

Medicaid Home Care Updates – April 2026

- CDPAP Transition to PPL
- Restricted eligibility for home care
- NHTD Waiver Update

Valerie Bogart, NYLAG



2

ABOUT NYLAG

The New York Legal Assistance Group (NYLAG) is a leading non-profit that provides free civil legal services, financial counseling, and engages in policy advocacy efforts to help people experiencing poverty.



The Evelyn Frank Legal Resources Program

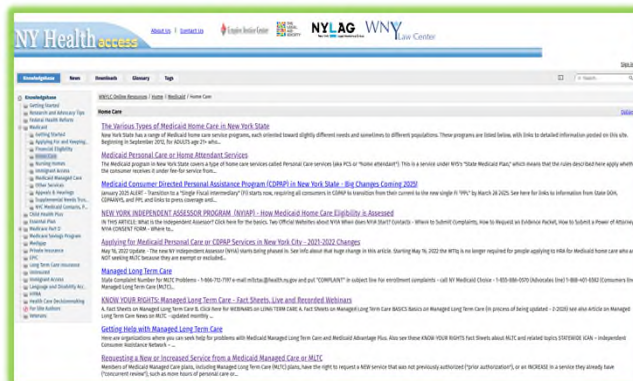
Focuses on fighting for older adults and people with disabilities, ensuring access to health care and home care services to age safely in the community. Services include:

- **Counseling** client on Medicaid, Medicare and home care eligibility and services.
- **Training** legal, social services and health care professionals about changes in Health Care programs and how to best serve the health and long-term care needs of older adults and people with disabilities.
- **Representing** clients in denials and reduction of Medicaid, Medicare Savings Program and Medicaid Home Care.
- **Assisting clients with accessing Medicaid home care** through Managed Long Term Care plans.



EFLRP Services (continued)

- Educating the public through the website: <http://health.wnyc.com/health/>



- Policy Updates
- Consumer Materials
- Expansive resources on coverage criteria and eligibility



AGENDA

1. For NEW applicants for MLTC or CDPAP or Personal Care – stricter eligibility requirements
2. Update on Nursing Home Transition & Diversion Waiver
3. Update on CDPAP and the PPL Transition



THREE ADL RULE STARTED SEPT. 1, 2025

Restricting Who Can Enroll in MLTC or Obtain
Personal Care or CDPAP from Local DSS or
Mainstream Plan

MORE INFO AT
<https://nyhealthaccess.org/entry/258/>



For people *applying* since 9/1/25, 2 or 3 ADL's Required for MLTC/MAP, PCS, CDPAP

Starting 9/1/25, adults age 21+ seeking Personal Care (PCS) CDPAP through Immediate Need or otherwise through DSS or a managed care plan OR seeking MLTC or Medicaid Advantage Plus (MAP)* enrollment must be assessed by the NY Independent Assessor (NYIAP) to need either:

- *limited physical assistance* with 3+ ADLs OR
- *cueing or supervisory* assistance with 2+ ADLs IF have dementia or Alzheimer's disease;

Eliminates stand-alone housekeeping service (max 8 hours/week)

Authority:	Enacted in the 2020-2021 Executive Budget, amending New York SSL § 365-a and 365-f; PHL § 4403-f; CMS approval. Was delayed because of COVID rules.
When:	Started 9/1/2025 for NEW applicants
Legacy Status or Grandfathered in	<ol style="list-style-type: none"> 1. Anyone already enrolled in an MLTC plan or receiving PCS or CDPAP on 9/1/25. <ol style="list-style-type: none"> a. Annual reassessments use the OLD 1-ADL criteria NOT the new test. b. WARNING: You can lose "plan" legacy status if you are disenrolled from an MLTC plan for 1+ months. But you would still have "service" legacy status.** 2. Also those who had been assessed by NYIAP after 9/1/2024 as eligible for PCS/CDPAP or MLTC, as long as they enroll in MLTC or are authorized by mainstream plan or DSS for PCS/CDPAP services within one year of that assessment.

* ADL Test does not apply to PACE;
 ** See [here](#) about Legacy Status and [here](#) about NYIAP.



ADLs That Count Toward the 2 or 3 Minimum

State regulation defines ADL as "those activities recognized as activities of daily living by the evidence based validated assessment tool...." 18 N.Y.C.R.R. §505.14(a)(9).

ADLs in the Uniform Assessment Tool	
1. Bathing -includes transfer in/out of shower/tub, washing body – but not washing back or hair	6. Locomotion (how walks or wheels between locations on same floor indoors)
2. Personal Hygiene (brush teeth, comb hair, wash face)	7. Transfer on and off Toilet
3. Upper Body Dressing	8. Toilet /commode Use & cleanse after use, or changing incontinent pads, adjusting clothes
4. Lower Body Dressing	9. Bed Mobility
5. Walking (on same floor indoors)	10. Eating
Before – only needed ANY assistance with ONE ADL Now – Need LIMITED assistance with 3 ADLs unless has Dementia or Alzheimer's.	

TIP: Make sure to point out EACH Of the above ADLs separately.

Instrumental ADLs (IADLs) do NOT count – housekeeping tasks – cooking, shopping, laundry, cleaning, etc.



WHAT ADL Score in NYIAP Assessment is Needed?

The UAS (CHA) instructions define seven degrees of assistance:

1. Independent
2. Independent, setup help only – Article or device placed within reach, no physical assistance or supervision in any episode.
3. **Supervision – Oversight/cuing.***
4. **Limited assistance – Guided maneuvering of limbs, physical guidance without taking weight. This is minimum amount of need with 3 ADLs. Includes “Contact guarding” (hovering).**
5. Extensive assistance – Weight-bearing support (including lifting limbs) by one helper where person still performs 50% or more of subtasks.
6. Maximal assistance – Weight-bearing support (including lifting limbs) by two or more helpers; or, weight-bearing support for more than 50% of subtasks.
7. Total dependence – Full performance by others during all episodes.

Need 3 ADLs with these scores unless has dementia

* ADL with this level of need counts only if has Dementia/ Alzheimer’s diagnosis – then need this or higher level assistance with 2 ADLs

Tip for NYIA Assessments after 9/1/2025 ¹⁰

Prepare for the assessment – identify and point out to assessor at least 3 ADLs (see list above for which consumer needs “limited assistance – guided maneuvering of limbs, physical guidance without taking weight.” This is more help than “supervision/cueing” but less than “weight bearing support.”

- If consumer has dementia or Alzheimer’s disease, point out at least 2 ADLs she needs at least “supervision/cueing” with.
 - Have doctor complete and sign the *Alzheimer’s Disease or Dementia Form (DOH-5821)* form prior to assessment. (<https://www.health.ny.gov/forms/doh-5821.pdf>)
 - There are many types of dementia! Vascular, Lewy body, Huntington’s, Parkinson’s...*
- Nurse may mischaracterize consumer as “independent” with an ADL – when they really need *limited assistance* or, for those with dementia – *supervisory assistance*. Will need to advocate – and see more tips below.
- IADL’s don’t MATTER! Don’t waste time pointing them out.

*<https://www.alzheimers.org.uk/about-dementia/types-dementia>

13

What if NYIAP Denies MLTC or PCS/CDPAP because of ADL Test?

- **Get a copy of & review the NYIAP assessment.** NYIAPfairhearings@maximus.com or fax to 917-228-8899 (include a HIPPA).
- **Ask for a Re-Do.** Review with consumer and caregivers whether worth requesting a re-do assessment from NYIAP – keeping in mind the TIPS on previous slides. This might work!
- **If consumer has dementia** or Alzheimer's and 2 ADLs – submit the dementia form with [Cover Sheet](#) and request they reconsider.
- **Request a hearing** from NYS OTDA Office of Administrative Hearings just like other Medicaid hearings. 60 day time limit from Outcome Notice. Get evidence packet – see 1st bullet on this slide.

NYLAG
New York Legal Assistance Group

14

NURSING HOME TRANSITION & DIVERSION WAIVER (NHTD) – CAP ON ENROLLMENT 2026

NYS webpage https://www.health.ny.gov/facilities/long_term_care/nhtd/index.htm

NYLAG article

<https://nyhealthaccess.org/entry/129/#2>. Nursing Home Transition & Diversion (NHTD) Waiver

NYLAG
New York Legal Assistance Group

Nursing Home Transition & Diversion Waiver Cap

- Dec. 31, 2025 -CMS approved DOH's request to cap the number of people who may enroll in the Nursing Home Transition & Diversion (NHTD) Waiver, without a waiting list.
- Jan. 2026, enrollment is about 12,700, already exceeding the **approved cap of 9,400**.
- No new applications may be filed, but applications filed before 1/1/26 should be processed. Details on those in the queue are not yet known.
- Many MLTC plans improperly referred members to NHTD who needed 24/7 care, so the plan could avoid the high cost. Will those referrals stop now?

See proposed [amendment of the "waiver,"](#) June 2025. NYLAG submitted [these comments](#) opposing the enrollment cap. DOH summarized and responded to the



CDPAP – PPL TRANSITION UPDATE



What is Consumer Directed Personal Care Program (CDPAP)?

- Alternate model for providing Medicaid home care services that started in 1980 in NYC by **Concepts of Independence**
- Founded by people with disabilities who wanted more **control** over their lives
- Consumer or a family member as their “**designated representative**” (**DR**) selects & hires, fires, trains and schedules **Personal Assistant (PA)**.
- MLTC Plan, managed care plan or local govt. Dept. of Social Services (**LDSS** – HRA in NYC) **decides hours**
- **Fiscal intermediary or “FI”** contracts with and is paid by MLTC, managed care plan or LDSS to handle payroll, wages, time sheets, Electronic Visit Verification (EVV) & benefits. **PPL is the only Fiscal Intermediary as of 8/1/25.**
- The consumer and FI are the joint employer of the PA.

CDPAP Citations:
 Social Services Law Sec. 365-f
 18 NYCRR Sec. 505.28



PPL – NY’s Statewide Fiscal Intermediary

The screenshot shows the PPL website interface. On the left is a navigation menu with links: Home, Programs, New York (NY), NY Consumer Directed Personal Assistance Program (CDPAP), About, CDPAP Resources, Resources for Consumers & DRs, Resources for Personal Assistants, Did You Know?, Frequently Asked Questions (FAQ), PPL Registration & Login Information, Events & In-Person Appointments, CDPAP Facilitators, Program Documents, CDPAP News, Consumer & Personal Assistant Stories, and Contact Us. The main content area features the NY State Department of Health logo and the title 'NY Consumer Directed Personal Assistance Program (CDPAP)'. Below this is a yellow box titled 'IMPORTANT PROGRAM NOTICES' containing three sections: '2025 W-2s for CDPAP Personal Assistants' (stating W-2s will be mailed by January 31, 2026 and can be accessed electronically), '2026 W-4 Forms for Personal Assistants' (stating the 2026 IRS Form W-4 is now available in the Forms tab), and a note that the system is showing a blank 2026 form pre-populated with the user's address. A 'Please note' section states that users do not need to fill out the 2026 W-4 unless they claimed 'Exempt' on their 2025 W-4.

<https://pplfirst.com/programs/new-york/ny-consumer-directed-personal-assistance-program-cdpap/>



Get Help with Registration – Connect with a Facilitator!

- Registering the consumer and their Personal Assistants can be difficult. A Facilitator can help with this process.
- Facilitators are community-based organizations located throughout New York State who can provide ongoing customer service and EVV support with registering the consumer and PAs and using PPL.
- 40 CBOs from across NY including 11 Independent Living Centers tasked with providing culturally competent and localized support CDPAP consumers and workers.
- Facilitators are contracted and paid by PPL.
- Visit <https://pplfirst.com/cdpap-facilitators/> for more information.
- Consumers may request that their PPL case be aligned with a Facilitator by contacting PPL or using this Facilitator Selection Form [English](#) - [Español](#)



Initial Registration with PPL - Consumer

- Consumer must create an online account with PPL using 3 contacts - mobile phone, email address, and a 3rd contact (could be a relative or landline)
- Designated Representative (DR), if needed to manage and direct care, must create an online account with their own 3 contacts.
- If you are a DR for more than one consumer, you must use 3 DIFFERENT contact numbers for each consumer!
- Consumer and DR will be directed to:
 - Complete Profile - requires Medicaid CIN Number
 - Include the names of PA's in the Association Section of the consumer's profile
 - Sign [Memorandum of Understanding \(MOU\)](#) (in "Program Documents" in various languages)
 - If DR – [sign Designated Representative form](#)
- Consumer and DR must register and have a **PPL ID number** before the PA can register.
- May need to call PPL to troubleshoot registration – expect long wait times and dropped calls! - Consider using a **Facilitator** to register – see below
- Videos on how to register on PPL website



Initial Registration – Personal Assistants

- Each PA must create an online account with 3 contacts - mobile phone, email address, and a 3rd contact.
- Provide basic demographic information and relationship to the consumer.
- Upload required documents (or fax, email, mail)
(Download forms from **PROGRAM DOCUMENTS** – link on left side of [home page](#)).
 - Offer Letter (consumer or DR must sign)
 - [Personal Assistant Agreement](#) (online in other languages)
 - [Designated Representative Form](#)
 - IRS Form W-4
 - State Form NY IT-2104-I
 - [Payment Method Form](#)
- *Continued next slides* – immigration status, health screening

Initial Registration – Personal Assistants – con'd

IMMIGRANT WORK AUTHORIZATION

- **Citizen or immigrant authorization to work**
 - Upload USCIS I-9 (with verification documents, US passport, green card, two other forms of ID (driver's license, NYS ID, SSA card, etc.)
 - After I-9 and other documents uploaded, PPL will schedule a ZOOM during which PA must show green card or passport.
 - Can be LONG wait time in queue for zoom (hours!)

23

Initial Registration – Personal Assistants – con'd

PA Health Assessments

- **Health Assessment** required before worker can begin assisting the consumer – like other home care aides. 10 NYCRR § 766.11.
 - PPL has contracted with MobileHealth to conduct assessments -- choice of telehealth or going to their site (beware phone lines- drop calls, not answered. Better to book online – but few slots for appointments, few locations);
 - Or use PA's own provider –follow instructions on MobileHealth website <https://www.mobilehealth.com/ny-cdpap-ppl-medical-screenings/>
 - Two required forms **if PA wants to see own doctor** (on MobileHealth site)
 1. [Mobile Health Pre-Employment Physical Examination Form](#)
Key is page 2 – vaccines, If had TB, MD must attach report that TB not active. (TB Risk assessment screening)
 2. [Drug Attestation Form](#)
- **Annual compliance** – PA does in [Mobile Health's Patient Portal](#).
 1. Self-Health Assessment
 2. Tuberculosis Risk Assessment or Survey
 3. “Based on the medical review of your forms, you may need a follow-up procedure. If a follow-up is needed, Mobile Health will contact you to schedule it.”

PPL doesn't remind consumer/DR that annual compliance is due --unlike old FI's

24

Health Assessments for PAs who Transitioned to PPL

- Initial transition to PPL -PPL told PAs they could submit their annual Health exams later. But in Sept. 2025 hundreds of thousands of PAs were given until Oct. 1st to have exams with PPL's contractor, [Mobile Health](#) and submit them to PPL.
- Mobile Health couldn't meet the demand for appointments and, under pressure from [press](#) and elected officials, DOH required PPL to allow appt. to take place after Oct. 1st as long as it was booked before that date.
- On Oct. 2nd, 2025, Mobile Health announced that as “one-time courtesy” assessments would be scheduled for PAs and could be rescheduled.
- Still there are problems with booking appointments. Upstate, PAs must travel over an hour – only to find appt. was canceled. Some PAs are being called back for a 2nd appointment even after lab tests and exam were completed.
- There is no set deadline for the exams to take place – but stay tuned. If PA cannot log in time, this may be the reason.

Wages and Benefits – PPL

NYS Minimum Wage 2026

- The minimum wage for home care workers increased in 2026 – includes CDPAP PAs.
 - \$19.65/hour in NYC, Long Island, and Westchester
 - \$18.65/hour in the rest of the state
 - See [Home Care Aide Minimum Wage Fact Sheet \(P105\)](#)
- State Labor Law also requires:
 - **Overtime** @ time-and-a-half if over 40 hours/week (but see slide 29 re PPL practice reducing Overtime if Holiday occurs in same work week).
 - **Spread of Hours** – requires **extra hour's pay** for every day worked in excess of ten hours. 12 N.Y.C.R.R. §§ 137-1.7, 142-2.4. But PPL only pays extra hour @ \$7.25

Wage Parity Law & PPL

NY Public Health L. § 3614-c

- NYS Wage Parity Law adds \$2.54 to minimum wage in NYC and \$1.67 in Nassau, Suffolk, & Westchester.
- Employer may opt to pay the supplement in benefits instead of wages but may not retain wage parity dollars.
- Lawsuits challenge violation these laws. See next slide.
- PPL pays part of the supplement in wages, but most of it through a package of bare bones benefits that are widely criticized as worse than offering nothing.*
 - PAs may not opt to receive cash instead.
 - Full-time PAs are disqualified from receiving the Essential Plan – affordable subsidized insurance – simply because they are offered the high-deductible plan.
 - Changes in benefit plans starting in May 2026 – see below

*See Calderon complaint, press links, and [more here](#)



Litigation Challenging Wage Violations

Calderon et. al v. PPL

25 CV 02320 (EDNY)

- Legal Aid NYC and Katz Banks Kumin LLP filed a wage and hour collective/class action on behalf of PPL workers in NYC, Westchester, Suffolk, Nassau counties.
- Amended complaint [here](#)
- Online survey for PPL workers https://legalaid.co1.qualtrics.com/jfe/form/SV_5mW6i5wkHezDncW
- Legal Aid benefits hotline: 1-888-663-6880

Flanagan et. al v. PPL

2025 CV 06225 (WDNY)

- Poricanin Law filed a wage and hour collective/class action on behalf of PPL workers in the rest of the state.
- Contact Poricanin Law at 315-269-1125 or complete this form <https://www.poricaninlaw.com/contact-us/>.

More info [here](#)



Holiday Pay Reduced if Work Any Overtime

- PPL pays Holiday pay for 7 holidays at time-and-a-half – but only for 1st 8 hours of day.*
- But if a PA works overtime in a week with an eligible holiday, the time-and-a-half pay for the holiday will be reduced by the number of overtime hours worked.
- See [PPL Fact sheet on Overtime & Holiday pay](#)
- Ex.: PA works 8 hours on Christmas and 4 hours of overtime the same week. Holiday pay 8 hours reduced by 4 hours overtime pay = 4 hours.

See PPL [FAQ](#) – click on Personal Assistant Wages and Benefits for list of holidays, etc.



News Flash – PPL PA Open Enrollment: April 15 – May 15, 2026 - Benefits Change May 1, 2026

- Just announced - <https://pplfirst.com/cdpap-benefits-2026/>
- May 1, 2026 changes for PAs serving consumers in **NYC, Long Island and Westchester only** –part time or full time
 - **“Wellness” and Flex Plan END.** These were mandatory for all workers in these counties, except Medicare beneficiaries could opt out, and full-time workers could opt for “full” coverage (see below).
 - Accrued Flex plan funds can be spent later with \$1/mo. admin fee charged until depleted.
 - Wellness plan was a terrible non-health plan that covered only a few check-ups and was worse than no insurance. Good riddance
 - **Wage Parity dollars** will instead be deposited into a **Retirement account** (fully vested – so if leave PPL can roll over to IRA, but like IRAs face tax penalty if withdraw before age 59.5 unless disabled.
 - Unclear – mgt. fees and investment choices! **No opt-out.**
- May 1, 2026 – new benefits administrator- GSA National.
- *Con’d next slides*

PPL HR Hotline: [1-833-746-8283](tel:1-833-746-8283).



31

2026 Health Insurance Changes – PAs

Full time workers (130+ hours/month) STATEWIDE

- Option to enroll in SecureHealth or SecureHealth Plus health plans.
 - SecureHealth Plus – see [SPD](#) and [Summary Coverage](#)
 - Premium - \$254.66/mo. single
 - Deductible In-Network \$2000 single/\$4000 family
- If not yet enrolled – **Open Enrollment April 15 – May 15, 2026** – enroll eff. May 1st
- If opt not to enroll – Wage Parity dollars (slide 16) automatically deposited into a **Retirement account**
 - fully vested – so if leave PPL can roll over to IRA, but like IRAs face tax penalty if withdraw before age 59.5 unless disabled.
 - NO OPT-OUT.
- Downstate full-time workers who opted out of *SecureHealth* insurance had the Wellness/Flex plan. Those plans end May 1, 2026 but PA may continue spending funds in Flex account after.

NYLAG
New York Legal Assistance Group

32

Open Enrollment – PAs April 15 – May 15, 2026 – Other Insurance Options

- All PA's offered chance to use THEIR OWN WAGES – with NO contribution by PPL for NON-HEALTH Insurance through Chubb: --
 - Accident, Critical Illness, and Voluntary Life Insurance.
- However, PPL is not contributing anything to the cost of these policies. They are fully paid for by the PA - as a deduction from their paychecks.

NYLAG
New York Legal Assistance Group

TIMEKEEPING and PAYMENT SYSTEMS and PROBLEMS

Logging Time for Payment

- PAs must complete a training in EVV (**Electronic Visit Verification** – federally required).
- PAs must log time worked using an **EVV**-compliant method
 1. Telephony
 2. Time4Care mobile app
 3. Use PPL @ Home website to enter backshifts if necessary
 4. Paper Timesheet Exception may be requested – see next slide.
- **Consumer or Designated Representative must approve time each week by noon on Sunday in order for the PA to be paid!**
 - If use paper timesheets, must do by 11:59 PM Saturday night
- PAs are paid weekly, on Thursdays.
- PPL not permitted to limit overtime, but will reach out to PAs logging more than 40 hrs to voice concern.

Visit <https://pplfirst.com/cdpap-resources/>
DOH compiled CDPAP resources for
consumers available in [English](#) & [Español](#).

35

Timekeeping with Paper timesheets

- To use a PAPER TIMESHEET, must meet an exception from the requirement to use an EVV-compliant system – Per PPL website:
 1. Consumers and/or PA's unable to use electronic timekeeping due to sincerely held **religious beliefs**.
 2. Consumer **does not have access to the internet** and does **not have a landline telephone** in their residence.
 3. Another exceptional circumstance prevents consumer/DR or PA from using an electronic timekeeping.
- Submit Paper timesheet [exception form](#) via fax, mail, or email.
 - Mail: 17 Plaza Drive, Latham, NY 12110 Fax: 1-844-244-4384
 - Email to submit exception request: nycdap@pplfirst.com
 - Email to submit timesheets once approved: NYCDPAP_TS@pplfirst.com
- TIP: Consumer and all PAs should be listed on and sign the Exception form. Otherwise PPL may say only certain PAs have the exception. Also PAs should upload signed form in their portal.
- Can take PPL weeks to approve – but might just approve for a few months – and then must renew.
- Paper timesheets useful if the MLTC or LDSS “authorization” lapses, preventing PA from clocking in. See slide below.

NYLAG
New York Legal Assistance Group

36

Payment/ Time issues – In General

- PPL customer service reps won't let a consumer/DR resolve a PA payroll issue – will only speak to PA.
- Consumers are given a “ticket #”, but often no follow up, can't reach a supervisor.
- TIP: Escalate to State DOH (Contact: slide 42)
- Unlike former FI's, PPL does not pay for time needed to train a new PA – but it does **pay up to 4 hours for 5 mandatory PA trainings**:
 1. EVV - Time4Care
 2. HIPAA
 3. Emergency Preparedness Planning
 4. Sexual Harassment
 5. Fraud, Waste, and Abuse
- Timekeeping systems as well as PPL are wonky, not accessible re disability, not available in foreign languages (same for PPL call center)

NYLAG
New York Legal Assistance Group

37

Common Wage Complaint:**Unpaid or Delayed Wages**

- Non-payment appears in PPL systems as “returned” or “pending.”
- **Tips:**
 - Make sure that consumer/DR approved shifts in PPL systems. Failure to approve shifts = delayed payment.
 - But – systems issues may prevent consumer/DR from approving time – then worker doesn’t get paid.
 - Log into PPL @ Home and navigate to Time Sheet tab to review payments.
 - Some reasons for “pending payments” are listed here:
<https://pplfirst.com/cdpap-resources/> (click on Payroll and Payment on left – scroll down to *Pending Payments*)
 - Reach out to a facilitator for help/training.
 - Complain to SDOH, PPL, and elected officials!
- **WARNING:** if PPL pays retro pay in “adjustment” check, watch for excessive tax withholding – at tax rate that assumes the higher one-time check means higher annual income!

NYLAG
New York Legal Assistance Group

38

Common Wage Complaint:**ROUNDING UP TIME**

- Time-keeping technology rounds up or down time.
 - If clock out 7 minutes late, time rounds down quarter-hour.
 - If clock out 8+ minutes late, time rounds up quarter-hour.
- **RISK** for consumer – if PA inadvertently clocks out late 8 minutes or more, this uses $\frac{1}{4}$ hour of their weekly “authorized hours.” This may result in running out of hours before the week ends.
- **RISK FOR PA** – PA can’t clock in and get paid if the “authorized hours” were used up, even if it was just from rounding.
- Next PA cannot clock in until previous PA clocked out. Overlapping shifts can cause big pay problems!

[PPL Rounding Fact Sheet](#)

NYLAG
New York Legal Assistance Group

Common Obstacle to Payment --

No Service Authorization

- LDSS, MLTC or managed care plan are often delayed in sending a *service authorization* to PPL, without which the PA cannot clock in to be paid.
- Service authorizations must be renewed annually, following a mandatory reassessment by a nurse from the LDSS or plan.
- Consumers can check if they have a service authorization with PPL and view the details by logging into PPL@Home and navigating to the “Authorizations” tab.
- See [GIS 25 MA08 CDPAP Service Authorization Renewal Timelines and Service Authorization Renewal Timelines for CDPAP Medicaid Managed Care Plans](#)
 - DSS must submit authorization to PPL 10 days in advance of the end of the current service authorization; may take PPL 6 business days to process!
 - MLTC/MMC must submit authorization to PPL 7 days in advance of the end of the current service authorization; may take PPL 4 business days to process!

Complain to the Department of Health CDPAP line —and to the MLTC or Managed Care Complaint Units. (see slide 29)



Common Obstacle to Payment

No Units Available on Service Authorization

- PA unable to clock in for work typically near the end of the month, or later learns that shifts went unpaid.
- **TIP:** Review service authorization in PPL @ Home to make sure that it correctly reflects the MLTC/DSS authorization of hours. Units = 15 minute increments.
- **TIP:** Consumers and DRs should pay attention to worker schedules to make sure they don't exceed the weekly amount of authorized services. Problems occur if PA logs out late – cutting into next PA's hours and pay if shifts are continuous. Also due to “rounding” policy – slide 25.
- PPL's website states that “Service authorizations reset each Sunday at 12 a.m. ET.”
 - <https://pplfirst.com/new-york-cdpap-frequently-asked-questions/>



41

★ IMPORTANT CONTACT INFORMATION

PPL NEW YORK (CDPAP PROGRAM)

📞 MAIN LINES

- English 1-833-247-5346
- Spanish 1-833-281-0927
- Telephony System 1-833-278-3959
- PPL Fax (Timesheets) 1-833-951-0828
- Mobile Health / PPD 1-646-680-0450
- Human Resources 1-833-746-8283
- Headquarters (GA) 1-855-243-8775
- TTY (Hearing Impaired) 1-833-204-9042

🌐 LANGUAGE SUPPORT LINES

- Arabic 1-833-278-4829
- Bangla 1-833-278-5781
- French 1-833-279-3511
- Haitian Creole 1-833-279-3513
- Italian 1-833-279-3514
- Mandarin 1-833-279-3467
- Urdu 1-833-281-3277

✉️ EMAIL CONTACTS

- General Inquiries NYCDPAP@pplfirst.com
- Payroll / Timesheets NYCDPAP_TS@pplfirst.com
- Mobile Health PPL@mobilehealth.com
- Human Resources nypphr@pplfirst.com

NYLAG
New York Legal Assistance Group

42

Department of Health Complaint Lines

- NYS Department of Health **hotline for CDPAP participants:**
Statewidefi@health.ny.gov
- DOH MLTC Complaints:
MLTCComplaints@health.ny.gov
- Mainstream Managed Care Complaints:
managedcarecomplaint@health.ny.gov

NYLAG
New York Legal Assistance Group

Alternatives to CDPAP –

Switch to Personal Care

- Switch to Traditional Personal Care. See SSL 365-A(2)(e); 18 NYCRR 505.14. Consider patient’s relationship to the PA & whether the patient has skilled needs (see slides 21-22). Also consider regional staffing shortages.
- Regs allow mixed authorization of hours partial CDPAP, partial PCS.* Typically easier to access through MLTC than LDSS.
- May temporarily switch to another service and go back to CDPAP later.

*18 NYCRR 505.14(b)(5); [11ADM-06](#) - CDPAP Scope and Procedures



Comparing CDPAP & Traditional Personal Care

	CDPAP	Traditional Personal Care
What is aide called?	Personal Assistant (PA)	Personal Care Aide (PCA) or Home Health Aide (HHA)
Who “hires” the aide?	CONSUMER (Person receiving home care)	Licensed Home Care Services Agency (LHCSA)
Who recruits, trains, schedules & supervises the aide?	CONSUMER	LHCSA
* What if consumer has dementia or other cognitive impairment so can't do these tasks?	“Designated representative” performs these functions if consumer is not self-directing (usually a family member)	If not self-directing, must have someone to “direct care” but less responsibility than in CDPAP
Who PAYS the aide and handles timesheets & benefits?	Fiscal intermediary or “FI”	Licensed Home Care Services Agency (LHCSA)



Comparing CDPAP & Traditional Personal Care

	CDPAP	Traditional Personal Care
What tasks may aide do?	May perform tasks beyond what PCA can do (skilled tasks) ie may administer meds -- put pill in consumer's mouth, inject insulin, suction, tube feeding	PCA may not "administer" medications but may bring pre-poured med to consumer. Mostly assists with Activities of Daily Living (ADL)
Aide training & certification	Consumer trains aide – no formal training or certification	Must have formal training (2-3 weeks) and certificate
May Family be Hired as Aide?	<p>Most family members OTHER THAN SPOUSE MAY be hired as PA as long as they are not the "designated representative," including:</p> <ul style="list-style-type: none"> • Adult child of an elderly consumer • Parent of an adult disabled child • Legal guardian can be PA as long as someone else is "designated representative: <p>Spouse MAY NOT be hired as PA</p>	<p>These family members MAY NOT be PCA:</p> <ul style="list-style-type: none"> • Spouse, parent, son, daughter, son-in-law, daughter-in-law <p>Other relatives may be hired but may only reside with consumer if presence needed because of amount of care required</p>



Guidance and Resources

Official Guidance

- Service Authorization: [GIS 25 MA08 & Service Authorization Renewal Timelines for CDPAP Medicaid Managed Care Plans](#)
- Aid Continuing: [GIS 25 MA07 & MMCP Aid Continuing Guidance](#)
- [25 OHIP/ADM-01](#) CDPAP Statewide Fiscal Intermediary

For Consumer & PAs

- PPL [Frequently Asked Questions](#)
- PPL [NY CDPAP](#)
- PPL [CDPAP Resources](#)
- **Facilitator Selection Form.** [English](#) - [Español](#)
- **CDPAP Resources for Consumers** for information on additional resources. (PDF) - [English](#) - [Español](#)



Keep in Touch



Join our newsletter: <https://go.nylag.org/Subscribe-to-EFLRP>



EFLRP Intake

eflrp@nylag.org

Monday intake hotline from
10am-2pm—212-613-7310

**Do not delay in requesting the
fair hearing!**



Other Legal Services

www.Lawhelpny.org



THANK YOU

More information at nylag.org

