

CDPAP Hearing Testimony

Today is July 3, 2025. My name is Shira Gordon. I am the mother and legal guardian of Jonathan Shaw, 25, who has multiple disabilities and receives home care services 24-hour home care services through Medicaid CASA and the CDPAP program. He is authorized 13 paid hours in a 24-hour period. Medicaid does not pay the 11 hours that they assume the caregiver sleeps or eats 3 meals a day (incorrect assumption, but that is how it is).

Shira Gordon, 4521 Waldo Avenue, Bronx, NY 10471 917-941-4612

Jonathan Shaw lives at 3800 Blackstone Avenue, Bronx, NY 10463

During the PPL transition on April 1, 2025. PPL did not know how to administer and account for the 13-hour shift. There was no guidance to the aides on how to sign in and out. It was impossible to reach people by phone, and they were puzzled by this 13-hour arrangement. There was a process of trial and error and clarifications over the month of April. As a result, many of the aides were overpaid (paid for 24 hour shifts instead of 13-hour shifts). There was no mechanism in place to correct this overpayment, and no guidance of how to resolve this problem. Our aides learned to sign in for "13 hours" even though they were physically at the apartment for 24 hours.

Starting June 22nd, none of the aides received payment, because they were overpaid in the first few weeks through no fault of their own. Jonathan ran out of authorized hours for the quarter that went for April 1 – June 30th, 2025. With better planning, and avoiding a hasty roll-out this could have been avoided.

A second issue is that PPL has not received a service authorization from Medicaid for homecare services beginning July 1, 2025. I received no warning from PPL that his services would be ending. I submitted the M11Q and required paperwork to Medicaid Central Intake on May 16, 2025 (by fax and by mail). I have not heard back from Medicaid, and it is very difficult to reach a person to talk to.

So my CDPAP aides are not gaining paid this week until the service authorization is sent to PPL. My former Fiscal Intermediary, HaMaspiik worked with me to make sure the Service Authorizations were sent in a timely way.

Sincerely,

Shira Gordon