

FI Discontinue Services Template FI to Consumer

Date:

From: <Fiscal Intermediary Name>

RE: Important Information About Changes to Your Consumer Directed Fiscal Intermediary Services

Dear <Consumer Name>,

This letter is to inform you that effective <Month, Day, Year>, <name of FI> will no longer provide Fiscal Intermediary (FI) services under the Consumer Directed Personal Assistance Program (CDPAP). **No later than March 28, 2025**, all individuals and personal assistants in the CDPAP will need to register with the new Statewide Fiscal Intermediary, Public Partnerships LLC (PPL). Your plan of care, hours of service, and your right to choose your personal assistant(s) is not affected by our change in providing fiscal intermediary services.

We are also sending a copy of this notification to your <managed care plan or local district>, <MCO or LDSS>, and the Department of Health. In addition, we are also sending separate notification to each of your personal assistant(s).

There are many ways that you and your personal assistant(s) will be able to register with PPL.

- Option 1: Call PPL's support center at 1-833-247-5346 or TTY: 1-833-204-9042. A team member will help you complete the process.
- Option 2: Change through *PPL@Home* by going to PPL's website at pplfirst.com/cdpap. PPL will also send you a link.
- Option 3: Work with an approved CDPAP facilitator who can guide you through the process. A list of approved CDPAP facilitators will be listed on PPL's website.

No matter which way you choose to register with PPL, they will be here to help.

PPL is hosting online and in-person information sessions to give you more information and answer your questions. Visit the PPL website at pplfirst.com/cdpap for event dates and information. The website also has several CDPAP resources that will be helpful to you when making this change to PPL.

You can email PPL at NYCDPAP@pplfirst.com or call the support center at 1-833-247-5346 or TTY: 1-833-204-9042 with any questions or needs.

Sincerely,

<FI NAME>

cc: New York State Department of Health at StatewideFI@health.ny.gov

<MCO or LDSS>