

FI Discontinue Services Template FI to PAs

Date:

From: <Fiscal Intermediary Name>

RE: Important Information About Changes to the Fiscal Intermediary Selected by the Individual You Provide Personal Assistant Services to Under the Consumer Directed Personal Assistance Program

Dear <personal assistant's 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) to your CDPAP consumer. **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). As long as you register with PPL no later than March 28, 2025, this change will not affect your ability to continue to provide Personal Assistant services, as directed by the CDPAP consumer you now serve.

To ensure continuity of payroll and other FI services, and to assist your consumer with transitioning to the SFI, we have also notified your consumer's <managed care plan or local district>, <MCO or LDSS>, and the Department of Health that we will no longer be providing FI services.

There are many ways that you and your consumer 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>