

CDPAP News

Volume 10



Southern Tier
Independence Center



YOUR LIFE
YOUR CARE
YOUR PEOPLE

CONSUMER DIRECTED PERSONAL ASSISTANCE PROGRAM (CDPAP)

Fall 2026



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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: All Personal Assistants (PA) are required to complete their medical annually. The Annual medical requirements are - A Self Health Assessment and A Tuberculosis Risk Assessment or Screening

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.

- 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

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 training 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 into our Binghamton office to complete them OR 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

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. PA's need to be checking Nevvon in their PPL@home account for training to become available.

UPDATE - PPL has stated that PA's will be given **90 days from the date the training becomes available** in Nevvon to complete their trainings. PPL will be rolling out trainings in 'groups' in early September, meaning not all PA's will have access at the same time. PA's need to be checking Nevvon in their PPL@home account for training to become available.

For any questions on PA training contact:

Cynthia Grant, CDPAP Facilitator

607-724-2111 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.

Renewal of Medicaid

Anyone with Medicaid must periodically do a renewal (new approval).

Please be sure to look for mail or calls regarding your renewal.

For help with your renewal, you can contact STIC and speak to a Navigator who can assist you with the application.

- If you don't renew on time, you may lose your coverage.
- Your Medicaid is what pays for your CDPAP services, if you lose your Medicaid coverage, you will also lose your CDPAP.
- Once you get your Medicaid back, you may be required to have a new NYIAP assessment to get re-approved for CDPAP services.
 - If you receive only level 1 (Housekeeping) and are with an MCO (Fidelis, Excellus etc.), you are not grandfathered once services have been lost and you may be denied due to the new ADL (Activities of Daily Living) regulations that went into effect last year.

Be sure you are renewing your Medicaid as soon as you get the renewal notification!

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.

I-9 Verification UPDATE for new hires

PPL has updated how a PA completes their I-9 verification (E-Verify) requirement when registering

- PAs need to complete their E-Verify once their I-9 and ID has been submitted. They will need the original ID that they uploaded pictures of for the meeting. Once they have uploaded their I-9 and ID's, the following will occur:
 - PPL will review the documents and ID and a case will be created
 - PPL will send them a link to use to schedule the meeting
 - Confirmation of the scheduled meeting will be emailed to them with the link for the meeting **THEY CANNOT SIGN IN TO THE LINK UNTIL AFTER THE NEXT STEP**
 - A PPL staff member will call them at the time of the meeting; they will then be able to sign in to the meeting link they received.
- These same steps will be used for the PA's 'payroll method form'
 - If this is submitted this with the I-9 documents, the meeting will cover both
 - If this is submitted later, a 2nd meeting will be required with the same steps as above

**** If the PA does not answer the call, the meeting will be cancelled and will then have to be rescheduled using the original link sent.**

Changes to Quantity of Designated Representatives (D.R.)

Managed Care and Local DSS agencies are now responsible for listing a D.R. in PPL@home. They must indicate if a D.R. is 'required' or 'not required' and put in the information for any applicable D.R.

The Dept. Of Health, which oversees CDPAP/PPL has determined that only 1 D.R. can be assigned to a consumer.

- This is a change – previously there could be 2 D.R.'s (2 parents, parent and another person, etc.)
- DOH has determined that only one person should be in this position going forward.

If you have questions or concerns regarding this change, please contact the Department of Health.

Electronic Visit Verification (EVV)

Time4Care App Troubleshooting Tips

When to troubleshoot before calling for assistance:

If your PA is attempting to use the Time4Care application and receives an error or issue, please have them check that they have the most recent version of the application on their device. You can update the application via your app store: [Apple App Store](#) or [Google Play](#).

Troubleshooting Time4Care – Please follow these steps in order:

1. Open the **Time4Care app**
2. Tap the **gear icon** (Settings)
3. Select **Update User Data**
4. Log out and then log back in

If this does not solve the issue, please try the following:

1. Remove the Time4Care app from the device
 - Reinstall Time4Care from the [Apple App Store](#) or [Google Play](#)
2. Clear the app cache (if you're on Android)
2. Open the **gear icon** (Settings)
3. Tap **Apps** (or **Apps & Notifications**)
4. Select **Time4Care**
5. Tap **Storage** or **Storage & Cache**
6. Tap **Clear Cache**

This removes temporary files without deleting your login information, settings, or personal data.

- After clearing cache restart your phone:
 - Press and hold the **Power** button
 - Select **Restart**

This helps ensure the device loads fresh data and can resolve many app-related issues.

- Uninstall the app
 - Reinstall the Time4Care app
 - Restart your device after reinstalling
- Check for app updates in the [Apple App Store](#) or [Google Play](#)
- Try accessing the app from a different device or browser (if using the web version).

Does our PA need to change their Payroll Direct Deposit or Submit a Change of Information form?

If your PA needs to make a change to their Direct Deposit or contact information

- They need to complete a new **‘Payroll Method form’** and/or a **‘Change of Information form’** and upload it to ‘required documents’ in PPL@home
- PPL reviews the form and creates a case
- PPL will send them a link to use to schedule a meeting
- Confirmation of the scheduled meeting will be emailed to them with the link for the meeting
THEY CANNOT SIGN IN TO THE LINK UNTIL AFTER THE NEXT STEP
- A PPL staff member will call them at the time of the meeting; they will then be able to sign in to the meeting link they received.

If the PA does not answer the call, the meeting will be cancelled and will then have to be rescheduled using the original link sent.

*****Changes to Direct Deposit** have the potential to take up to 2 weeks. If a PA has closed/changed an account and needs to ensure that their pay doesn’t go to this account:

- They need to call PPL and request a ‘stop payment’ to that account and request a paper check until the new payment method form has been processed and updated in their PPL@home portal.

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.

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 (Independent Consumer Advocacy Network)** - assistance with Managed Care Organizations. - Email: ican@cssny.org Web: <https://icannys.org>



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

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.

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)

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.



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



**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**

**TRUNK
OR
TREAT**

**CRAFT
FAIR**



**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.



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
Human Resources	nypplhr@pplfirst.com