

CDPAP News

Volume 8



Southern Tier
Independence Center



YOUR LIFE
YOUR CARE
YOUR PEOPLE

CONSUMER DIRECTED PERSONAL ASSISTANCE PROGRAM (CDPAP)



In this issue:

PA Health Assessment	Pg 2 & 3
PA Mandatory Training	Pg 3
PA not working, Reassessments for CDPAP & Questions on approved hours	Pg 4
Reminder on EVV	Pg 5
Mental Health Resources	Pg 5 – 8
STIC as your Facilitator	Pg 8
PA Looking for hours & looking for a PA	Pg 9
STIC Services	Pg 10
Voter Voice & Upcoming STIC Events	Pg 11
DOH Complaint Lines & Fair Hearing	Pg 12
STIC & PPL Contacts	Pg 13

Personal Assistant (PA) Health Assessment

Initial Medical for new hires includes:

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

New hires cannot begin working until they have completed the full registration process which includes completing the required medical.

Annual Medical

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

- A Self Health Assessment and A Tuberculosis Risk Assessment or Screening
 - PAs 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, the medical provider will contact the PA to schedule it.
 - PAs can check their due date for annual medical in PPL@home under the To Do list

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.

PA Medical Provider's

Any PA working with a PPL consumer prior to 5/27/2026 will remain/be assigned to Mobile Health as their medical provider initial and annual medical requirements.

New hires after 5/27/26 will be assigned a medical provider by PPL, PAs can find which Occupational Medicine provider they are assigned on their To Do list in PPL@home or they can contact STIC for this information once they are associated with their consumer.

Once a PA knows which provider they are assigned to, they can reach out to schedule their initial and/or annual medical.

- 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

NOTE: If a PA chooses to complete the assessment through their own physician, they can reach out to STIC for forms that need to be used or find them on either the Mobile health website or the IMA Group website.

Their physician must complete, sign, and stamp the Health Form once they are finished.

Personal Assistant (PA) Health Assessment (cont')

Completed forms need to **include the PA's PPL ID on each page** and can be sent in to the assigned medical provider in the following ways:

Mobile Health:

- Emailed: ppl@mobilehealth.com Fax: 646-625-3030

IMA Group:

- Fax: 1-518-218-9910 Email: PPL@TheIMAGroup.com

All forms can be brought to or sent to STIC's CDPAP Dept. We can email or fax them to the assigned medical provider on your PA's behalf.

For any PA required medical questions, contact:

Jillian Kaufman, Consumer Directed Services Lead
Phone: 607-724-2111 ext. 321, Fax: 607-772-3601, Email: cdpa@stic-cil.org

PA Mandatory Training

PPL has made PAs ineligible to work if they have not completed their required 2025 training.
If your PA cannot access their training or has become ineligible to work, please review the following:

Has your PA done their Health Assessment? - The PA must complete or schedule their required Health Assessment if it has not been completed. Completing the Health Assessment is required to regain access to the training.

- once your PA completes their Health Assessment and it is updated in PPL, this will automatically reactivate the PA's Nevvon account so they can access and complete their trainings to be able to start working again.

Is your PA On hold for training only? – your PA needs to access Nevvon in their PPL@home account and complete their training to be able to start working again.

Don't let your PA miss this training step - After completing all five required training courses, the PA must also complete the one-minute "Training Complete" video. This final step is required for the system to recognize that the PA has completed the training requirement.

Once your PA completes their training, PPL will reactivate their ability to clock in and out again within 2 business days.

Training is required every year. STIC & PPL will notify you when the next year's training becomes available in Nevvon.

For any questions on PA training contact:

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

Is a PA no longer working for you?

Help protect your services and prevent potential fraud.

If a PA has stopped working for you, has been terminated, or you decide not to hire someone who was in the onboarding process, please contact your STIC CDPAP Facilitator as soon as possible so we can remove them from your PPL@Home account.

Keeping your PA list up to date helps protect your authorized services and reduces the risk of someone remaining connected to your account and working when they are no longer authorized.

If you have any questions, please contact your STIC CDPAP Facilitator.

****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
 - 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.
-

Questions about your approved weekly hours?

PPL distributes your authorized hours across the weeks of your authorization period based on its payroll schedule. As a result, **your first and last week of an authorization period may not include your usual weekly hours.**

- STIC is monitoring your authorizations and will contact you if we notice a difference in your first or last week's approved hours in PPL@home to inform you of any differences.
- If you are unsure of your first and last weeks hours, please contact a STIC CDPAP Facilitator at STIC so we can inform you what shows in PPL@home
- If you have access to PPL@Home, you can view your weekly authorized hours under the "Service Authorization" tab.

Important Reminder About EVV Requirements

Electronic Visit Verification (EVV) technology is an important part of CDPAP because it helps make sure services are delivered when and where they are supposed to be. Unless there is a special situation, PAs and consumers must use an EVV-compliant method to report and approve PA hours.

PPL provides two EVV-compliant options for PAs and consumers: our Time4Care® mobile app and our dial-in phone system (also called “telephony”).

- Time4Care® is available on the Apple App Store or Google Play Store.
- The phone number to enter or approve time through telephony is 1-833-278-3959.

Note that consumers may use a third method, PPL@Home, to approve PA hours, but PPL@Home is not an EVV-compliant way for PAs to enter their time.

EVV-Compliant Timekeeping

Did you know editing time after a shift has been completed is not EVV-compliant *even if* Time4Care or telephony were used to make the adjustment. An EVV-compliant method must be used to clock in and clock out *and* must be done in real time.

You can find more EVV information on PPL’s website at <https://pplfirst.com/programs/new-york/ny-consumer-directed-personal-assistance-program-cdpap/>

Mental Health Resources

With the rising costs of groceries, gas, and other everyday expenses, along with the uncertainty surrounding current events in the U.S. and around the world, it’s understandable that many people may be feeling increased stress or anxiety.

We want to remind you that taking care of your mental health is just as important as taking care of your physical health. If you or someone you know is struggling, help is available.

Below, we’ve included contact information for mental health resources and support services in all 16 counties that we cover as a facilitator. Please don’t hesitate to reach out if you need assistance. You are not alone, and support is available.

Broome County

- Mobile Integration Team (MHAST) (Available 24/7)
 - 607-762-2302
- Mobile Integration Team (Greater Binghamton Health Center) (Available 24/7)
 - 607-763-2761
- UHS Comprehensive Psychiatric Emergency Room Program (CPEP) (Available 24/7)
 - 607-762-2302

Cayuga County

- Liberty Resources Cayuga County Crisis Line (Available 24/7)
 - 315-251-0800
- Nami 24/7 Cayuga County Mental Health Crisis Line (Available 24/7)
 - 1-315-253-0341

Chemung County

- Mobile Integration Team
 - 607-737-5369 (available 24/7)
- Family Services of Chemung Crisis Program
 - 607-442-6900 (Available 24/7)
- Mental Hygiene Crisis Hotline
 - 607-442-6900 (Available 24/7)

Chenango County

- Mobile Crisis Assessment Team (MCAT)
 - 1-844-732-6228 (Available 24/7)
- Mobile Integration Team (Available 24/7)
 - 1-877-369-6699 (Available 24/7)

Cortland County

- Liberty Resources Cortland County Crisis Line
 - 607-756-3771 (M-F 5pm-12am, Sat-Sun 6am-12am)
- Cortland County Mental Health
 - 607-758-6100 (M-F 8am-5pm)

Delaware County

- Mobile Crisis Assessment Team (MCAT)
 - 1-844-732-6228 (Available 24/7)
- Mobile Integration Team
 - 844-732-6228 (Available 24/7)

Madison County

- Liberty Resources Central NY Crisis Line
 - 315-251-0800
- Madison County Mental Health Crisis Line
 - 315-366-2327

Onondaga County

- Crisis Connect (Available 24/7)
 - 315-251-0800
- Comprehensive Psychiatric Emergency Room Program (CPEP) (Available 24/7)
 - 315-448-6555
- Helio Health Mobile Crisis Unit (Available 24/7)
 - 315-401-4443

Otsego County

- Mobile Integration Team (Available 24/7)
 - 1-877-369-6699
- Mobile Crisis Assessment Team (MCAT)
 - 1-844-732-6228 (Available 24/7)

Schoharie County

- Mobile Crisis Assessment Team (MCAT)
 - 1-844-732-6228 (Available 24/7)
- RSS- in Home Stabilization
 - 518-234-8291 ext. 10 (Available 24/7)

Schuyler County

- Mobile Integration Team
 - 607-737-5369 (available 24/7)
- Family Services of Chemung Crisis Program
 - 607-442-6900 (Available 24/7)

Seneca County

- Mobile Integration Team
 - 1-800-310-1160 (Available 24/7)
- Seneca County Crisis Response Team
 - 315-539-1980 (Available 24/7)
- Clifton Springs Mobile Crisis Team
 - 315-462-1080 (Available 24/7)

Steuben County

- Southern Tier Mobile Integration Team
 - 607-664-2255 (option 1 for crisis or 607-973-7800 after hours)
- Steuben County Mental Health Center
 - 607-664-2255 (M, W-F 8:30a-5pm, Tues. 8:30am-8PM) 607-937-7800 (After hours)

Tioga County

- Mobile Integration Team
 - 607-687-4000 (M-F 9am-5pm) 607-687-1010 (After hours)

Tompkins County

- Mobile Integration Team
 - 607-272-1616 (Available 24/7)
- Crisis Lifeline
 - Dial 9-8-8 (Available 24/7)
- Liberty Resource Center Mobile Crisis Response
 - 315-251-0800 (Available 24/7)

Yates County

- Mobile Integration Team
 - 315-531-2400 (M-F 9am-5pm) 315-531-2000 (After hours)
- Clifton Springs Mobile Crisis Team
 - 315-462-1080 (Available 24/7)

Reminder: STIC has a Peer Counselor you can reach out to as well for any issues regarding CDPAP, PPL and/or your services and general peer support.

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 PAs 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.

Please call a STIC CDPAP Facilitator with any questions you may have, we are here for you!

Have a PA Looking for More Hours?

PA Share List:

STIC has a list of PAs looking for hours that we can share with consumers who receive CDPAP facilitation from STIC.

Please note:

- STIC does not offer recommendations, referrals, or endorsements of PAs 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.
- PAs 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 STIC's 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 share the information authorized by 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 and Job Post requests 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

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



STIC Services

STIC provides a variety of services that may be of help to you, as well as makes referral to other community supports and services. For more information call STIC at 607-724-2111 and ask for NY Connects.

- **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 or equipment (wheelchair, tub seat/bench, etc.)? - contact Lucas Stone ext. 359
- **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 ext. 396 or Taylor Paugh ext. 350
- **Assistance with Medicaid enrollment and Medicaid renewal**– Need help with your Medicaid or need to do your yearly renewal? - contact Jerome James ext. 373

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

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.

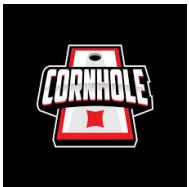
Why This Matters

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



Cluck, Chuck and Cruise!

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



Saturday, November 7th 10:00-3:00– Visit STIC's 5th Annual Craft Fair
(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

If your CDPAP services are reduced, denied, or discontinued, you have the right to request a fair hearing. This allows you to challenge the decision and explain why you believe it is incorrect.

If you received a decrease/discontinuance be sure to request 'aide to continue' to keep your hours of service unchanged until the hearing take place.

Feel free to contact your STIC CDPAP Facilitator as soon as possible to discuss your options.

To Request for a Fair Hearing: (You may also request an expedited hearing)

Contact NYS Office of Temporary Disability Assistance

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

Additional Resources:

- **Request evidence packet from NYIAP** - NYIAfairhearings@maximus.com or Fax: 917-228-8899
- **FAX Power of Attorney or Health Care Proxy to NYIAP** - 917-228-9121 or 917-228-8623

Support (legal and non-legal) available during a Fair Hearing:

- **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
TTY (Deaf)	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/>

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