



## **Service Authorization Renewal Timelines for Consumer Directed Personal Assistance Program (CDPAP) Medicaid Managed Care Plans (MMCP)**

**Date of Issuance: August 1, 2025**

All MMCPs are required to provide timely service authorization renewals to the statewide fiscal intermediary, Public Partnerships, LLC (PPL) for members who are eligible for CDPAP and are continuing their services. The purpose of this guidance document is to outline a timeline of the process for service authorization renewals to ensure an updated service authorization is reflected in PPL@Home prior to the previous authorization expiring, thereby avoiding the potential for a gap in services for the consumer and avoiding the potential for disruption in pay for personal assistants.

Updated service authorizations must be submitted to PPL at least seven calendar days prior to the end of the current service authorization.

If applicable, re-assessments should be completed at least fourteen calendar days prior to the end of the current service authorization.

Please Note: It may take up to four business days after a MMCP submits an authorization to PPL for it to appear in PPL@Home. This is due to the transfers of information between the systems that must occur. Holidays and weekends may cause additional delays.

If service authorizations are not updated in a timely manner, there is the potential for payment delays for Personal Assistants or service disruption for consumers.

Meeting timely service authorization for CDPAP consumers is a contractual obligation. Repeated failure to meet these timelines may result in referral to enforcement and/or other regulatory actions.