

CDPAP News

Volume 9



Southern Tier
Independence Center



YOUR LIFE
YOUR CARE
YOUR PEOPLE

CONSUMER DIRECTED PERSONAL ASSISTANCE PROGRAM (CDPAP)

CDPAP News is moving to Quarterly Distribution!

CDPAP News will now be sent out quarterly. The new schedule starting with the fall volume is as follows:

Fall – September or October
Winter – January or February
Spring – March or April
Summer – June or July

We will continue to send out any urgent information when needed via email and/or mail

In this issue:

PA Health Assessment	Pg 2
PA Mandatory Training	Pg 3
Reassessments for CDPAP, Facility Stay Regulations	Pg 4
Questions on approved hours & EVV Landing Page & EVV Requirements	Pg 5
PA Looking for hours & looking for a PA	Pg 6
STIC as your Facilitator & STIC Services	Pg 7
Upcoming STIC Events	Pg 8
Voter Voice	Pg 9
DOH Complaint Lines & Fair Hearing	Pg 10
STIC & PPL Contacts	Pg 11

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

PA Medical Provider's

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 their initial medical through their own physician, they **MUST** use the Mobile Health or IMA form's, they can reach out to STIC for these forms or find them on either the Mobile health website or the IMA Group website. **The physician must complete, sign, and stamp (must include their license #) the health Form!** 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:
Email: ppl@mobilehealth.com
Fax: 646-625-3030

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

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 Initial & Annual Training

New Hires

Newly hired PA's (new to PPL) must complete their initial trainings within 90 days of becoming paperwork complete. They can access their training in their PPL@home portal.

- If a PA doesn't have electronic access to do their training,
 - They can contact STIC to schedule an appointment to come in to our Binghamton office to do them.
 - They can call PPL and let them know so that paper forms can be mailed to them to get completed and mailed back to PPL

Annual Training

2026 ANNUAL TRAINING MUST BE COMPLETED BY 12/31/26

2026 Trainings – all PA's who started in 2025 need to do their 2026 annual training. PPL will begin rolling these out in 'groups' in early September, meaning not all PA's will have access at the same time. Make sure your PA is checking their Nevvon account for when their training becomes available.

Issues accessing Training?

If your PA cannot access their training or has become ineligible to work due to not completing their training within 90 days of hire or annually, please review the following:

Has your PA completed their Health Assessment?

- PA's 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 a suspended 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.

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

****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.

Reminder on Regulations Regarding Facility Stays

Per the MOU and PA Agreement, both you, as the Consumer/Designated Representative (DR), and the Personal Assistant (PA) were informed of and signed an acknowledgment that a PA **cannot work while the Consumer is admitted to or staying in any type of facility**. This includes, but is not limited to, a hospital, nursing home, rehabilitation facility, respite facility, or other similar settings.

The agreements also require the Consumer/DR to notify the appropriate parties, including the MCO/LDSS, PPL, and/or your Facilitator—of any facility admission or stay **within five (5) days of admission**.

Due to recent instances where facility stays have overlapped with PA hours worked, and the number of overlapping hours appears to be increasing, we want to remind everyone of this requirement and ensure that all parties understand the potential consequences.

If a PA is paid for hours that overlap with a Consumer's facility stay, **PPL may recover or deduct the payment for those hours**. In addition, PPL and/or the MCO/LDSS may determine that the overlapping hours constitute a program violation or potential fraud. This could result in further action, including the **suspension or closure of the Consumer's services**.

Please make sure that all facility admissions and stays are reported promptly and that PA hours are not worked or submitted for payment during any period when the Consumer is residing in or admitted to a facility.

This reminder is being provided to help prevent payment issues, program violations, and possible consequences to the Consumer's services.

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.

EVV Landing Page and EVV requirements

PPL has announced that they now have an EVV landing page active and accessible on their PPL website. Per PPL this page will serve as a centralized resource for EVV-related information, guidance, educational materials, and support resources. <https://pplfirst.com/cdpap-evv/>

EVV Requirements

Electronic Visit Verification (EVV) technology is **a Federal Law** and there are no exceptions to it being used.

EVV 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: Time4Care® mobile app and a 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 is 1-833-278-3959.
- If the Time4Care app is down for any reason, PA's need to be using the telephony dial-in phone system to clock in/out their hours
- Consumers can approve time in both systems and may also use PPL@Home, to approve PA hours

EVV-Compliant Timekeeping

PPL@Home is not considered an EVV-compliant way for PAs to enter their time. Due to this, a PA's ability to enter missed punches is being phased out of PPL@home by PPL. Once this is completed, manual entries will no longer be able to be entered via PPL@home.

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.

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 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!

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.

Upcoming STIC Events / Fundraisers

CLUCK, CHUCK, AND CRUISE

CORN HOLE TOURNAMENT

CHICKEN BBQ

AND CRUISE IN

Questions?
607-724-2111
Development@stic-cil.org

Join Southern Tier Independence Center (STIC) at Country Pines for a BBQ, Corn Hole Tournament, and Classic Car Cruise-In. Proceeds benefit STIC's mission to empower people with disabilities to live independently and fully participate in their communities.

1660 UNION CENTER HWY
ENDICOTT, NY 13760

SEPTEMBER 26
11 AM - 3 PM

BBQ CHICKEN - \$25
CORN HOLE TOURNAMENT - \$10



**Trunk Or Treat
and
Community Services Fair**

Save The Date

October 15
5pm-7pm
135 E. Frederick St.
Binghamton, NY
13904

Invite your friends, family and neighbors!

Discover the wealth of services available within our community all in one place!

Southern Tier Independence Center



Be a part of
STIC's
ANNUAL HOLIDAY
CRAFT FAIR

Benefiting people with disabilities

November 7, 2026 | **10am - 3pm**

We're now accepting vendor registrations. Don't miss out!



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.





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 receive 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

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

Email

General Inquiries	NYCDPAP@pplfirst.com
Payroll/Timesheets	NYCDPAP_TS@pplfirst.com

Mobile Health	PPL@mobilehealth.com
Human Resources	nypplhr@pplfirst.com