

Hello, I am the designated rep and my family member has been able to live independently in the community because of the assistance from the Cdpap program for about 5 years.

In pre-PPL times, We were originally with Hamaspik as our FI and it was a very smooth process. The PAs got paid on time, clocking in was easy, if there was any kind of glitch we had a coordinator that was extremely easy to reach and available by text /email /phone calls.

Hamaspik is a New York State agency & employees New York State residents as workers , and now they have been replaced by some out-of-state corporation called PPL. If I ever got a call back from PPL, which is rare, the return number is always in another state.

How is that smart or cost-effective or good for New York State not to mention the fragile consumers who are needing help?

Since the transition to PPL there have been so many glitches and problems just in the category of PAs clocking in and getting paid , that I literally spent days trying to get them fixed or even clarified.

Every time I called which some weeks has been daily ( one cannot reach them by email!), I would be on the phone on hold for hours/ calls got dropped seemingly on purpose, and when I finally reached someone, they often didn't have the right information or would have completely opposite information than what I've been told previously- every Rep reached seemed extremely untrained.

One even told me when there was an app issue: "oh that's a glitch -nobody can fix glitches ".

Then they would make a " ticket " for a problem & promise a supervisor would get back to me and that never happened.

Or reps complained that I should be patient with PPL because PPL was trying to get everything up and running in a short time. Yet, getting everything up and running in a short time is how they sold themselves to the governor !

I just got an email a few days ago from PPL supposedly responding to a problem I had an April - the email stated my problem was solved! this is absurd.

Elisa D

Please keep in mind the time that a designated rep and a PA spends trying to navigate the PPL incompetent system is time taken away from the care and well-being of the consumer who needs the help.

Just today one of the PAs cannot not clock in to the app because the app keeps having a pop-up that they are having technical difficulties so the PA has had to spend all morning trying to troubleshoot this instead of caring for the individual. and it's still not solved. We don't know how this worker will be paid for the shift & have spent much time already dealing with this today!

I am in my 70s and all the time I've had to spend trying to deal with PPL has taken away from my own self-care. I have canceled doctors appointments because of having to deal with PPL. my blood pressure is way up from the complete aggravation and frustration of trying to deal with PPL.

Troubleshooting Cdpap benefits on a daily basis was never an issue in the past. Feels like harassment.

PPL is standing in the way of the Cdpap program going smoothly as it used to.

End the PPL monopoly and restore choice to this critical program NOW!

Elisa D

Designated rep