

CDPAP News

Volume 7



Southern Tier
Independence Center



YOUR LIFE
YOUR CARE
YOUR PEOPLE

CONSUMER DIRECTED PERSONAL ASSISTANCE PROGRAM (CDPAP)



STIC will be closed Friday 6/19/26, for Juneteenth

In this issue:

PA Health Assessment	Pg 2
Update on PA Medical Providers & PA Mandatory Training	Pg 3
PA not working, Reassessments for CDPAP & Emergency Preparedness	Pg 4
STIC as your Facilitator, Transportation & STIC Newsletter	Pg 5
PA Looking for hours & Looking for a PA	Pg 6
STIC Services	Pg 7
Voter Voice & Upcoming STIC Events	Pg 8
DOH Complaint Lines & Fair Hearing	Pg 9
STIC & PPL Contacts	Pg 10

Personal Assistant (PA) Health Assessment

Initial Medical - Transitioned PA's (worked in CDPA before PPL)



If your PA is on hold for or has not completed their Initial Medical, they need to do so right away or they will be made ineligible to work by PPL!

They need to complete 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

Your PA needs to contact Mobile Health as soon as possible at 646-680-0450 or ppl@mobilehealth.com.

Or, 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 need to **include the PA's PPL ID on each page** and can be sent in one of the following ways:

- Emailed: ppl@mobilehealth.com
- Faxed: 646-625-3030
- Bring in or send to STIC, and we will email or fax them to Mobile Health on your PA's behalf.
 - Email to: cdpa@stic-cil.org or fax to 607-772-3601

Annual Medical

New York Department of Health and PPL require all Personal Assistants (PA) to complete annual medical. Annual medical requirements are:

- A Self Health Assessment and A Tuberculosis Risk Assessment or Screening
 - PA's must complete their annual assessment by the due date.
 - Based on the medical review of the forms, A PA may need a follow-up procedure. If follow-up is needed, Mobile Health contact the PA to schedule it.
 - PA's can check their due date for their annual medical in Ploumen under the To Do list
 - PA'S can schedule their medical by clicking the 'schedule' button on their Plomer account summary page.

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

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 find the forms or a paper copy, whichever works best to get these completed.

New Hires

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

Update on PA Medical Providers

As of 5/27/2026:

PPL has added a new Occupational Medical provider, The IMA Group.

- All current PA's will remain with Mobile Health
- New hires can find which Occupational Medicine provider they are assigned to by PPL on their To Do list in Paloma or they can contact STIC for this information once they are associated with their consumer.

The IMA Group - call or email - 1-844-540-1882 or PPL@theIMAGroup.com.

Mobile Health- schedule online at <https://www.mobilehealth.com/ny-cdpap-pplmedical-screenings/> or call 646-680-0450

For any PA required medical questions, contact:

Jillian Kaufman
Consumer Directed Services Lead
607-724-2111 ext. 321 or cdpa@stic-cil.org

PA Mandatory Training

PPL is starting to make PA's ineligible to work if they have not completed their training!

1. Has the PA completed or scheduled their Health Assessment? If not, the PA must complete their Health Assessment immediately to complete this work requirement.
2. In addition to the Health Assessment, the PA must also have submitted time (worked) 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 your PA has met both these requirements, their access should be restored within 5 business days.

***Note: when a PA completes the 5 required training courses, they MUST complete the 1 minute 'training complete' video in order for the system to update that they are compliant for the year.

Trainings will need to be completed Annually, STIC & PPL will let you know when the new year's trainings are available in Nevvon

For any questions on your PA's training. you or your PA can contact:

Taylor Plonski or Cynthia Grant
CDPAP Facilitator
607-724-2111 ext. 392 / ext. 342 or cdpa@stic-cil.org

Is a PA no longer working for you?

Protect your services & help prevent the possibility of Fraud due to a PA being connected in PPL@home and working when unauthorized.

Please contact a STIC CDPAP facilitator if your PA has left and/or been terminated or if you were in the process of hiring a new PA, and they have decided not to work for you, or you have decided not to hire them, so we can remove them from your account.

****Re-Assessments for CDPAP****

Reminder that CDPAP consumers need to have new assessments for their CDPAP services bi-annually or annually (depending on their authorization). Look for a letter and/or a phone call regarding your recertification for CDPAP from your Authorizing Entity (Excellus, Fidelis, local DSS etc.)

- You will need a DOH 4359 form for your physician to complete for your assessment, you can get this form from:
 - A STIC CDPAP Facilitator
 - Your MCO or LDSS
 - At - https://www.health.ny.gov/health_care/medicaid/publications/docs/gis/10oltc-006att.pdf

If you miss your assessment, it will affect your CDPAP services up to and including the possibility of your services being closed by your Authorizing Entity.

- This may mean you will have to start the process of getting home care services over again, starting with a new NYIAP assessment.

Please don't wait!

- If you are unsure when your assessment is coming due, contact STIC's CDPAP Department and we can get this information for you.



Be prepared in case of an emergency!

ReadytoRoll is a booklet on ways to be prepared!

- Go to unitedspinal.org for more information
- or contact the CDPAP Dept. at STIC for the full booklet.



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.
- Remove PA's that no longer work for you from the PPL Portal

STIC's is a CDPAP Facilitator for the below 16 counties:

Broome, Cayuga, Chemung, Chenango, Cortland, Delaware, Madison, Onondaga, Otsego, Schoharie, Schuyler, Seneca, Steuben, Tioga, Tompkins, and Yates.

Looking for Transportation in your county?

We have a list of transportation options in all 16 counties that we cover, give us a call and we can email, mail, or fax a list for your county to you.



Would you be interested in receiving STIC's Quarterly Newsletter?



You can find the electronic version on our website at www.stic-cil.org or you can contact our CDPAP Dept. and we can add you to the mailing list.

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.
- For your convenience, we have included a copy of the release with this newsletter (see next page)

Share List Releases and Job Post releases as well as any questions regarding them can be directed to:

JL Bonner
Consumer Directed Services Support Specialist
607-724-2111 ext. 305 or cdpa@stic-cil.org

(All STIC CDPA staff can help with these if JL is not available)



STIC services

STIC provides multiple services that may be of help to you.
To contact a STIC staff person, call 607-724-2111

- **Food Pantry & Community Clothing Closet** – contact any CDPAP Staff member to set up an appointment to access the Food Pantry or Community Closet



- **Loan Closet** – in need of an assistive device? - contact Lucas Stone
- **Social Care Network** – connects Medicaid recipients in NY to essential resources through Social Care Navigators who screen for unmet Health-Related Social Needs, such as nutrition, housing, and transportation - Contact Brittany Carey
- **Assistance with Medicaid enrollment and Medicaid renewal**– Need help with your Medicaid or need to do your yearly renewal? - contact Jerome James

You can find information on all our services on our website at www.stic-cil.org
or contact our CDPAP Dept.

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 are 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.

Upcoming STIC Events / Fundraisers



September 26th – BBQ and Cornhole - Country Pines Pavillion & Event Center, 1660 Union Center Maine Hwy, Endicott, NY 13760



November 7th – 5th Annual Craft Fair at STIC
(use Grant St Entrance)



Department of Health Complaint Lines

NYS Department of Health hotline for CDPAP Participants – statewidefi@health.ny.gov

DOH MLTC complaints: MLTCComplaintes@health.ny.gov or 1-866-712-7197

Mainstream Managed Care Complaints: magangedcarecomplaint@health.ny.gov or 1-800-206-8125

MLTC Enrollment Complaints: 1-855-886-0570 (Advocates line) / 1-888-401-6582 (Consumers line)

Office of Medicaid Inspector General (OMIG): General inquiries: 518-473-3782

Suspected Fraud Complaints/Allegations: 1-877-873-7283 or www.omig.ny.gov

Fair Hearing Information

Request for a Fair Hearing- (MAY request expedited hearing!)

<https://otda.ny.gov/hearings/request/> - Fax – 518-473-6735 - Phone – 1-800-342-3334

If you received a decrease in hours – be sure to request ‘aide to continue’ to keep your hours unchanged until the hearing and decision.

Request evidence packet from NYIAP

NYIAfairhearings@maximus.com - Fax: 917-228-8899

FAX Power of attorney or Health Care Proxy to

NYIA – 917-228-9121 or 917-228-8623

NYS Office of Temporary Disability Assistance

Web Address: www.otda.state.ny.us/oah/forms.asp - Phone: 1-800-342-3334

Address: Fair Hearing Section, NYS Office of Temporary Disability Assistance, Fair Hearings, PO Box 22023
Albany, NY 12201-2023

Fair Hearing Information for Lawyer:

Disability Rights NY - <http://www.disabilityrightsny.org/contact-us.html>

Phone: 518-432-7861 or toll free: 800-993-8982

iCan – Ombudsman (advocacy) assistance with Managed Care Organizations.

Email: ican@cssny.org

Web: <https://icannys.org>

STIC CDPAP contacts:

- Phone: 607-724-2111 ♦ Fax: 607-772-3601 ♦ cdpa@stic-cil.org

Sue Hoyt – Director of Consumer Directed Services, ext. 310
Jillian Kaufman – Consumer Directed Services Lead, ext. 321
Cynthia Grant – CDPAP Facilitator, ext. 342
Taylor Plonski – CDPAP Facilitator, ext. 392
Jen Clinton – CDPAP Assistant Facilitator, ext. 303
Cody Vaughn – CDPAP Peer Counselor, ext. 376
J.L. Bonner – Consumer Directed Services Support Specialist, ext. 305



PPL Contacts

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
IMA Group	1-844-540-1882

Email

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

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/>

The IMA Group: 1-844-540-1882 or PPL@theIMAGroup.com