

Christine Labanowski

Good evening I am here to write about how PPL almost forced me to place my 82 year old aunt with dementia into a nursing home. We never had an issue with care or billing with CDPAP until PPL took over. We started with PPL when the program launched. There were many small obstacles at the beginning with clocking in and approving time but I think most thought that it would eventually smoothe out. My aunt is covered for 7 days a week "live in" care which means that the aides come for at least 24 hours a day and only get paid for 13. To start PPLs system is not set up to accommodate live-in aides. Our first obstacle was on or about 5/15 when one aide got paid 2800 for one week and the other aide got zero. After several phone calls nothing was done. Case after case for a supervisor to call back and nothing which will in turn to bite us in the ass right about now. When my aides call PPL and question them on my approving their time they do not look into the account. Due to the system not being set up correctly I need to reject their last clock in on the day they are leaving, the 12am to 8am clock in or the aide coming on will not get paid. Well when a aide calls PPL to question my rejection they do not look into my account instead they tell the aide that I am wrong and ripping them off. Due to this one of my full timers walked out mid shift that was on 5/20. Next issue just about two weeks ago my aides did not receive a paycheck. When you call PPL you can not get a supervisor you need to have one call you back. They do not call you back. After several phone calls I finally got someone she is going to look into it and call me back. Well she does not once again I am spending days and hours trying to reach a supervisor. So now I finally get someone who knows what they are doing. My aunt had an authorization for 4/1 to 6/30 it was approved for 1183 hours for this time period. They have not paid my aides in 2 weeks. Another aide walked out mid shift due to no payment. If you do the math it comes to 91 hours per week which in turn if you multiply the 91×13 weeks you get 1183 the exact amount of time that she had. Nope PPL telling me that I only had 26 hours left for the 2 weeks. My case worker from DSS said this is not true. There was no change in the hours. They have not only forced me to pause care for my aunt. I have missed several days of work as she can not be left alone. She will wander into the neighborhood and get lost. The supervisor will not call me back after several attempts so I emailed them explaining that they have committed fraud. They are billing for hours of services not provided. What happened to my two weeks of time to pay my aides. My aides are now threatening to bring a lawsuit against me. I could not do it anymore so I asked her DSS case worker for help and I switched programs but I am still trying to get my aides who showed up and completed their jobs their pay. This company is terrible. They have no direct numbers, you can't get help and they are the most incompetent company I have ever dealt with. These are elderly and disabled people and this population is at risk under PPLs care. Please put an end to this and switch back to CDPAP. I have all emails and all phone conversations on recording if you want to see first hand how this company runs. Someone needs to get rid of them asap. They are a danger to the population that they oversee and they are committing fraud daily!!!

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Feel free to reach out for proof of the fraudulent activity to: Christine Labanowski,
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