

Hello,

Writing to offer my experiences with the PPL transition. It's been awful all around. In short, their automated systems don't work, they are short-staffed, and their employees don't have the training, experience, or access to solve problems. The net result is that consumers and caregivers are doing a lot of extra unpaid work.

- It took many, many hours of work (phone calls, emails, etc) just to register in the website and app, due to widespread technical problems.
- During the transition it was impossible to get through to PPL on the phone. I only received calls back when I escalated problems to the statewide transition team.
- The app malfunctions (most recently a couple of weeks ago), failing to record logging in or out of shifts. I was told by a customer service rep this is a widespread problem.
- My mother's service authorization was suspended for almost a week due to internal paperwork errors at PPL. I've heard this is also a widespread problem. As a result my sister, Sarah Jones, who is also a caregiver for my mother, is still waiting to be paid for shifts from early May. I've been on the phone with PPL for hours trying to get this resolved.
- Every time there is a problem we are on the phone for hours with someone who does not have the access or knowledge to fix it, and who offers unsubstantiated hypotheticals suggesting the problem is our fault. It seems PPL's training focuses mostly on scripted responses, which suggest that consumers and caregivers are somehow responsible for PPL's failures.
- PPL emails are similarly full of blame-shifting "reminders", instructing us to use the app to clock hours, saying they can't pay for hours that aren't authorized, etc.
- Our previous FI was staffed with knowledgeable people who were able to help us navigate the overwhelmingly complex Medicaid system. That resource is now gone.
- My sister received a text late one Sunday evening instructing her that the deadline to sign up for PPL benefits was the following day. This is an absurdly short amount of time to research benefit options.
- I never received any information about benefits, but I see that benefit deductions are being taken from my paychecks. I have no idea what these deductions are for.

Caregivers are already making huge sacrifices to take care of beloved family members, many of whom are, like my mother, slowly dying of cruel diseases. We are already sobbing as we slog through endless reams of red tape, and this transition has added to our burden. Dealing with PPL is a punishing level of work. It's a lot of incredibly frustrating hours dealing with needless incompetence, and it feels really abusive.

I heard that the PPL rollout in PA was also a disaster. If these problems were known, why did NYS throw its citizens to the wolves?

Thank you,

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I remembered an additional problem. I signed up for a zoom training session during the PPL signup period. It was at an inconvenient time, but I rescheduled my day around it because I couldn't get through to anyone on the phone. I joined via the zoom link and waited the entire hour; no one from PPL ever logged in to conduct the training. Several weeks later I got an email saying the training had been rescheduled. I've gotten additional emails to the same effect since then. The most recent email rescheduling this months-ago training arrived a couple of days ago.

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