

Opening Statement
Patty Byrnes, Vice President Government Relations
Public Partnerships LLC (PPL)
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Good morning.

My name is Patty Byrnes, and I am the Vice President of Government Relations for Public Partnerships LLC (known as “PPL”) and will be representing PPL today.

Thank you to Senators Rivera and Skoufis, and members of the Senate Health and Investigations and Government Operations Committees, for inviting PPL to participate in today’s hearing on the Consumer Directed Personal Assistance Program, or CDPAP.

I would also like to thank the Senate and Assembly staff, who have worked tirelessly on behalf of constituents to address all questions and concerns throughout this process.

Over the last 10 months, PPL has been highly engaged with CDPAP stakeholders – consumers, Designated Representatives, Personal Assistants, advocates for the elderly and disabled communities, fiscal intermediaries and community-based organizations – to understand what works well and what could be improved as the program evolves. With the benefit of that stakeholder input, PPL successfully executed one of the most complex transitions in Medicaid program history, guided at every step by our mission to improve service, and secure the sustainability of this vital program for years to come.

With 25 years of experience operating more than 50 consumer-directed programs in 20 states, PPL was well-positioned to guide the CDPAP transition while incorporating New York’s unique requirements and stakeholder input. We are honored to serve the CDPAP community and we are proud of our work to ensure New Yorkers continue to receive the care and peace of mind that CDPAP affords.

PPL has enrolled:

- 233,000 Consumers
- 236,000 Personal Assistants
- PPL has paid gross wages of \$2.3B to date

Since the start of the transition, we have been committed to transparency, accessibility, and responsiveness to ensure CDPAP participants have all the information they need to continue receiving the care and services they depend upon.

During their transition to PPL, consumers, DRs, and PAs engaged with PPL through our call center, in-person at our offices found around the state or through our facilitator partners. To support the transition process, PPL invested resources into, surge hiring, providing extensive staff trainings, issuing detailed guidance and FAQs found our CDPAP webpage, and expanded language access to ensure clear communication and support. Our webpage is updated regularly and contains comprehensive tutorials, guides and videos to support CDPAP participants. In November 2024, we launched an extensive consumer and PA engagement plan, which included numerous in-person registration events, daily webinars, and extensive coordination with community-based organizations.

We understood that change can create uncertainty for consumers and PAs, so proactive outreach was a top priority including direct outreach calls, emails and placement of radio, tv and newspapers ads in multiple languages. This transition has been challenged by an unprecedented barrage of misrepresentations, much of which was driven by a well-funded opposition campaign aimed at preserving the old system. PPL worked with DOH and stakeholders to combat the misinformation, which resulted in a cease-and-desist letter sent from DOH to outgoing FIs that were accused of spreading false or coercive information to undermine the transition to a single FI. Throughout it all, our primary focus was doing everything we could to ensure that no consumer experienced a lapse in care.

To illustrate how PPL's efforts addressed the confusion created by outside forces, William A, a consumer from Manhattan, said the following, *"I initially said 'I'm not good with change, this is very frustrating to me,' but the rep I spoke with eased me in ... she explained things and if I didn't understand, she would stop, restart and put it in a way that I could understand. She was extremely thorough about everything."* He went on to say, *"I live in a section eight disabled building and six other people there are with the same agency I'm with ... I talked with them and told them that I did it [registered with PPL] and that it's a good thing. I don't want anybody to have a lapse [in care] because they're scared. We need this care to not just live but to have a quality of life."*

To better understand how program participants felt about implementation, PPL initiated a broad-scale survey of CDPAP consumers, DRs, and PAs. In May 2025, over 52,000 participants rated PPL an average 4.04/5.0, with even higher scores for our timekeeping systems. We are encouraged by these ratings, and we will continue working hard to maintain this high satisfaction score.

Finally, when the Governor and the legislature decided to move to a single FI model, it was to ensure CDPAP's long term sustainability. PPL has implemented measures to ensure adherence to New York's CDPAP rules and federal Medicaid requirements. Through our customer service representatives and escalations team, PPL continues to educate and

engage with CDPAP consumers and workers to ensure their experience in the program is seamless and that their questions and concerns are addressed in a timely manner.

I am proud of PPL's work to provide a high level of service to those most in need within our communities. Like many of you here, our team has a personal connection to these services. Many of us at PPL have been caregivers, have family members who are supported by and rely on a consumer-directed program, or have personally received such services. It's this connection to PPL's mission that drives us to approach our work with empathy and compassion. PPL is honored to support the more than 400,000 consumers, designated representatives and PAs currently registered in CDPAP.