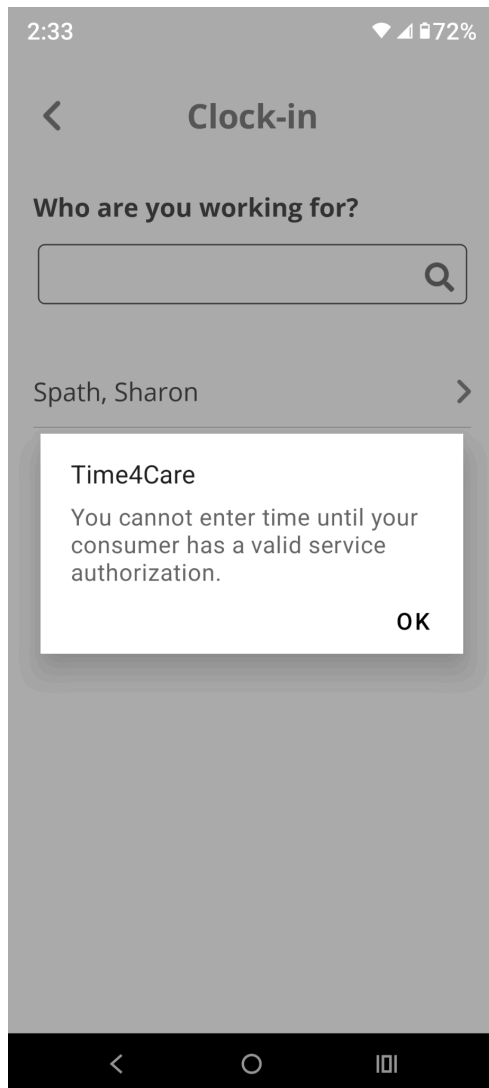


My name is Rachel Kappel, I am a PA for my Mom Sharon Spath.
My PPL number is 10020425
PPL Tracking NY20250104113711
Her number is PRCNY 10030649

Today I was unable to log in to Time4Care on my phone.
See the screenshot below.

--

Rachel Kappel



In addition, I assisted my Mom today with a call from her MLTC provider, Fidelis.
We were informed that documents were needed and that the forms would be mailed.

Previously, we were contacted by my Mom's Primary provider. She indicated that the Health Department sent a form, and a physical needed to be completed and faxed back.

We kept the appointment on 6/10/25 and the Care Manager informed us that the wrong fax number was on the form.

She was able to obtain the correct number and I have documentation from the medical records that it was sent.

In addition, I was informed that as the PA, I needed to complete a physical and have a TB test. I did so, and sent it to Sue Sleasman. She has been my navigator since 2020.

She is employed by the Hudson Valley Independent Living Center, she is copied on the email.

She has been 100 percent FANTASTIC, and we sincerely wish this system had never changed.

I believe she has sent you the necessary documents. No indication otherwise, and I believe the deadline is June 30th.

Finally, we logged on to the account.

In the first two photos, it shows that paperwork is complete. It also shows "0" authorizations.

This website is confusing, especially for an elderly or disabled person.

NextGen FMS

ppplathome.ppplfirst.com/home/enrollment/details/summary

PPL@Home

NY CDAP

Back

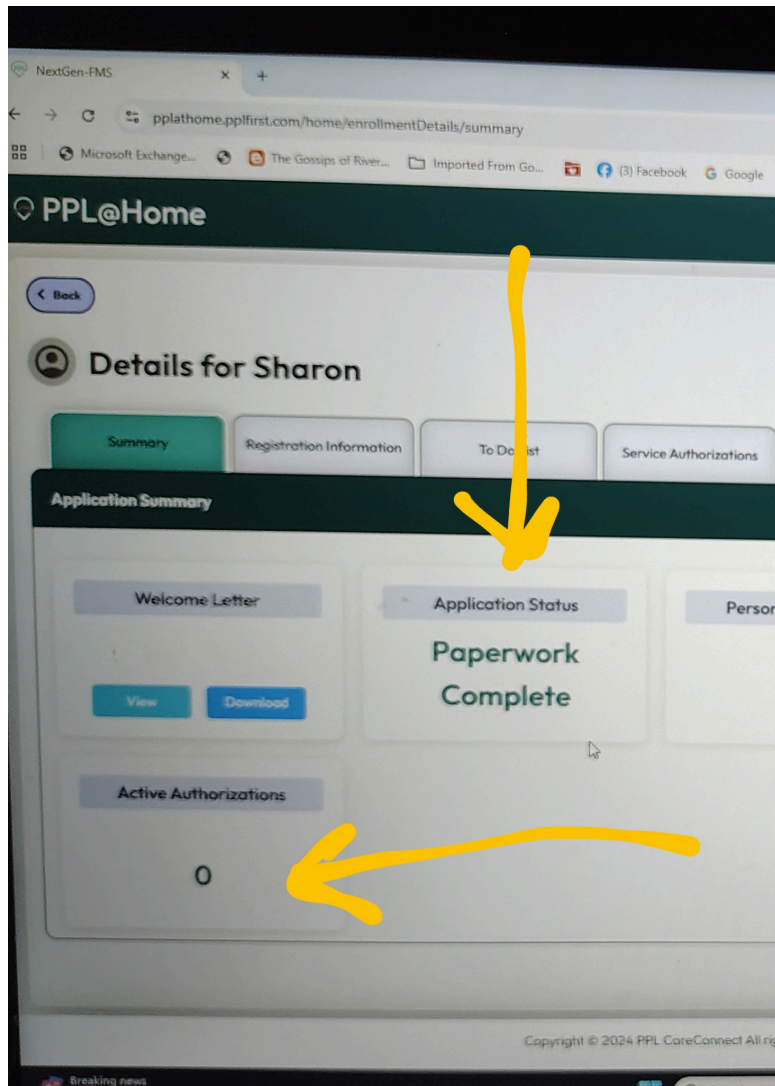
Details for Sharon

- Summary
- Registration Information
- To Do List
- Service Authorizations
- Associations
- Required Documents
- Signature
- Joint Employment Forms
- Checklist
- Timesheet

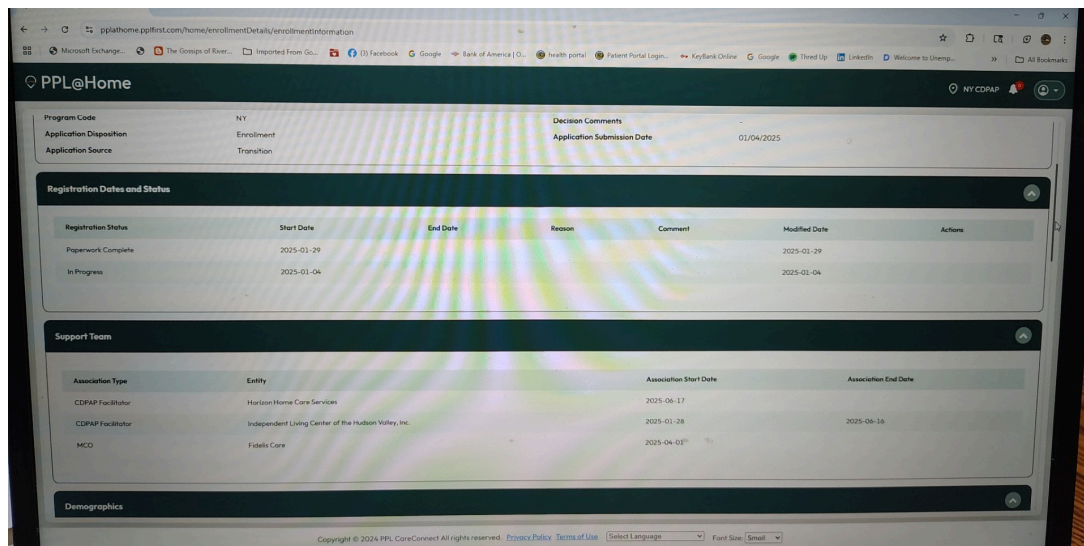
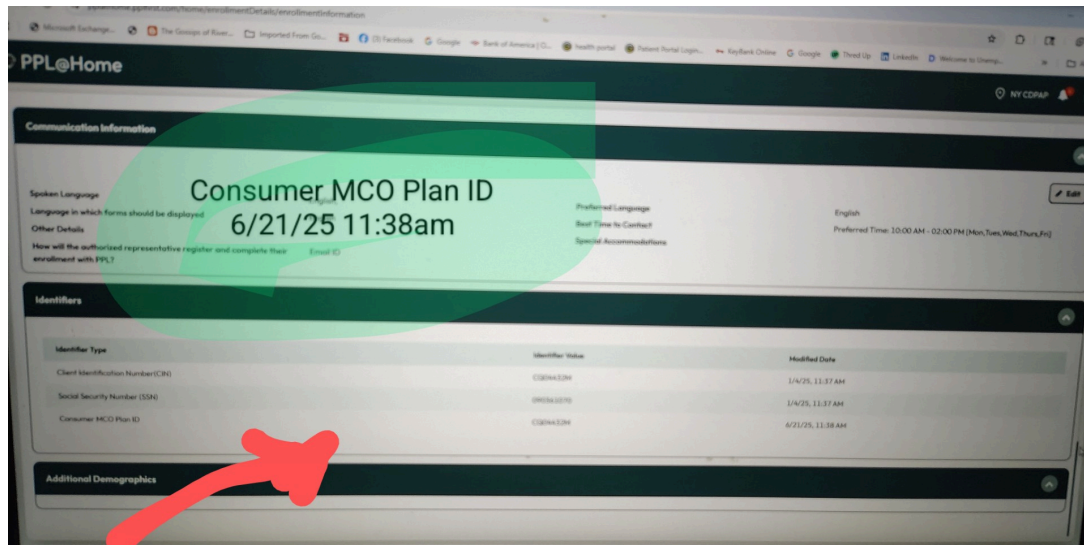
Application Summary

| | | | | | |
|--|--|-----------------------------------|--|-------------------------------|--------------------|
| Welcome Letter View Download | Application Status Paperwork Complete | Personal Assistant(s) 1 | Designated Representative(s) 0 | Legal Guardian(s) 0 | POA(s) 0 |
| Active Authorizations 0 | | | | | |

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On another tab, it shows that the plan was modified on 6/21/25.



So after reviewing the information with my Mom, she was completely confused and upset that I cannot log in and report my hours. I cannot just walk off this job and quit. It would be immoral, unethical and unacceptable for anyone. Yet, it would appear that NY State is banking on the fact that people will continue to do so for free, or quit trying to jump through hoops to get paid. Or, is NY state looking for the elderly to return to Nursing Homes? I am not sure what this program is trying to do, but it's failing.

I have been approached by the Caring Majority Rising protest this program, but my Mom requires so much care that I don't even have the time to participate.

They are copied on this email as well.

My hope is that someone reading this will do the following:

1. Correct my status and allow me to log in and continue to report hours and receive pay.
2. Correct the many problems that the PPL program and website are facing every day.
3. Correct communication timing and delivery, it is simply not working. Your internal connections are poor at best.

Please consider how many people this affects in New York State, because these same people will be voting.

So far this has only given them something to vote against.

I may be contacted at this email or you may call me directly at 518-821-2659.

Sincerely,

Rachel Kappel

--

Rachel Kappel