



KATHY HOCHUL  
Governor

JAMES V. McDONALD, MD, MPH  
Commissioner

JOHANNE E. MORNE, MS  
Executive Deputy Commissioner

February 4, 2025

Dear Consumer,

The New York State Department of Health (the Department) has [partnered with Public Partnerships LLC \(PPL\)](#) as the single statewide fiscal intermediary for the Consumer Directed Personal Assistance Program (CDPAP).

All individuals and personal assistants in CDPAP will need to change their fiscal intermediary to PPL by March 28, 2025.

There have been rumors, lies and misrepresentation about this transition and you deserve to know the truth.

**Truth: Your CDPAP eligibility and services are NOT changing.**

New Yorkers currently enrolled in CDPAP will keep their home care services after the transition.

**Truth: You can keep using your trusted caregiver.**

Your personal assistants will also need to transition to PPL to receive timely payments for providing your care.

**Truth: The transition is continuing. You DO need to take action by March 28th.**

CDPAP consumers across New York must register with PPL to ensure their continued service. Consumers can register through one of the following options:

**Option 1:** Call PPL's support center at 1-833-247-5346 or TTY: 1-833-204-9042 and a PPL team member will help you complete the process

**Option 2:** Self-register through PPL@Home by going to PPL's website at [pplfirst.com/cdpap](http://pplfirst.com/cdpap)

**Option 3:** Work with PPL or another approved CDPAP facilitator, including Independent Living Centers (ILCs), who can guide you through the process. A list of Department-approved CDPAP facilitators can be found here: [CDPAP Facilitators | PPL First](#)

There is no cost to register with PPL. You will need to provide information about your address, contact information, date of birth, Medicaid number, and information about your caregiver. You will not need to provide bank account or credit card information over the phone.

Learn more about CDPAP on the [Department website](#).

We are committed to supporting New Yorkers who rely on home care.

Sincerely,

James V. McDonald, M.D., M.P.H.  
Commissioner of Health  
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