



# Correcting the Record on NY's CDPAP Transition

PPL has successfully transitioned New York's Consumer Directed Personal Assistance Program (CDPAP) from 600 fiscal intermediaries to one. The transition was necessary to standardize systems and practices while rooting out fraud, waste, and abuse through enhanced oversight. Unfortunately, a very small but very loud group continues its efforts to sabotage the transition—clinging to a broken system that rewarded waste, drove up costs, and failed the people it was supposed to serve. This small group has perpetrated myths about the transition and about PPL's work in New York.

Let's set the record straight: under PPL, CDPAP is stronger today than it's ever been. We've modernized the program, ended decades of abuse, and laid the groundwork for consistent, quality care in New York.



**MYTH:** Since CDPAP's transition to PPL, up to 10,000 Personal Assistants (PAs) have not been paid.

**FACT:** All PAs who have properly enrolled in CDPAP and submitted compliant timesheets are being paid.

This claim that thousands of PAs have not been paid is completely false. Some payments were delayed early in the transition due to insufficient employment documentation or incomplete registration.

In many cases, this would not have been flagged under the previous FI model because they did not consistently enforce proper documentation.

Now, PPL is working closely with PAs to help them properly register for the program and submit compliant timesheets to ensure full, on-time payments.

**MYTH:** PPL does not offer holiday pay.

**FACT:** PPL does pay for holiday coverage.

PPL offers holiday pay at 1.5x the PA's base rate for the first 8 hours that a PA works on a holiday, as long as the PA does not also work overtime hours that week. More information is available on PPL's NY CDPAP Frequently Asked Questions page at [pplfirst.com/new-york-cdpap-frequently-asked-questions](https://pplfirst.com/new-york-cdpap-frequently-asked-questions).

**MYTH:** PAs do not get paid regularly or on time.

**FACT:** All PAs receive their checks on time when time is submitted correctly, on time, and in compliance with program rules.

In a self-directed care system, consumers must approve all payments to their personal assistants, ensuring hours submitted for payment accurately reflect time worked. This practice was not consistently enforced in the previous system, which undermined the consumer's role as the co-employer and their ability to control their own care. Now, under PPL, any fully registered PA who submits and has their timesheets approved by the weekly deadline and in accordance with program rules will receive payment on time.



**MYTH: An unsecure system allowed a PPL employee to redirect hundreds of PA payments to offshore accounts.**

**FACT: PPL's systems remain secure and were not breached.**

A PPL investigation found that a third-party staffing agency employee, who has since been terminated, failed to follow required operational procedures, allowing them to submit false timesheets and receive unearned payments in an unauthorized domestic bank account. Fewer than 10 payments were involved, and PPL is actively recouping these funds.

It is important to note that no PAs were affected by this, since the submitted timesheets were false.

PPL has since enhanced its system controls to prevent the possibility of future "false timesheet" schemes.

By identifying these violations — which were missed under the previous system — and implementing centralized control processes to prevent them going forward, PPL is ensuring proper stewardship of taxpayer funds.

**MYTH: PPL's timekeeping systems don't work and are not user-friendly.**

**FACT: PPL's Time4Care app is highly rated and fully operational, and PPL offers many resources to ensure its services are clear and easy to use.**

PPL offers two electronic visit verification (EVV)-compliant options for PAs to track time — its Time4Care mobile app, available in 14 languages, and call-in telephony system, available in nine languages. Time4Care is the highest-rated technology of its kind on the Apple App Store and Google Play Store.

Consumers may approve PA timesheets through Time4Care, telephony, or PPL@Home online system, which PAs can also use to track hours and payments. If consumers or PAs have questions, PPL offers in-person training, one-on-one appointments, a dedicated support line, and even paper timesheets for those who qualify.

But don't just take our word for it: in a survey of more than 52,000 consumers and PAs, PPL received high ratings – 4.27 out of 5 for its timekeeping platforms and 4.04 out of 5 for overall satisfaction.



**MYTH: PPL is hard to get in touch with.**

**FACT: PPL has several options that enable consumers and PAs to get the support they need.**

PPL has seven regional offices across the state for in-person support, partners with more than 40 community-based facilitators, and operates a multilingual call center.

The company has weekly virtual registration sessions, step-by-step webinars for consumers and PAs, and a dedicated CDPAP resources page with how-to guides, videos, and more. These resources exist to ensure every consumer, regardless of location, language, or digital literacy, has a clear path to directing their care and that caregivers have the tools and resources they need to provide quality care.

Call wait times have decreased extensively since the start of the transition and are now only three minutes on average. Our staff remain available six days a week to support consumers and PAs.

**MYTH: PPL is in crisis.**

**FACT: PPL remains in a strong operational position.**

PPL was selected after a competitive, transparent procurement process to deliver consistent, reliable support to CDPAP participants. We are a national leader in consumer-directed care, with more than 25 years of experience and operations in 20 states. PPL has been executing a planned leadership transition for months to accommodate our growth and deep commitment to deliver life-changing results for the hundreds of thousands of people who rely on the programs we support. All the while, we have maintained a strong New York leadership team at the helm working closely with state officials, legislators, and community partners to ensure a smooth and successful transition.