

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). 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).

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). You and your personal assistant(s) can register with PPL in any of the following ways:

- 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 is listed on PPL's website.

PPL is hosting online and in-person information sessions. You can visit the PPL website at pplfirst.com/cdpap for event dates and additional information.

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

Sincerely,

<FI NAME>

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

<MCO or LDSS>