

Ellen Abberbock

Submitted by Ellen Abberbock. Disabilitysolver@aol.com

130 Hempstead Avenue, Apt. 117, West Hempstead, NY 11552- (516)486-0253

My name is Ellen Abberbock. I live in West Hempstead.

I have been a Consumer with the Consumer Directed Personal Assistance Program (CDPAP) for thirteen (13) years.

CDPAP has enabled me to live in my own apartment and ensure that I am able to go to my job as a lawyer each day. I can live independently and contribute to the economy. CDPAP also helps me participate in religious and recreational activities on the weekend. The care that I get through my personal assistants helps ensure that I do not end up in a hospital or nursing home.

I never had difficulty with the CDPAP program until April of 2025 when all CDPAP users were mandated to switch to PPL the only CDPAP Fiscal intermediary or FI. It was my understanding that under Federal program requirements CDPAP consumers must be given more than one FI to choose from. A choice of FI's is no longer available to us. Isn't that a monopoly and aren't there law against having a monopoly?

One of my Personal Assistants did not get paid for May 31. It took over an hour and a half on the phone to resolve the issue. As a result, she was late in paying her mortgage and I was fearful that she would leave me to get another job where she could be sure she would get paid on time.

Another of my Personal Assistants did not get paid for July 5th. It appears PPL does not understand that hours may be overnight and end at 8:00 a.m. and then the day shift may be a live-in 13-hour shift. After another one hour on the phone her issue was given a resolution number, and my assistant was told that she would receive a call back in a week. She never received a call back and she had to call them back to resolve the matter. I am sure that no one in the Governor's office or Department of Health would continue using an agency that took an hour to figure out the problem and never returned calls. Nor would they use a company where Chief Executive Officers resign, and some staff is under criminal investigation.

PPL offered my Personal Assistants Health Insurance, but it had an over \$6,000 deductible and basically covered only well visits. I have read in the newspaper that PPL is offering the Health Insurance is through a company that has been criminally investigated.

PPL puts the wage parity amount on a Flex card every month which can be used for transportation. My Personal Assistant says she is unable to activate and use the card and money has been removed from the card because it is not being used. Who is keeping this money?

Ellen Abberbock

My Personal Assistant has also had extreme difficulty in getting a Medical Exam scheduled with Mobile Health, the company PPL chose to do Medical Exams.

It is unclear to me why the Governor gave a \$9 Billion dollar contract to an out of state company, when the previous FI's would have put that money back into the NY economy. The Governor says the previous FI's lacked oversight. Is PPL given more oversight? I have read that the NYS Comptroller's office was not given permission to review the contract, or the bills submitted by PPL.

If a protected class, race or minority had to put up with such service it would have been news in every newspaper in the Country and the service would have been changed immediately. The CDPAP population consists of disabled individuals who represent every class, race and minority and should not be treated as second class citizens. The CDPAP program affects over 400,000 people which can change an election.

I call upon the Governor and the NYS Legislature to SAVE CDPAP now. End the PPL monopoly and restore the prior FI's to the CDPAP program.

Thank you.