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July 3, 2025

Senator Gustavo Rivera
Chair, Senate Standing Committee On Health
2432 Grand Concourse, Suite 506
Bronx, N.Y. 10458
Sent to email address: grivera@nysenate.gov

Senator James Skoufis
Chair, Senate Standing Committee On Investigations and
Government Operations
45 Quaker Avenue, Suites 202 & 207
Cornwall, N.Y. 12518-2146
Sent to email address: skoufis@nysenate.gov

Ms. Lequela Steen, MPH
Legislative Fellow
Senate Standing Committee on Health
172 State Street, Capitol Building, Room: 502
Albany, N.Y. 12247
Sent to email address: steen@nysenate.gov

**Re: July 9th, 2025 NYS Public Hearing to Examine
the Consumer-Directed Personal Assistance
Program (CDPAP) transition to a single statewide
fiscal intermediary**

Dear Chair Rivera and Chair Skoufis;

My life and the people in my community's lives are in jeopardy. Currently, we are under attack by our own politicians in the New York State Legislature and are dealing with Public Partnerships, LLC (PPL) to provide home care services and it is doing an absolute terrible job; they would get an F grade if they were in school. For almost a month and a half my personal care assistants went without pay, a clear violation of labor laws. Both my personal care assistants and I called every day. Each time we received different conflicting answers from PPL's purported customer service representatives.

The latest information is one of my personal care assistant's was told by a representative from PPL that she has been terminated from Concepts and she does not know what to do. Besides causing havoc, this unilateral termination of my personal care assistant violates the core principles of how the Consumer-Directed Personal Assistance Program (CDPAP) has operated for more than thirty years in New York State.

The healthcare insurance being offered to my personal care assistants, Anthem, is totally inadequate. For instance, one of my personal care assistants is a diabetic and none of the medications she needs to live are covered by Anthem. In contrast when Concepts of Independence of New York City (Concepts) was my fiscal intermediary, Concepts provided first, United Healthcare, and then later, Aetna, both of which provided coverage for these medications this personal care assistant and my other personal care assistants needed. Thus, please

explain to me how am I to ask her and my other personal care assistants to put their lives in jeopardy to work with me?

We all need to be paid on time and we all work to have adequate healthcare insurance coverage. To ask these New Yorkers, my personal care assistants, to be happy with less is absurd, especially when having proper healthcare coverage has become more crucial with the attack on such coverage happening presently on the federal level.

With a contract that has been estimated to cost New York's taxpayers approximately one billion dollars, how can PPL justify not be able to afford to provide a healthcare insurance plan that provides health insurance coverage equal to or better than what was previously provided by other fiscal intermediaries to our personal care assistants?

When I and my personal care assistants call PPL's Human Resources Department, we are left on hold or given the option to leave our name and telephone number for PPL to get back to us. Significantly, however, neither I nor my personal care assistants have received a call back from PPL's Human Resources Department-we are still waiting.

I strongly recommend that the contract with PPL be terminated immediately and preferably that I be able to continue to use Concepts of Independence of New York City as my fiscal intermediary. Simply I want us to return to what services we had before since the system was not broken, so there was nothing that needed to be changed.

Thank you for this opportunity to testify, I truly appreciate it.

Sincerely,

Giuseppe Floccari

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