

Jane Doe
State Senate Testimony re PPL

8/11/25

To Whom It May Concern:

I would like my personal information to remain anonymous due to fears of retribution and privacy concerns, so I am referring to myself as Jane Doe. I am a personal assistant to my adult daughter with severe disabilities. Thank God for the CDPAP program. It literally saves her life daily. We have been very grateful! There is nothing more that we would like than for the cdpap program to succeed. However, with the transition to PPL we have been experiencing serious issues where we didn't have them before.

Some of the PPL issues we have been having are:

- 1) The health insurance called Select plan for full time employees: Due to it's high deductible (\$6500 yearly) the health plan is not usable for our low wage workers and will force them to find other jobs. I personally see this as the biggest newly created problem for the CDPAP program. It would be far better if NO health insurance was offered. For instance, my daughter's father is a CDPAP worker. He receives great insurance through my former union. However, insurance rules require that if a spouse is offered insurance through their job they must take it. So instead of keeping his great insurance through my union, he has been forced to take the PPL Select insurance which makes him pay \$6500 in a yearly deductible before it pays anything. Our other full-time employee gets insurance through the state Essentials plan. She will be kicked off this plan in a few months because just being offered the PPL plan will kick her off the Essentials plan. She cannot afford the PPL deductible, so we will probably lose her as a PPL employee.
- 2) The time4 care app that the workers use to clock in and out doesn't work some of the time and workers don't get paid for some shifts they work, causing much time for the family and Designated Rep to try to figure out why the app isn't working and how to fix it; this nonpayment or delayed payment continues to this day 4 months in for at least one shift a week that a worker has worked.
- 3) PPL is sending out emails saying the consumer / DR hasn't approved workers times and so workers won't get paid. This is NOT true (consumer / DR has approved shifts) and causes much anxiety for workers and consumer. Also, PPL is calling consumers saying they cannot work any Over time which we understand is not accurate, and is threatening, workers are allowed to work overtime when needed if the service auth accommodates this.
- 4) Our previous FI was more accessible and helpful. The current system of PPL puts ALL the onus on the consumer or Designated Rep to figure out what problems are with the time 4 care app, etc. PPL often says, "we don't know" and

that's it, we don't get helped and workers don't get paid. This includes NEW problems with service authorizations. It used to be that consumers services were not cut off if service authorization was a problem. Now there seems to be a problem with HRA / Casa (in the city) finishing service authorizations in time and the consumer's service is just CUT off. They didn't used to happen when there were our FI's helping us.

- 5) Our social security numbers and bank information seem to be accessible to many PPL employees.

We really are grateful for the CDPAP program and hope the problems can get fixed, we pray for the success of the program. I mostly pray for changes to the PPL health insurance for workers.

Sincerely,

Jane Doe