

# CDPAP News Volume 4



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



Consumer Directed Personal Assistance Program (CDPAP)

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## **Welcome Packet**

The Welcome Packet was sent out via email and mail (for those we don't have an email for). If you did not receive it or would like a printed copy, please contact the CDPAP Department.

## **Newsletter**

Newsletters are 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>.

\*\*If you are getting a mailed newsletter and would rather receive it via email, please contact the CDPAP Department with your email so we can update this in PPL and start sending it to you that way.

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## **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
- Provide forms, assistance, and other assistance with your services for CDPAP



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

### **Transitioned PA's – Time is running out! This needs to be completed ASAP!**

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 they are 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.

## **PA Training - Updates**

As of February 20, 2026, the Nevvon training portal has been updated for Personal Assistants (PAs). The number of required courses has been reduced from 11 to 5, with the remaining 6 courses now designated as optional.

This change was made to prioritize the most important trainings for PAs, while still providing the opportunity to complete additional courses that may be of interest.

All courses, both required and optional, will continue to be paid at the current training rate for time spent completing them. Please note that payment is capped at a maximum of 4.25 total hours for all 11 training courses combined.

### **Training Deadlines**

- For PAs who had their Nevvon account activated on or before December 31, 2025, (achieving Paperwork Complete status), **the 5 required courses are due by March 31, 2026.**
- PAs who were set up in Nevvon after December 31, 2025, (achieving Paperwork Complete status), must have their courses due 90 days after their individual Nevvon account activation date.

The best way for a PA to confirm a due date is for them to check the due date on any required courses in Nevvon via a PA's profile in PPL@home under "Access my training".

All required courses will have the word "Required" in the title, with optional courses labeled as "Optional."

STIC will be notifying PA's of their due date based on the dates listed on their required courses in Nevvon.

### **Nevvon Account Holds**

A PA may be placed on hold in Nevvon if:

- They are considered 'inactive' due to an incomplete Health Assessment and/or
- They have not submitted time worked within the last 28 days.

### **Paper Packets & Computer Access**

For PAs without electronic access, paper packets are still available only for those who qualify. The material in those packets has been reduced.

For details on paper packet eligibility and ordering a paper packet the PA must call PPL directly.

STIC also has computers available for PA's to complete their trainings. PAs may contact a CDPAP Facilitator to schedule computer access.

### **Frequently Asked Questions:**

1. *Why did the training requirements change? Why was the number of courses required reduced?*
  - PPL updated the training to focus only on the most important courses for your role and for your consumers' health and safety. This reduces the amount of time a PA needs to spend on training while ensuring essential topics are being covered.
2. *What does a PA need to complete and by when?* PAs must complete the below listed Required Courses by the due date listed in Nevvon. If the PA needs help finding the due date, they can contact STIC so we can assist them.

### **Required Courses:**

EVV – Time4Care  
HIPAA  
Fraud, Waste, and Abuse in Healthcare  
Emergency Preparedness Planning  
Sexual Harassment

### **Optional Courses**

Tuberculosis  
Infection Control  
HIV-NYS  
Compliance Basics  
Elder Neglect  
Cultural Competence

#### *3. I have already completed more courses. How is that fair?*

- PPL Thanks you for being proactive and completing the previously required training. There is nothing more for you to do, and we appreciate your diligence in staying compliant. Going forward, we are committed to ensuring training content is meaningful and relevant to your role so that you are using your time most effectively. Thank you again for your commitment and for getting your training completed.

#### *4. Where do I check what I still need to do?*

- Log in to Nevvon through Time4Care or PPL@Home. You'll see exactly which of the five required courses you still need to finish. They have 'Required' in the title.
- Contact STIC, A CDPAP staff member can assist you with this.

#### *5. For PAs in the program before 2026 Why was the deadline changed from December 31 to March 31?*

- The timeline was updated to make sure PAs have enough time to complete the required courses. At the same time, PPL refreshed the training and reduced the number of required courses to make the process more efficient for PAs.

### **On Hold Nevvon Accounts**

If a PA was placed 'On Hold' for Nevvon and doesn't have access to their account to take the training,

1. Has the PA completed or scheduled their Health Assessment? If not, the PA must do one of these assessment actions immediately to complete this work requirement.
2. In addition to the Health Assessment, the PA must also have submitted time in the last 28 days. If the PA has the assessment done but has not submitted time, they will not regain access to training until after they submit time and meet both requirements.

If the PA is 'On Hold' in Nevvon and has met both these requirements, their access should be restored within 5 business days.

Your PA can contact STIC's CDPAP Department with questions, we are here to assist.





## CDPAP Peer Counseling



### **We have a new CDPAP Peer Counselor!**

Our new CDPAP Peer Counselor is in the process of training and will be doing the following very soon:

- 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

The CDPAP Peer Counselor will also be making check-in calls - reaching out to you sporadically to see how you are doing, how your services are going and find out if you need any assistance.

We are very excited to be able to provide this service to our consumers!

## Have a PA Looking for More Hours?



### **PA Share List:**

STIC has a list of PA's looking for hours that we can share with consumers that we facilitate for.

Please note:

- STIC does not offer recommendations, referrals, or endorsements of PA's as we do not directly employ or supervise them.
- Consumers will still be required to call and interview the PAs via phone or in person and decide whether to hire them or not.
- PA's who work for consumers we facilitate can sign a release to be included on this list if they are interested in finding more hours.



## Looking for a Personal Assistant ?



### **Consumer Job openings:**

Consumers who are looking to hire a PA may request that their open position be posted on our STIC website.

Here's how it works:

- Consumers must sign a release form. This can be requested by calling STIC's CDPAP Dept. to have one sent to you or found on our website at <https://www.stic-cil.org/cdpa-resources>
- STIC will put the information from the release on our website so interested PAs can contact you directly to request an interview.
- The release includes all information regarding the job posting and outlines the policies related to this service.

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## Voter Voice

Are you interested in advocating for people with disabilities? Join STIC's Voter Voice!  
<https://votervoice.net/STIC/Home>

**STIC's Voter Voice** is a way for people who care about disability rights to:

- Sign up to receive alerts and information on current public policy issues that impact the disability community.
- Learn about specific legislative campaigns, advocacy actions, and opportunities to contact elected officials about those issues.
- Stay informed and involved so your voice can help influence decisions on things like Medicaid, accessibility, community services, and more.

### **Why This Matters**

Voting and civic engagement are powerful ways to:

- Make sure your needs and priorities are heard by people in government.
- Help shape policies that affect accessibility, healthcare, independence, jobs, transportation, and more.
- Connect with broader disability rights advocacy networks beyond just elections.

If you're interested in advocacy and staying informed about issues that affect people with disabilities, signing up for STIC's Voter Voice alerts can be a good way to get regular information and action opportunities.

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

You can find more information in the on our website at

[www.stic-cil.org](http://www.stic-cil.org)

## 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
- Cody Vaughn – CDPAP Peer Counselor, ext.376



### 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:

Telephony System	1-833-278-3959
PPL Fax (timesheets)	1-833-351-0828
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

#### Email

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

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

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

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