

CDPAP Roles & Responsibilities

The Consumer Directed Personal Assistance Program (CDPAP) works best when everyone knows their roles and responsibilities. Consumers are best served when they can go to the right person or place to get answers to their questions or resolve issues quickly.

The Consumer

The consumer is the person getting care and services through CDPAP. Consumers are joint employers with PPL, the statewide fiscal intermediary (FI). Consumers should always be focused on their own care and wellbeing; however, they also have responsibilities as joint employers of their personal assistants (PAs). If a consumer needs help with these responsibilities, they can choose a designated representative. This can be a parent, legal guardian, or responsible adult. It cannot be the consumer's PA or an employee, representative, or affiliate of the FI.

Consumer and Designated Representative Responsibilities

- a. Managing the consumer's plan of care, including recruiting and hiring PAs
- b. Training, scheduling, and supervising PAs, including finding a substitute when a PA is not available
- c. Making sure PAs do their jobs well and safely
- d. Approving PA time records and transmitting them to the FI
- e. Quickly notifying the FI of changes to a PA's employment status
- f. Distributing employment checks to the PA in a timely manner (if physical checks are the method of payment the consumer and PA have agreed on)
- g. Terminating PAs

The Personal Assistant (PA)

The PA is hired and scheduled by the consumer to provide their care. The PA's primary role and responsibility is supporting the consumer with daily living

activities and meeting the needs in the consumer's plan of care. PPL processes the PA payroll and provides them with workers' compensation coverage and employee benefits. The PA is responsible for using electronic visit verification (EVV) for clocking in and out of each shift.

PA Responsibilities

- a. Providing assistance that meets the consumer's needs and ensures their safety and well-being
- b. Confirming the work hours the PA and consumer agreed on each week
- c. Arriving on time for each shift
- d. Always using the EVV system to enter time
- e. Telling the consumer if they are scheduled to work more than 40 hours
- f. Reporting any suspected abuse or neglect of the consumer to PPL's human resources department

Public Partnerships LLC (PPL)

PPL is the statewide FI for CDPAP. This means PPL and the consumer are the joint employers of the PA. Consumers or their designated representatives should contact PPL for all payment and human resources issues. They can also contact PPL with any CDPAP questions or support needs.

PPL provides the following supports and services for consumers and PAs:

- a. Consumer and PA call center and email support
- b. Information and registration sessions
- c. Registration and EVV systems
- d. PA payroll department
- e. Human resources department
- f. Workers' compensation and benefits administration

As the statewide FI, PPL is responsible and accountable to the New York State Department of Health for all aspects of program management and integrity, including:

- a. Medicaid service claiming
- b. Audit support for governmental authorities
- c. Annual cost reporting
- d. Contractual service level reporting and other operational reporting
- e. Financial reconciliation
- f. Monitoring and reporting fraud, waste, and abuse

PPL's Responsibilities

- a. Ensuring consumers and PAs have proper support to transition to PPL as their FI and ongoing during their participation in the program
- b. Monitoring the consumer's ability to fulfill their responsibilities under CDPAP
- c. Entering into a memorandum of understanding (MOU) with the consumer detailing roles and responsibilities
- d. Maintaining service authorizations
- e. Processing data from health plans, LDSS offices, DOH, and other sources
- f. Processing wages and benefits for PAs
- g. Processing taxes
- h. Complying with workers' compensation, disability, and unemployment requirements
- i. Ensuring the health status of each PA prior to service delivery
- j. Managing and maintaining PA records
- k. Working with health plans and Local Department of Social Services (LDSS) offices to support their members through FI transitions and ongoing

The CDPAP Facilitator

The CDPAP facilitator helps consumers and PAs transition to PPL. They also assist the consumer with fulfilling their responsibilities under CDPAP.

CDPAP Facilitator Responsibilities

- a. Making sure the consumer understands their responsibilities as joint employers of their PAs, including using EVV, proper service utilization, and overtime usage
- b. Ensuring the consumer understand the process for transitioning to PPL as their FI or registering with PPL if the consumer is new to CDPAP services, including making sure the consumer signs their joint employer documentation with PPL
- c. Ensuring the consumer understands the PA hiring process, including the need for an initial and annual health assessment, a complete immunization record (Measles, Mumps, Rubella), evidence of a completed PPD (Mantoux Skin Test), and annual risk assessments after baseline screening
- d. Providing the consumer's PA with information on how they can transition to PPL or get started with PPL if they are new to CDPAP services, including reviewing necessary forms, training, and other requirements
- e. Providing the consumer with an annual reminder for PAs to complete a health assessment 30 days before it expires
- g. Supporting EVV compliance

The Care Coordinator/Manager

Consumers enrolled in Medicaid have support systems in place to provide guidance when they have questions about their plan of care, or they feel their services needs have changed. Consumers who are not enrolled in a Mainstream Managed Care (MMC) or a Managed Long-Term Care (MLTC) plan should use their Local Department of Social Service (LDSS) as their point of contact for any change in their level of need, or any change impacting their plan of care.

For consumers enrolled in an MMC or MLTC plan, a care coordinator or case manager is assigned to the consumer by their plan. These staff help consumers get medical, social, educational, psychosocial, financial, and other services to support their care plan, even if these services are not covered by the plan. They work closely with consumers, their families, and healthcare providers to develop care plans that address each consumer's needs and goals. They make sure all necessary services are delivered in a coordinated way, avoiding duplication and promoting efficient, effective care.

Consumers enrolled in the PACE program can also contact their case manager. Any consumer who is not sure of the name of their care coordinator or case manager can contact their MMC/MLTC plan or PACE program at the number listed on their plan card to find out who their care coordinator or case manager is.

Consumer Directed Personal Assistance Program (CDPAP) Support Organizations

These organizations can help you with your CDPAP services.

Help Using CDPAP Services

Public Partnerships LLC (PPL)	CDPAP Facilitators
<p>PPL is the statewide fiscal intermediary for CDPAP. PPL can provide CDPAP support for all consumers and PAs. They can answer a wide range of questions and help consumers and PAs registered with PPL as the fiscal intermediary (FI). The FI is a joint employer with the consumer, responsible for paying the personal assistants (PAs), filing taxes, and providing benefits.</p>	<p>CDPAP facilitators support consumers in registering with PPL as their FI. They also provide consumers and PAs with ongoing support to maintain compliance with CDPAP requirements such as health assessments, EVV timekeeping, and more.</p>
<p>Here's how you can contact PPL:</p> <ul style="list-style-type: none"> • Phone: 1-833-247-5346 (TTY 1-833-204-9042) • Email: NYCDPAP@pplfirst.com • Website: pplfirst.com/cdpap 	<p>PPL partners with many facilitators throughout New York State. A list of facilitators can be found at pplfirst.com/cdpap.</p>

Information on CDPAP

Independent Living Centers (ILCs)	Local Department of Social Services (LDSS)
<p>In addition to multiple ILCs partnering with PPL as CDPAP facilitators, all ILCs provide information, referrals, resources, and options to help consumers, including those in CDPAP, make informed choices about living, learning, and working independently.</p>	<p>Your LDSS may be able to help you get health insurance coverage. They can also give you information about other programs and benefits you may qualify for.</p>
<p>There are 42 ILCs in New York, some of whom are partnering with PPL as facilitators. The list of ILCs serving as CDPAP Facilitators here:</p>	<p>There is an LDSS in each county in New York. Consumers can find their LDSS by visiting the New York Department of Health website at https://www.health.ny.gov/health_care/medicaid/ldss.htm</p>

Mainstream Managed Care (MMC) & Managed Long Term Care (MLTC) Plans	New York Medicaid and Managed Care Information
<p>Consumers must be enrolled in Medicaid to participate in CDPAP. Many Medicaid members are enrolled in a Medicaid managed care plan. These plans can help CDPAP consumers coordinate their care and services.</p>	<p>Consumers needing information on how to apply for Medicaid have multiple options.</p> <ul style="list-style-type: none"> The New York State Department of Health website provides this information on their website: https://www.health.ny.gov/health_care/medicaid/how_do_i_apply.htm You can also call the Medicaid helpline at 1-800-541-2831
<p>You can learn more about MMC and MLTC services, including what plans are available and who to talk to, from the New York State Department of Health website: https://www.health.ny.gov/</p>	

Keys to Managing Your Consumer-Directed Services

With the Consumer Directed Personal Assistance Program (CDPAP), you have choice and control over who you hire as your personal assistant (PA). You will also set your PA's weekly work schedule.

Your plan of care includes the number of hours you should need for your CDPAP services. You typically have a set number of hours each week. Try to use the same number of hours every week to make sure you have enough hours. If you need to change your plan of care, contact your care coordinator right away.

Three Ways to Stay on Track with CDPAP

1. Set up an account in PPL's online system, PPL@Home. In PPL@Home, you can always see how many hours you have available. Setting up an account is easy. PPL or a CDPAP facilitator can help.
2. Keep a calendar on the wall with your PA's schedule and keep the days and times the same each week, if possible.
 - a. If you need more care hours during the week than your average, write how many extra hours you need on the calendar. Remember, there might be times in the next few weeks you won't need as much care as usual.
 - b. If you do not use all your average hours in a week, make another note with the number of hours you did not need.
 - c. Each month, review your notes to see how many hours you used above or below your average.
3. Use electronic visit verification (EVV). EVV is required and helps you track your service hours each week. You will get a notification if you and your PA go over your average weekly hours.

How CDPAP Facilitators Can Help You

1. CDPAP facilitators will get weekly reports of the hours you used.
2. If you and your PA are consistently using more than the average hours expected, your facilitator will give you a call to understand why.
3. Your CDPAP facilitator will work with you to help you get back on track.