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Department
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NY CDPAP – Easy Registration Options

PPL is the statewide fiscal intermediary for New York’s Consumer Directed Personal Assistance Program (CDPAP). Consumers and personal assistants must register with PPL. Registration is easy and there are many options to choose from.

Visit PPL’s website for more information. The website is available in multiple languages – click the “select language” option on the top-right of the page to select your preferred language:

<https://pplfirst.com/programs/new-york/ny-consumer-directed-personal-assistance-program-cdpap/>

Option 1: Transition Over the Phone

Call the PPL customer support center at 1-833-247-5346, and they will walk you through the process. There are multiple languages available – if you don’t see your preferred language, call 1-833-247-5346 for dedicated translators in over 300 languages ready to support you.

English: [1-833-247-5346](tel:1-833-247-5346)

Arabic: [1-833-278-4829](tel:1-833-278-4829)

Bangla: [1-833-278-5781](tel:1-833-278-5781)

French: [1-833-279-3511](tel:1-833-279-3511)

Haitian Creole: [1-833-279-3513](tel:1-833-279-3513)

Italian: [1-833-279-3514](tel:1-833-279-3514)

Mandarin: [1-833-279-3467](tel:1-833-279-3467)

Spanish: [1-833-281-0927](tel:1-833-281-0927)

Urdu: [1-833-281-3277](tel:1-833-281-3277)

TTY: 1-833-204-9042

Option 2: Transition Online

You can switch to PPL using the PPL@Home online system. Access **PPL@Home** by clicking the appropriate link below.

- [Sign up with Your Email Address](#)
- [Sign up with Your Cell Phone Number](#)
- Instructions on Using **PPL@Home**
 - [For CDPAP Consumers \(PDF\)](#) - [Español](#) - [한국어](#) - [русский](#) - [简体中文](#) - [עברית](#)
 - [For CDPAP Personal Assistants \(PAs\) \(PDF\)](#) - [Español](#) - [한국어](#) - [русский](#) - [简体中文](#) - [עברית](#)



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Option 3: Transition with a CDPAP Facilitator

CDPAP facilitators are community-based organizations located throughout New York State who can help you register with PPL and provide ongoing customer service. To find a facilitator in your community and/or who speaks your preferred language, see a [list of approved facilitators](#).

Option 4: In-Person and Virtual Sessions

PPL offers both in-person and virtual registration sessions to assist you and your caregivers. To sign-up for a session, visit <https://pplfirst.com/cdpap-resources-events/>

In-office appointments are also available at PPL's office locations in Latham, New York City, and Rochester, as well as select Facilitator locations throughout the state. Appointments can be scheduled online: <https://pplfirst.com/cdpap-resources-events/>

Option 5: In-Home Appointments

If you prefer in-person assistance and are unable to make it to a registration session or to one of PPL's office locations, you may request an in-home appointment by contacting a Facilitator here: <https://pplfirst.com/cdpap-facilitators/>.