

Hello

My name is Alecia Coleman.

I am the consumer, my daughter is my PA. Cdpap gives me a sense of security knowing I am being taken care of by a loved one.

But we feel PPL is failing us terribly

- neither of us received any benefit packet. To let us know what she is entitled to.
- we're constantly making calls & then the recording hangs up. Or when I select a call back, it never happens

- one of my health issues is anxiety,

Ppl is constantly sending me Warning emails telling me I didnt approve a certain day ; but their app & website isn't showing the day I need to approve. I have tried calling numerous times to no avail.

My daughter's checks are sometimes been short because of this. She has a 5 year old to support. (and it's an on going problem). As a result of these warning emails, non existent communication my anxiety has gotten worse. Which also effects other health problems I have.

- there have also been times they sent an email & I had already approved the day; but it disappeared. I take screen shots

- I have had to join fb groups in hopes of finding any answers

- the insurance they offer is another issue

I am one of tens of thousands facing these issues. Just do a facebook search for PPL.

I call upon the Governor and the NY State legislature to stop this catastrophe before more harm is caused! Save CDPAP NOW. End the PPL monopoly and restore choice to this critical home care program!"

Thank you so much for helping & hearing us.

Alecia