



Dear Partners Health Plan (PHP) Member,

New York's Consumer Directed Personal Assistance Program (CDPAP) is going through some changes early in the new year. Effective March 28, 2025, there will be one Fiscal Intermediary (FI) to oversee the program, Public Partnerships LLC or "PPL."

New Yorkers and their personal assistants in the CDPAP program must register with PPL by the deadline of March 28. As a PHP Member in the program, this change will not immediately affect your plan of care, hours of service, and your right to choose your personal assistant(s). Registration with the PPL can be done by phone or online.

Please be aware that there has been misinformation spread throughout the state on this transition, with some consumers being targeted by potential scams. There are no costs or fees associated with the transition, and you should not be required to change or remove your Medicaid status codes. It is important to use qualified information sources such as PPL, your Care Management Team, or the NYS Department of Health to provide you with updated facts. They will assist in clarifying questions and guiding you through the process.

There are a reduced number of home care agencies that CDPAP members can access through the new Fiscal Intermediary. The updated list of agencies is provided on their website:

<https://pplfirst.com/programs/new-york/ny-consumer-directed-personal-assistance-program-cdpap>

Partners Health Plan understands that you may need additional support during this time of transition. Your PHP Care Manager can assist! For more information about PPL, you can reach out to them by emailing NYCDPAP@pplfirst.com or call their support center at 1-833-247-5346 or TTY: 1-833-204-9042.

View this video to meet your PPL team: <https://pplfirst.com/programs/new-york/ny-consumer-directed-personal-assistance-program-cdpap/#meet>

PHP Care Complete FIDA-IDD Plan (Medicare-Medicaid Plan)

The benefit information in this document is a brief summary, not a complete description of benefits. For more information, call Partners Health Plan Participant Services or read the Partners Health Plan Participant Handbook. Limitations and restrictions may apply. Benefits may change on January 1 of each year.

The State of New York has created a Participant Ombudsman Program called the Independent Consumer Advocacy Network (ICAN) to provide participants free, confidential assistance on any services offered by Partners Health Plan. ICAN may be reached toll-free at 1-844-614-8800 (TTY users call 711, then follow the prompts to dial 844-614-8800) or online at icannys.org.

Partners Health Plan is a managed care plan that contracts with Medicare and the New York State Department of Health (Medicaid) to provide benefits to Participants through the Fully Integrated Duals Advantage for Individuals with Intellectual and Developmental Disabilities (FIDA-IDD) Demonstration.