

Debbie McGowan

I am the parent of a young man Down Syndrome and I am his personal assistant. Since PPL has begun as the fiscal intermediary, it has taken up more time than I can even report here. They don't seem to do anything right!

Took six weeks for me to get my first paycheck after spending 9 months just trying to sign up. Now I am having the same problem I had for the whole month of June and consumer can't even login to get the timesheets approved. More time to go without a paycheck!

Spending more time on the phone with social services as PPL doesn't even have the decency to return your phone call - that's if you can even get through to them !!

This is a living nightmare! There are days that I am close to tears out of frustration.

As a parent, our life is very consumed with care and this is taking time away from me to care for my son.

Please give us back our old FI as it was as smooth as could be. Never a problem and if you needed help or info, they were always there to help you.

In addition today I've learned they had mistakenly put 2 separate authorizations connected to the consumer's ID. I was told that's why the consumer has not been able to approve the past two weeks of work time. Again, they cannot do anything right.

How much will have to be corrected going forward? And why is this all put on the consumer/PA to get things straight?

I'm begging, yes begging, go back to choice of FI and get rid of this completely useless, inadequate company.

Stop PPL now!

Sincerely,

Debbie McGowan
516-697-6893