

Good Morning,

Let me introduce myself, my name is Pamela McDaniel, a caregiver to my 29 or old daughter who has a rare Chromosome Deletion Syndrome. I have had to quit my job 6 years ago because the area we live in is not equipped to handle her complex needs. Being a single mother is hard enough but add a child with special needs and life gets complicated. Luckily, I was able to get enrolled in the cdpap program through RCIL of Utica Ny. This company was very helpful in every aspect from social security, to medicaid and other programs that might be able to help us. Rcil was and even now has been a godsend. Now comes the nightmare that our dear Governor Hochul aka "Mother" FORCED upon us.

I started this unhealthy and extremely toxic relationship with PPL back on January 22nd 2025.

We were told since we were signing up before April we would get a bonus. This is ridiculous since it's not my choice and here we are July and while other received the money, many have not. Fast forward to today and PPL said they ran out of money. The conundrum.

We signed up for this forced transition with PPL and there was no welcome package, we had no information to share and PPL couldn't answer any questions or concerns. Ppl registered myself, my daughter and her DR all on the same day. 2 weeks later we find out that my daughter is not only the CONSUMER but the WORKER as well and they misspelled my name after saying it correctly 3 times. I immediately called PPL and the customer service rep. threatened me stating she had to speak to my deaf and mute daughter or she would stop her services. Fine, hope you sign was my response. Nice company, right?! We got disconnected. Do realize this was in JANUARY so that right there should show you how they train the reps.

We called Rcil and they were able to correct ppls mistakes. We also put her case manager at Fidelis on notice because there's nothing like having your new employer already having you doing medicaid fraud.

Next issue, in February we received confirmation that we were paperwork completed and ready to clock in starting April. Ppl mailed all the paperwork that was done so I had a hard copy. Now comes the fun....entering into March....

Ppl continued to send notices saying we needed to complete the registration by April. I ignored this thinking it was one of the mass emails we get. I come to find out that the infamous I9 form was not completed or the tax information. I went and check my hard copy and everything was signed, sealed, and delivered. I called to be sure and the representative literally told me I needed to push save. I assure you her attitude changed when I stated I had a HARD COPY that they sent me for my records. How's that for pushing save?! After the attitude adjustment, she proceeded to go in and mark everything again. Great we are all set....NOPE.

I had to call PPL again, mind you we aren't even close to April and it's nothing less than a shit show brought on by mother.

I called the English number and now no one is picking up and no one calls back. Apparently, we are at the ghosting phase of our employment. Finally, I get human who obviously was from Georgia, I asked, and the education system is something that state needs to work on!

I explain to her about the I9 form, she stated, it's to make sure we are legal and with no felonies. Ppl or the Government ran my information where it came back that I had a military ID. This was on the bottom part of the form that PPL fills out. The conversation literally went like this...

Her- I see you have your military ID on here and uploaded. Who issued you that ID?

Me- DOD

Her- Who is that?

Me- Department Of Defense

Her- oh, ok, who is that? I also see as a second form your social security card. Who issued that?

Me- ummm, my mother's vagina when a slide out in the 70s. And proceeded to hang up. No, not even sorry for that conversation. Train your staff better!

How do you have people working for you that have no idea of the basics?

After that unfortunate nightmare, I called back and got a guy who obviously was older and WISER. He helped get everything fixed AGAIN. He stated their system is updating and this may be the reason things are missing. Well, that is not reassuring at all.

I actually had to go to the doctor and be put temporarily on anxiety meds. My doctor stated, not only was she worried because I never had a problem but I wasn't the only one due to this nightmare. Thank you "Mother" for the undo stress and you have ppl cutting hours stating they are concern for our well being. Nothing polite to say here...moving on.

Now it's April and there are numours problems with not only the phone system but the app as well. Every single time it updates, there is a problem. This is ongoing.

Let's talk about paycheck and paystubs...

There are numerous people who haven't gotten paid, are running out of hours, and taxes are not correct. I called PPL English line and nothing for 3 weeks! So, we started calling the other numbers. Spanish wins!

The representative and Human Resources could not explain how at 40 hours a week at 18.10 why I'm being paid less than when I was at 16.50. They also couldn't explain why my checks are consistently different amounts for the SAME HOURS.

Rcil told me from the beginning that this is a program to pay me so I don't lose my daughter or my house. We got paid for 40 hours consistently, same amount every single time, same taxes taken out but Ppl can't do this correctly at all. I'll ask this, how does a payroll company that has been in business since 99, screw up payroll? We were also told by RCIL that there is no overtime or holiday pay, that was up to the consumer after the authorized hours. Ppl has stated we get over time and holiday but than stated in a phone call this week that they are cutting everyone to 40 hours. Recorded call. Since when does an FI cut hours that the state approved? How is this legal?

Ppl is literally stealing time away.

Paystubs are an issue with the system also. You can blow the screen up, so I'm told by ppl because you can't print them out due to their system.

Human Resources knows this and said we are working to fix it. There are many that rely on their paystubs for things such as heap, snap or even a basic loan.

Which now takes us to the authorization process...

Ppl has a system that does not coincide with the MCO. Authorizations are taking weeks to months to get into PPL system. Exactly how was this not a DISRUPTION IN SERVICES? You know those words that DOH and Governor Mommy throw around? Nothing to see here folks...starting to feel like rats in a maze.

Well, this Rat doesn't like the cheese your selling!

Onto the the forced health plan and flex card...

Never in my years of working has a company took it upon themselves to enroll me into anything without written consent. Everyone is screaming misinformation when it comes to the health part but I assure you that comes from PPL, Leading Edge and Human Resources.

One tells you this is for downstate only but you can call back 4 times and get 4 different answers. How fun is that? Now it's up to me to decide the best answer. How about letting the employee decide if they want your crap, felony engrossed company as their side chick.

Let's not forget that I was told this flex benefit if now for everyone and the money is taking out of my own check. This came from Leading Edge and PPL.

I feel like a 5 year old and my mommy is trying to teach me how to save money. Are you seeing the bigger picture? Let me break it down

Employer= Bank

Medicaid = Doctor's/prescriptions

Snap= Healthy Food

Medicaid Transport = Gas

We are being told that the flex card can only be used for the things above. So basically you are going to take my money out of my check and tell me how and where to spend my money.

Communist much?

Everything is wrong with Leading Edge considering this company has been in legal hot water just like PPL. You gave my information to a felon. Please don't come back with it's his wife now that runs the company, that company should have been dismantled!

I also want to point out the 62 emails and text messages that PPL has sent out that it borders on stalking. Since when does a company mass text and email for literally everything, many that do not pertain to me. It's has become a problem that I had to block PPL. Fix it, no one likes to be harassed.

Ppl has been and continues to be a living nightmare. The company track record speaks for itself as well as the other companies they have partnered up with.

The Govener has had an agenda along with DOH and it is not to find the waste, fraud and abuse. It is not protect my daughters interest, safety or well being in general.

It is to take the weakest link out. Prove me wrong.

Many consumers have lost their home, services and life, yet you blame them and their health. It's easy to take them out but be very aware....

You will get old, you can have a family member become disabled or sick. You will seek an advocate out like myself. you will beg, cry and become utterly beside yourself and you will want a program like this but you won't be able to get it because YOU ALLOWED FOR ITS DESTRUCTION!!

BRING BACK The FI that were in good standing and give my daughter her SAFETY AND VOICE BACK!

Thank you for your time and feel free to contact me.

Sincerely,

Pamela Casadei-McDaniel

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Advocate and Caregiver