer direction programs, and today is the nation's leading fiscal intermediary. Consumers benefit from our decades of experience and sole-focus on consumer direction. We provide cultural- and disability-competent services, a diverse and highly experienced staff, and technology platforms that are highly rated by consumers.

Across the U.S., we:

- Support 50 programs in 21 states
- Partner with and are interoperable with managed care organizations (MCOs), Electronic Visit Verification (EVV) aggregators, Medicaid Management Information Systems (MMIS), and other stakeholders
- Support hundreds of thousands of consumers and caregivers
- Develop our processes in conjunction with states and with input from consumers, caregivers, case managers, as well as advocacy and community groups
- Conduct the industry's most complete, in-person/ in-home and virtual orientation for representatives and consumers during enrollment
- Emphasize EVV training and compliance, reducing time-submission and service-utilization mistakes that can create labor-intensive administrative burdens
- Provide best practice communications and education including consumer direction summits, multi-language tools, and in-community liaisons

What We Do

For anyone requiring long-term care services for themselves or a loved one through Medicaid, we empower families to take control of how, where, and by whom those services are provided.

Our Services

- Program education
- Consumer and caregiver orientation, training, enrollment, and ongoing support
- Payroll, taxes, and goods/services payments
- Claims submission
- Health and safety monitoring
- EVV training, support, and compliance
- Monitoring for fraud, waste, and abuse
- Program accounting and analytics

Who we serve

- Adults & children with developmental disabilities
- Adults & children with physical disabilities or chronic health conditions
- Adults with HIV/AIDS
- Adults with acquired or traumatic brain injuries
- Children with mental health conditions and their families
- Adults who may otherwise require the services of an assisted or continuing care facility

Our Team

Mission driven to advance consumer direction programs

- Highly diverse team reflecting the communities we serve: 19% Black, 17% Hispanic, 9% Asian; 21% Disabled; 70% Women
- Speaks a total of 35 languages
- Licensed Clinical Social Workers, Medicaid experts, nationally-recognized consumer direction experts

Commitment to New York

PPL is committed to providing a Consumer Directed Personal Assistance Program (CDPAP) that is service-focused and enhances New York communities.

- Moving headquarters to Albany, New York and will open eight offices throughout the state
- Hiring more than 1,200 New-York based employees, prioritizing candidates who currently work with CDPAP
- Partnering with dozens of existing CDPAP FIs to provide services in more than 40 languages and to address cultural, religious, and disability needs
- Engaging a cultural competency advisory firm to ensure regional and community needs are met
- Deploying community liaisons to work with community and advocacy groups to ensure language, cultural, and disability competency
- Securing a leadership team with roots in New York and experience serving the New York Medicaid and disability communities



YOUR LIFE
YOUR CARE
YOUR PEOPLE

