

Hello my name is Stephanie Rosario and I am the PA to my mother living in NYC, we have been in the CDPAP program for 7 years. In the last 7 years we have never had problems the way we do now with PPL. My life and the life of my mother have been severely negatively affected by the decisions that were taken by the Governor. PPL has been a complete nightmare. First from never answering the phone, to never having answers to your questions when they do answer the call. Their main number never allows you to reach a representative, instead it sends you directly to a survey line. And so we had to call the DOH to get a hold of a PPL representative to finally start the dreaded registration process. Also there are many things that have changed even though we were promised that things would stay the same. 1. I am getting payed 1 dollar less, also I no longer have my 1 week payed vacation, that I had at my previous agency, and I also lost my life insurance policy, that I had with my previous agency, when forced to join PPL. 2. I had an FSA flex card that I was given to me by my previous agency that allowed me to pay my phone bill. Now for the last 2 months I have struggled without the flex card to pay my bills. Making me fall behind and acquire late fees. 3. When I finally signed up and got my first Pay stub, I was aghast. PPL had put all the days that they owed me, for an entire month, all on 1 paycheck, like a lump sum payment. Instead of dividing all the checks by the weeks that I worked and separating every week accordingly. This caused my check to be severely tax burdened and I am missing about 800 USD from being heavily taxed. I live pay check to paycheck, I get payed about 800 USD a week with PPL. So because of what PPL did, I lost an entire weeks pay. At my previous agency if they owed me retroactive payments they would separate each week I worked and pay me separately for each week worked, and deposit all the checks on pay day or at worst a week apart. But PPL put all the days on 1 check, which means caused my check to be heavily taxed by 1500 dollars. PPL had no answers, they said that's how they pay even though it's their fault for the delay in registration. And now I have late fees to pay, my credit score to fix and less money in my pockets while PPL provides no help at all. We were fine at our previous agency, Better Families Inc. They would always answer the phone, and were very helpful. I never got robbed and I was given a week payed vacation, life insurance and an FSA flex card that helped pay my phone bill or medical expenses. We feel hopeless, I have so many things to pay and now have lost 1 dollar an hour and 800 USD in taxes because they couldn't be bothered to separate the weeks accordingly. It's not fair, there nowhere we have been heard. The governor hasn't cared to listen and neither has the DOH. CDPAP was fine before PPL's monopoly takeover. I know so many that are struggling as well from this transition. There is no security with PPL. Their systems are always down and getting a hold of a representative is hard. We were lied too. Everything changed, I was already living paycheck to paycheck but now I've fallen behind. And I'm also dealing with my health. And recently being diagnosed with fibroids. And PPL doesn't offer proper medical coverage. I am in limbo as many others like us, are. There hasn't been any coverage on this topic anywhere as well. Many people that have struggled with PPL have language barriers and don't even know where to report to about their problems. So their claims have gone unheard of. Nothing about this process has been easy. And in my situation my mother is lucky to have me. But others have not been so fortunate and have lost their PA's, have been hospitalized or worse. My mother has suffered greatly emotionally through this transition as she feels unsafe with PPL as how they've treated me and many of her other friends in the

program through this transition without care. Much uncertainty has been left in the air. The lives of NYERS was never thought about when PPL was forced onto us and NYS. We want to return to our previous agency. Please save CDPAP and bring back choice. I am one of tens of thousands facing these issues. I call upon the Governor and the NY State legislature to stop this catastrophe before more harm is caused! Save CDPAP NOW. End the PPL monopoly and restore choice to this critical home care program! Also PPL is charging my mother's insurance more money but they barely do anything. How can they charge the insurance more, pay less to the PA, and not be able to handle any questions nor concerns, not offer proper health insurance and so much more? What are they getting the extra pay out of the insurance for? Nothing about PPLs transition has made sense. And we deserve choice and transparency to our medical affairs.

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