



YOUR LIFE
YOUR CARE
YOUR PEOPLE

Transitioning to PPL as the CDPAP Fiscal Intermediary



About the CDPAP FI Transition to PPL

- **Starting April 1, 2025**, Public Partnerships LLC (PPL) will be the statewide fiscal intermediary (SFI) for New York's Consumer Directed Personal Assistance Program (CDPAP).
- PPL is the **leading provider of fiscal management services for consumer-directed care**. With 25 years fully dedicated to self-direction programs, PPL currently supports 50 programs in 20 states.
- **By March 28, 2025**, existing CDPAP consumers and personal assistants (PAs) must transition to PPL to ensure continuation of services and payment.
- Registration is available online at pplfirst.com/cdpap, over the phone at 1-833-247-5346, at virtual and in-person [registration sessions](#), or with a [CDPAP facilitator](#).

What Is Changing?

Consumers

- Need to transition to PPL *by* **March 28, 2025**
- Will use PPL's system to submit and approve timesheets
- PPL will become the FI and the co-employer responsible for payments to consumers' PAs

Personal Assistants

- Need to set up with PPL *by* **March 28, 2025**
- Will use PPL's system to submit time tracking
- Paychecks and benefits* will come from PPL (*if the PA opts into PPL's program)
- **Transition before March 28 for a \$100 bonus!**



*Must be a current personal assistant serving CDPAP. Bonus will be paid within 90 days of the PPL start date



What Is Not Changing?

- ✓ Eligibility
- ✓ Current services
- ✓ Service hours
- ✓ PA requirements to provide service

How to Switch to PPL

Multiple options available

1. Call PPL directly at 1-833-247-5346
2. Through PPL@Home
(links available at pplfirst.com/cdpap)
3. With a [CDPAP facilitator](#)
4. During PPL's [virtual group transition sessions](#) (Tuesdays, Wednesdays, & Thursdays)
5. At [in-person registration sessions](#) throughout NY

The screenshot displays the 'PPL Home' dashboard for a user named Rutwik. The top navigation bar includes a 'Back' button, 'Communication Logs', 'History', 'Comments', and a 'Select an Action' dropdown. Below the navigation bar, there's a section titled 'Details for Rutwik' with tabs for 'Summary', 'Enrollment Information', 'To Do List', 'Authorizations', 'Associations', 'Documents', 'Signature', 'Forms', 'Checklist', and 'Additional Attributes'. The 'Summary' tab is active, showing an 'Application Summary' section with five cards: 'Application Status' (Enrollment Active), 'Independent Personal Assistant(s)' (1), 'Authorized Representative(s)' (1), 'Legal Guardian(s)' (1), and 'POA(s)' (1). Below these is an 'Active Authorizations' card showing 0.

The screenshot shows the 'PPL Home' dashboard with a menu overlay. The top navigation bar includes a 'NY Program' location selector, a notification bell with 3 alerts, a 'Menu' dropdown, and a user profile icon. The menu overlay contains several buttons: 'Referral', 'Consumer Enrollment', 'Personal Assistant Enrollment', 'Authorizations', and 'Timesheets'. A 'Referral' button is also visible in the background on the right side of the screen.

PPL@Home

PPL's Online Registration System

Using PPL@Home for the First Time

- 1) PPL will provide a link to access PPL@Home
- 2) Click on the link and submit your information to get verified as a Consumer or Personal Assistant in CDPAP
- 3) Input verification code
- 4) Log in
- 5) Start the necessary forms

Didn't receive a notice to transition or register? No problem!

- Call PPL at 1-833-247-5346.
- PPL staff will verify the consumer or PA's information and role in the program and send the link to PPL@Home for next steps.

Accessing PPL@Home by Phone

IMPORTANT PROGRAM NOTICES

Consumers and Personal Assistants (PAs) need to transition to PPL by March 28, 2025.

PPL was selected as the [Statewide FI](#) to serve the Consumer Directed Personal Assistance Program (CDPAP). Consumers and PAs need to complete their [transition to PPL by March 28, 2025](#).

[Register Now with Email](#) [Register Now with Mobile](#)

Already have a PPL@Home account? Sign in!

[Sign in Now with Email](#) [Sign in Now with Mobile](#)



What Do Consumers Need to Do?

1. Transition to PPL (via PPL@Home)
2. Complete the necessary forms
3. Have the PA complete forms & training
4. PPL will work with the consumer's health plan to get the authorization in the system

Support Options



PPL Support Agents

- ✓ Email
- ✓ Phone
- ✓ In person



PPL@Home

- ✓ Self Service
- ✓ Support available by phone at 1-833-247-5346



CDPAP Facilitators

- ✓ Approved partners to support consumers and PAs (in person and over the phone)

PPL@Home

Transition to PPL@Home in Eight Steps

Step 1: Registration Information

First Name, Last Name, Date of Birth, CIN (or SSN)

Step 2: Contact Details

Email address and/or mobile phone number, address

Step 3: Communication Preferences

Preferred method of completing your registration

Step 4: Associations

Associated individuals will receive a link to transition to PPL.

Step 5: Memorandum of Understanding (MOU)

Acknowledge and agree to MOU.

Step 6: Forms

Forms will autofill with information entered prior.

Step 7: Required Documents

Select the type of document, then upload.

Step 8: Summary

See all provided and missing information.

PPL@Home Consumer Transition

Watch the video here: <https://youtu.be/UC78GGhJBiy>

Add Signatures

Please add/update your signature below so you can apply it to electronic documents in PPL@Home.

Cancel

Name



Generate By Name

Draw Your Signature

Clear

Save

If the consumer is a minor or has a disability and cannot provide an e-signature, please type into the Name box "I witnessed by" then your name, relationship to the consumer **or drawing your signature.**

What Do PAs Need to Do?



At PPL or
Facilitator Office



Electronically through
PPL@Home



In person
at local facilities



Note: * indicates where a paper copy can be requested to complete, sign, and mail in

PA Associated with a Consumer

To complete the registration process, a PA needs to be associated with a consumer. There are two ways a PA can become associated with a consumer.

Option 1: Added by the Consumer or Designated Representative (DR)

- Through the Consumer's or DR's PPL@Home access
- Call PPL for PPL Agents to associate the PA
- Call their CDPAP Facilitator for the Facilitator to associate the PA

Option 2: PA calls PPL or CDPAP Facilitator with 3 consumer-identifying pieces of information and PPL or CDPAP Facilitator will add the PA. Identifiers include:

- Consumer's First Name
- Consumer's Last Name
- Consumer's Medicaid Client ID Number (CIN)
- Consumer's DOB
- Consumer's Street Address
- Consumer's Phone Number
- Consumer's Email Address
- Consumer's PPL ID

What Forms Will PAs Need to Complete?



Forms

- ✓ Offer Letter
- ✓ IRS Form W-4
- ✓ NYS Form IT-2104
- ✓ I-9 Section 1 – I-9 documentation needs to be uploaded in PPL@Home, faxed, or mailed to PPL
- ✓ Personal Assistant Agreement
- ✓ Health Assessment Attestation Form – existing documentation of health assessment needs to be uploaded in PPL@Home, faxed, or mailed to PPL by 10/1/2025
- ✓ Payment Method Form



PPL Support Agents

- ✓ Guide PA through forms and signatures needed



PPL@Home

- ✓ Self-service
- ✓ Show what's complete and outstanding

Important to keep in mind:

PPL agents can support consumers and PAs through the process, but some forms will require an electronic or physical signature. PAs who don't have a current health assessment may need to get one in person.

PPL@Home PA Transition

Watch the video here: <https://youtu.be/5jLIRHAVOZE>





Paid PA Trainings

- EVV training is the only training PAs must complete before March 28. This can be done through PPL's user-friendly Time4Care app.
- There are some other trainings PPL will work with PAs to complete before the end of the year.
- Training time is paid for by PPL.

Only EVV training is needed for the transition!

The Facts

Clarifying misinformation about the CDPAP fiscal intermediary transition

1

**CDPAP Is Not Ending;
Services & Eligibility
Aren't Changing**

2

**You Must Take
Action Before
March 28**

3

**The Transition to
PPL Is
Moving Forward**

4

**No Certification
Is Needed
for CDPAP**

5

**There Is No Cost
to
Switch to PPL**

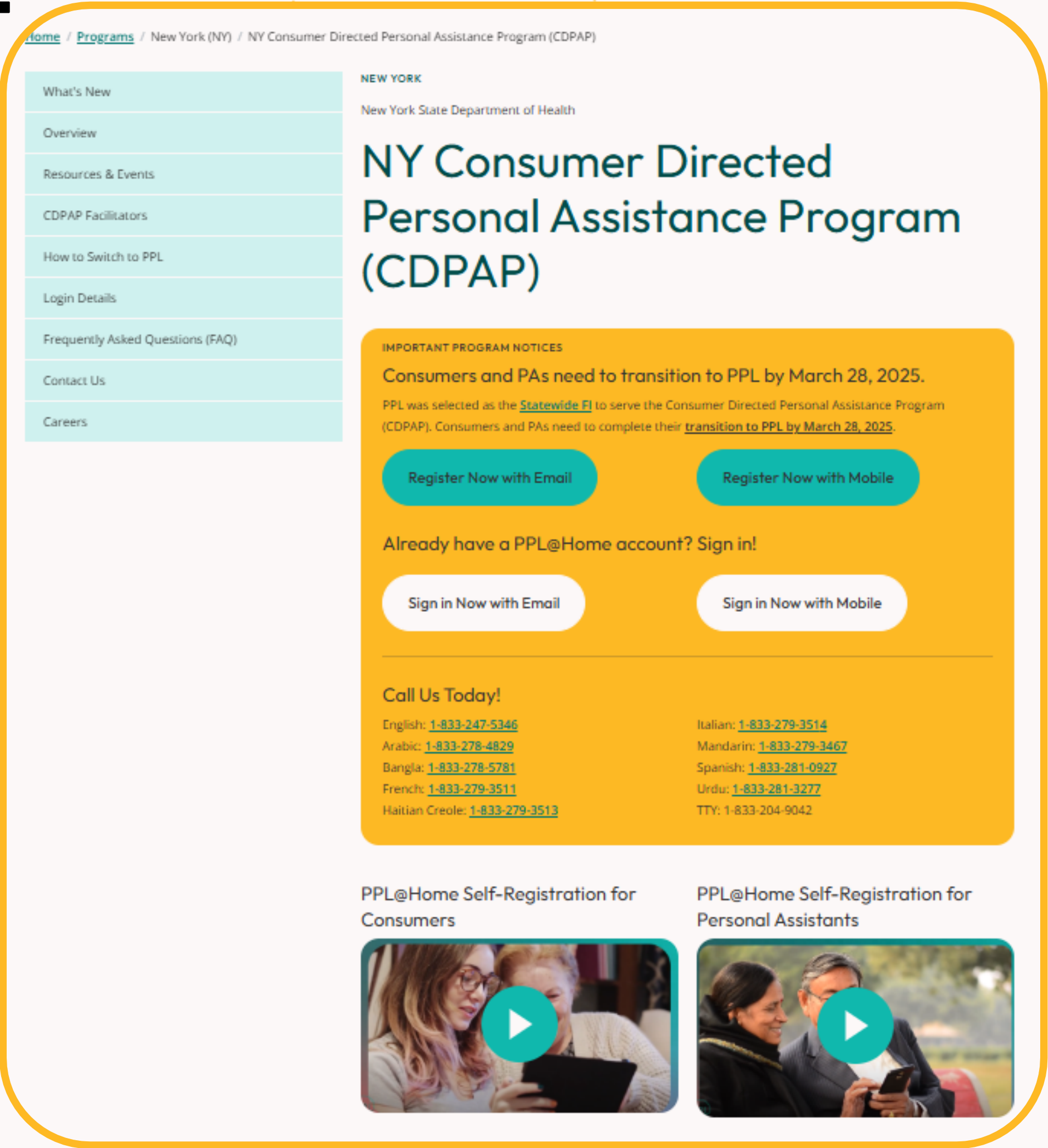
The fiscal intermediary transition will strengthen CDPAP for consumers, caregivers, and taxpayers.



Resources: Website

- 1. Upcoming virtual and in-person events
- 2. Contact information for PPL’s support channels
- 3. CDPAP general information
- 4. Links to access to PPL’s online system, PPL@Home
- 5. Frequently asked questions (with answers!)
- 6. List of CDPAP Facilitators, including languages, specialties, locations, and contact information

Website	Email	Phone
pplfirst.com/cdpap	nycdpap@pplfirst.com	1-833-247-5346



Additional information and resources are also available on the Department of Health Website:
https://www.health.ny.gov/health_care/medicaid/program/longterm/cdpap/





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Thank you