

Denise Baird

Hello

I am writing to advise you on how the Governor and the Department of health have created a disaster for CDPAP.

Signing up with PPL was virtually impossible to do without help. In order to receive help to sign up with PPL we had to call a phone number that either cuts you off or tells you to leave a call back number. After hours of waiting I was finally called back and spent literally 2 1/2 hrs only to find out with all that time spent, I was not signed up. Then again had to go through the same thing, again spent several hours and still not signed up. The only way I was able to get a competent person to help me was to email the department of health and tell them how much trouble I was having

The telephone system to either Sign On or approve time has many glitches and if you need to reach someone for help again, you are told to leave your number and after hours someone calls back and you're on the phone with them for a half hour to an hour to resolve that issue. Needless to say when we get return phone calls It isn't always at the most opportune time. Having to wait to speak with a human being should not have to take hours and it should not have to take hours to get an issue resolved as well.

PPL is a monopoly and the only place for the people who desperately need these services to deal with. PPL has an MEC insurance that you cannot opt out of which in many cases is causing issues for those with other health insurance leading personal assistance to quit (lower pay too).

We need to have our FIs back to make the lives of the disabled people And their families who need it most easier, our lives are difficult enough

I am respectfully asking for your help put and and to PPL's Monopoly and restore our FI's

Best regards  
Denise Baird