

New information from PPL:

All active Personal Assistants (PAs) under NY CDPAP with Public Partnerships LLC (PPL) must regularly submit timesheets for the consumers they are associated with. If a PA does not submit a timesheet for 45 consecutive days for a consumer, their status is automatically changed to 'On-Hold', preventing time submission. Once reactivated, the PA has seven days to submit a valid timesheet, or they will return to On-Hold status.

- Reactivation Process - When PA association goes 'on hold - payment inactivity' - all that the consumer or PA needs to do is click a button to reactivate their status. A screen will show up upon login that says they're on hold and 'click here' to reactivate. Reactivation happens in real time, and they can begin clocking in time immediately.
- If a PA remains On-Hold for six consecutive months with no submitted timesheets, they will be disassociated from the consumer- this is only for consumers they are inactive with (not for any other consumers they may be actively working with).
- If a PA is disassociated from the only consumer they were associated with, in order to resume work in the CDPAP program again, the PA must be associated again to a consumer who has hired them, and then re-register as a new PA and complete all onboarding, training, and eligibility requirements.
***Any previously accrued Paid Time Off (PTO) is forfeited and does not carry over.

PPL Notice:

Please be advised, beginning January 16, 2026, when a Consumer's Service Authorization has less than 16 hours left on it:

- When a PA for that Consumer logs into Time4Care or their Telephony account; the PA will receive an alert telling them how many hours are left on the authorization, and once the limit is reached no additional hours can be worked for this Consumer until their authorization resets.
- When a PA goes to the Timesheet Tab in PPL@Home and attempts to view a timesheet or to log time, they will also see this message.

Contact numbers for PPL are available in multiple languages:

English	1-833-247-5346
Spanish	1-833-247-0927
Arabic	1-833-247-4829
Bangla	1-833-247-5781
French	1-833-247-3511
Haitian Creole	1-833-247-3513
Italian	1-833-247-3514
Mandarin	1-833-247-3467
Urdu	1-833-247-3277

Other Contact numbers:

		Email	
Telephony System	1-833-278-3959	General Inquiries	NYCDPAP@pplfirst.com
PPL Fax (timesheets)	1-833-351-0828	Payroll/Timesheets	NYCDPAP_TS@pplfirst.com
Mobile Health/PPD	1-646-680-0450	Mobile Health	PPL@mobilehealth.com
Human Resources	1-833-746-8283	Human Resources	nypplhr@pplfirst.com
Headquarters (GA)	1-855-243-8775		
TTY (Hearing Impaired)	1-833-204-9042		

STIC is your consumers Facilitator for CPAP and can assist with multiple needs regarding PPL@home, registration, training, medical and so much more and We are here for you too!