

## What is CDPAP?

CDPAP is a Medicaid program that helps consumers with disabilities, chronic illnesses, or other long-term health conditions select and employ personal assistants of their choice for in-home care.

Personal assistants can include friends or family members, but not spouses, designated representatives, or parents of individuals under 21. CDPAP-covered services include any care normally provided by a personal care aide, home attendant, home health aide or nurse.

## Who's Eligible for CDPAP?

To be eligible for CDPAP, you must be a Medicaid member in New York. For more information, contact your Managed Care Organization or Local Department of Social Services, or visit the New York State Department of Health website at [health.ny.gov/health\\_care/medicaid/program/longterm/cdpap](https://health.ny.gov/health_care/medicaid/program/longterm/cdpap).

## Contact PPL Today to Learn More About CDPAP

- 🌐 [pplfirst.com/cdpap](https://pplfirst.com/cdpap)
- 📞 833-247-5346 (English)
- 📞 833-278-4829 (Arabic)
- 📞 833-278-5781 (Bangla)
- 📞 833-279-3511 (French)
- 📞 833-279-3513 (Haitian Creole)
- 📞 833-279-3514 (Italian)
- 📞 833-279-3467 (Mandarin)
- 📞 833-281-0927 (Spanish)
- 📞 833-281-3277 (Urdu)
- 📞 833-204-9042 (TTY)
- ✉️ [NYCDPAP@pplfirst.com](mailto:NYCDPAP@pplfirst.com)



YOUR LIFE  
YOUR CARE  
YOUR PEOPLE

## Are You in New York State's Consumer Directed Personal Assistance Program (CDPAP)?

If so, you must transition to the state's new fiscal intermediary, Public Partnerships LLC (PPL), by March 28, 2025.

Don't worry — nothing is changing with your CDPAP eligibility or the services you receive under the program.



## Who is Public Partnerships LLC (PPL)?

PPL is the nation's leading fiscal intermediary for consumer direction. We serve 50 programs in 20 states and have more than 25 years of experience. In 2025, the state's Department of Health contracted with PPL to become New York's statewide fiscal intermediary for CDPAP.



## Ways to Transition to PPL

Consumers and personal assistants have multiple options to transition to PPL. Choose the one that works best for you.

- Call PPL's customer support center at **833-247-5346**
- Complete the process through our PPL@Home online system
  - Access the link at [pplfirst.com/cdpap](https://pplfirst.com/cdpap)
- Attend a virtual or in-person registration session
  - See upcoming dates at [pplfirst.com/cdpap-resources-events](https://pplfirst.com/cdpap-resources-events)
- Transition with an approved CDPAP facilitator
  - View the list at [pplfirst.com/cdpap-facilitators](https://pplfirst.com/cdpap-facilitators)



## If You Need Assistance, PPL Can Help

For guidance completing CDPAP transition forms, or to get questions answered, visit [pplfirst.com/cdpap](https://pplfirst.com/cdpap) or contact PPL at the numbers or email address below:

- 📞 833-247-5346 (English)
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- 📞 833-278-5781 (Bangla)
- 📞 833-279-3511 (French)
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