

# CDPAP News volume 3



Southern Tier Independence Center (STIC)  
Partnered with Public Partnerships LLC. (PPL)



Consumer Directed Personal Assistance Program (CDPAP)

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*We hope you had a wonderful Holiday Season and a Happy New Year!*

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## **Welcome Packet**

Our Welcome Packet is almost complete. It is full of information for CDPAP, PPL, and STIC and we hope to send it out in the next few weeks. Please watch your email or mail for this to come.

## **Newsletter**

Newsletters will be sent via email and/or mail as well, so watch monthly for these to arrive! These will also be available on our website at <https://www.stic-cil.org/cdpa-resources>.

## **STIC as your Facilitator**

STIC as your Facilitator for CDPAP can assist you and your PA in multiple ways:

- Connect your newly hired PA to you in PPL@home
- Assist you and your newly hired PA with registration
- Assist your PA with completion of their E-Verify (zoom meeting with PPL)
- Assist you and your PA with understanding and navigating PPL@home
- Assist you with updating PPL@home with phone, address, email and other changes
- Answer questions and concerns regarding your services
- Assist with providing, faxing and/or emailing required and/or needed documentation
- Monitor your PPL account and reach out if we see an authorization will be needed soon
- Keep you up to date on your PA's medical and/or training status
- Assist your PA with EVV, annual health assessment and training information
- CDPAP Peer support

STIC also has many other services that may be of assistance to you.

You can find more information on our website at [www.stic-cil.org](https://www.stic-cil.org)



**Southern Tier  
Independence Center**

## **Personal Assistant (PA) Health Assessment**

### **Transitioned PA's**



A completed PA Health Assessment must include the following:

- TB Test, Physical. Proof of 2 MMR Vaccines or a positive Rubella and Rubeola Titer (blood draw), TBRA (TB Risk Assessment) and the Drug Attestation

If your PA has not yet completed or scheduled their Health Assessment, they must contact Mobile Health as soon as possible at 646-680-0450 or [ppl@mobilehealth.com](mailto:ppl@mobilehealth.com). If your PA chooses to complete the assessment through their own physician, they will need to download the Mobile Health Form and Drug Attestation from the Mobile Health website: <https://www.mobilehealth.com/ny-cdpap-ppl-medical-screenings/>

Alternatively, they may contact STIC's CDPAP Department to request the forms. Their physician must complete, sign, and stamp the Mobile Health Form once finished.

Completed forms can be:

- Emailed: [ppl@mobilehealth.com](mailto:ppl@mobilehealth.com)      Faxed: 646-625-3030
  - **Be sure to include the PA's PPL ID on each page.**

Forms may also be brought to STIC, and we will email or fax them to Mobile Health on your PA's behalf.

### **Current PA's**

To continue working in the NY CDPAP, the New York Department of Health requires all Personal Assistants (PAs) to complete two forms annually:

- A Self Health Assessment
- A Tuberculosis Risk Assessment or Screening

STIC's CDPAP Dept. will reach out 2 months prior to the due date to start working with PA's on getting their annual assessment completed. We will either share the web link to the forms or a paper copy, whichever works best for the PA to get these completed. PA's must complete their annual assessment by the due date.

### **Mobile Health will also reach out to PA's - via email for those who have email:**

Mobile Health will email the web links to the forms up to 30 days before the month they are due. For example, if your renewal is in July, you could receive the email as early as June 1. Completing both forms should take about 10 minutes total.

Based on the medical review of the forms, A PA may need a follow-up procedure. If follow-up is needed, Mobile Health will contact the PA to schedule it.

### **New Hires**

If you hire a new PA, they must complete their registration, E-Verify (face to face via Zoom with PPL) and their Health assessment before they can begin working.

## **Have you hired a new PA?**

STIC is here to help! We can assist your new PA with:



- Getting connected to you in PPL@home
- Guiding them through their registration forms
- Explaining and assisting with their Health Assessment & required training
- Assisting them with E-Verify (face to face via zoom with PPL) by providing a room and electronic device at STIC's Binghamton or Norwich office where they can complete their virtual appointment if they don't have one of their own.

STIC can also help them understand how to navigate PPL@home and answer any questions along the way!

## **Are you looking to hire a new PA**

Unfortunately, at this time, we are unable to do Job Postings due to a change to the NYS DOL Job Bank website. We are working on a new process and as soon as we have this finalized, we will send out the updated process.

## **Do you have a PA wanting to get more hours with another consumer?**

We have a list of PA's (in select counties) who are looking for additional hours. We can share this list with you so you can call, interview, and hopefully find someone to hire.

Do you have a PA interested in picking up more hours? They can be added to a list that is shared with consumers who are looking to hire! CDPAP has many consumers who need a PA, and if your PA has additional availability, they may be able to work with another consumer, as well!

- Have your PA call STIC at 607-724-2111 to speak to a member of the CDPAP Dept. or email [cdpa@stic-cil.org](mailto:cdpa@stic-cil.org)
- PA's can also find the form on our website at: <https://www.stic-cil.org/cdpa-resources>

The form will need to be sent back to STIC to the attention of the CDPAP Dept.



## Coming soon – CDPAP Peer Support!

We are in the process of hiring a CDPAP Peer Counselor. This person will be able to assist with:

- Emotional support with difficulty with your services and/or a listening and caring ear
- Help with PPL@home and understanding how to use it
- Help with MCO/LDSS issues regarding reassessment, issues with approved hours etc.
- Legal information and resources
- Assistance & referral with STIC's services that may be of help to you
- Assistance & referral to community resources that may be of help to you

This person will also be making check-in calls, reaching out to you sporadically to see how you are doing and how your services are going.

We are very excited to be able to provide this service to our consumers in the near future!



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## 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.

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## **PA Training**

**The deadline for PA's to complete their 2025 training has been extended to 3/31/2026.**

All PA's who started prior to 10/31/2025 must complete their training prior to this date, or they will no longer be able to clock in and out/get paid, they will be ineligible to work due to being out of compliance.

\*\* Reminder that training is required to be completed annually. All PA's will need to complete the training again at some point in 2026. PPL has not indicated when these will be made available to the PA's, as soon PPL makes the 2026 training available, we will let you and your PA's know.

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## Contacts

### **STIC:**

- Phone: 607-724-2111
- ◆ Fax: 607-772-3601
- ◆ [cdpa@stic-cil.org](mailto:cdpa@stic-cil.org)

### **STIC's Current CDPAP Staff:**

- Sue Hoyt – Director, ext. 310
- Jillian Kaufman – Lead Facilitator, ext. 321
- Cynthia Grant – Facilitator, ext. 342
- Taylor Plonski – Facilitator, ext. 392
- J.L. Bonner – Facilitation Support Specialist, ext. 305

### **PPL:**

#### **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		

PPL Website: <https://pplfirst.com/>

PPL Resources page: <https://pplfirst.com/cdpap-resources/>

Mobile Health: <https://www.mobilehealth.com/ny-cdpap-ppl-medical-screenings/>