

# PPL CDPAP – Myths vs. Facts Explained

## Myths



## Facts

There are 425,000 Personal Assistants in the CDPAP program – “50 percent of workers haven’t been able to register with PPL.”

1

This number is false and does not represent the current CDPAP personal assistant (PA) population. Prior to PPL as the sole fiscal intermediary, there was not a central repository of data about the CDPAP program so numbers were estimated. As part of the registration process, CDPAP consumers must provide information about their personal PAs. Consumers have reported **242,000** unique PAs, and, as of May 17th, **210,000** have been fully onboarded with PPL. New PAs can be added by a consumer at any time.

Phone lines are jammed – “I can’t get in touch with PPL.”

2

Call volume to the PPL Customer Support Center has decreased from about 80,000 calls per day in March and April to about 24,000 calls per day in May. We have more than 1,200 people working on our NY customer support team. **Wait times are under 3 minutes and call back times are ~15 minutes.** Requested callbacks are returned on the same day.

PPL is reducing my hours – “I’m not getting paid for all my hours worked.”

3

PPL does not determine the consumer’s service authorization hours; these are provided by the consumer’s health plan or Local Department of Social Services office in accordance with the consumer’s care plans. PPL is responsible for enforcing the hours associated with service authorizations as well as CDPAP program rules. If a PA disputes their payment, PPL has an established escalations process to work with the PA and consumer to resolve the concern. Some of the common concerns and how they can be addressed can be found here:

<https://pplfirst.com/cdpap-resources/#payroll>

PPL doesn’t have open offices within the state – “I need an in-office appointment and haven’t been able to get one.”

4

PPL has **several offices** within the state. You can check **availability** and book appointments on their website or call PPL’s call center to set up an appointment. Plus, we offer information sessions and regular webinars. Also, our 45 facilitator partners have offices across the state and availability.

PPL’s electronic timesheet processes are hard to use

5

More than 200,000 PAs have successfully submitted their time to PPL. 85% of PAs are using PPL’s electronic options including their Time4Care app, the most highly rated EVV-compliant timekeeping app available today. 12% of PAs have submitted time using PPL’s EVV-compliant landline-based telephone system. The number of PAs using PPL’s electronic time submission processes grows every week. Based on May 2025 timesheet submissions, 98% of PPL-registered PAs have submitted timesheets and 85% have done so electronically.