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CDPAP Statewide Fiscal Intermediary Transition

Trisha Schell-Guy, J.D.

NYS Department of Health | Office of Health Insurance Programs

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AGENDA

- ✓ Background
- ✓ Statewide Fiscal Intermediary (SFI) Transition Overview
- ✓ Transition Details
- ✓ Facilitator Partners
- ✓ Communication Strategy
- ✓ Public Partnership LLC (PPL) and Local Department of Social Services (LDSS) Collaboration
- ✓ FAQ

BACKGROUND



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BACKGROUND

The Consumer Directed Personal Assistance Program (CDPAP) is a Medicaid program that operates pursuant to section 365-f of the New York State Social Services Law (SSL) and implementing regulations in section 505.28 of title 18 of the NY Codes, Rules and Regulations (NYCRR).

Fiscal Intermediaries (FIs) are entities that perform administrative and financial functions for consumers within CDPAP, which may include assisting consumers with navigation of the program by providing individual consumer assistance and support as needed, consumer peer support, and education and training to consumers on their duties under the program.

The SFY2024-2025 NYS budget requires the state, Medicaid Managed Care Plans (MMCPs), Managed Long Term Care Plans (MLTCPs), LDSS, and other appropriate long-term service programs offering Consumer Directed Personal Assistance Services (CDPAS) to contract with a single Statewide FI.



STATEWIDE FISCAL INTERMEDIARY TRANSITION OVERVIEW



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SFI OVERVIEW



On September 30th, New York State announced that PPL was selected as the SFI following a competitive procurement process.



PPL is working with the Department of Health (the Department) to establish a diverse alliance of more than 30 regional partners to further support the program and deliver multilingual, culturally sensitive care.



PPL is the leading FI for consumer directed services. PPL has been serving consumers and personal assistants for 25 years and works with 50 programs across 21 states.



PPL will be responsible for the administrative functions of CDPAP such as contract management, compliance, and fiscal functions. They will be the single point of entry for new referrals and the joint-employer for Personal Assistants (PAs).



SFI OVERVIEW

The transition process is currently taking place and will make sure home care users and caregivers are protected before the new statewide partnership takes effect. This process will include:

- Direct in-person and virtual meetings with home care users and caregivers throughout the State
- Coordination with disability and senior advocacy groups
- Open dialogue with elected officials across the State
- Ongoing review by State officials to confirm the needs of home care users and caregivers are thoroughly addressed before the new statewide partnership takes effect

TRANSITION DETAILS



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LDSS REQUIREMENTS

Administrative Directive 24OHIP/ADM-01:

- LDSS to contact current FI's they are contracted
- LDSS to monitor compliance of current FI's with transition requirements
- New consumers to PPL
- Maintain contact with current consumers to support transition
- Support current FIs as needed in transition and data transfer
- PPL holding meetings with LDSS on transition

SFI TRANSITION TIMELINE

1/6/2025

Existing CDPAP
Members Began
Transition to PPL*

4/1/2025

PPL Officially SFI
for All Members

3/1/2025

LDSS Direct All
New CDPAP
Members to PPL**

**Members transitioning to PPL will have a start date with PPL of either 3/1/25 or 4/1/25.*

***Members with a Plan of Care developed on or after 3/1/2025*



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IMPORTANT DATES

Consumers and their PAs can begin transitioning to PPL immediately

Beginning **March 1**,
LDSS will begin directing
all new CDPAP enrollees
to PPL as their FI

Current CDPAP enrollees
who have completed their
transition prior to **March 1**
will begin with PPL as
their FI starting March 1

All remaining consumers
and PAs will start with
PPL as their FI effective
April 1

All consumers and their PAs must be transitioned by **March 28, 2025**



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HOW MEMBERS CAN TRANSITION TO PPL



Call PPL's Customer Service Center at
1-833-247-5346 (TTY: 1-833-204-9042)
Español 1-833-281-0927
Kreyol Ayisyen 1-833-279-3513



Self-register online using PPL@Home



Register through one of the CDPAP
Facilitators in-person or over the phone



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FACILITATOR PARTNERS



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FACILITATOR PARTNERS

PPL has contracted with 31 current FIs to become CDPAP Facilitators and is in the process of contracting with more

Facilitators will cover a wide range of language, cultural, disability, geographic, and ethnic competencies which will allow consumers the option to work with someone in their geographic locale or with someone who speaks their preferred language

Consumers may choose to work with a facilitator or can work with PPL directly to get transitioned

Facilitators will also focus on Electronic Visit Verification (EVV) compliance for their consumers



CURRENT FACILITATOR PARTNERS

- A Special Touch Home Care Services (Special Touch Home Care Services, Inc.)
- AccessCNY, Inc.
- AHS Eldercare
- AIM Independent Living Center
- Angels in Your Home
- ARISE, Inc
- BestCare Inc.
- Burd Home Health LLC.
- Center for Disability Rights
- Chinese American Planning Council dba CPC Consumer Directed
- Committed Home Care, Inc.

- Community Care Companions Inc dba Community Care Home Health Services
- Community Home Health Care
- Companion Care of Rochester (CCOR)
- Concepts of Independence, Inc.
- Consumer Directed Choices, Inc.
- Eagle Eye FV Inc
- Finger Lakes Independence Center, Inc
- Hamaspik HomeCare
- Horizon Home Care Services Inc.
- Ideal Home Health Inc.

- Independent Living Center of the Hudson Valley, Inc. (ILCHV)
- Independent Living, Inc.
- Long Island Center for Independent Living, Inc.
- People Care, Inc.
- Quality Family Care LLC
- Quality Touch Inc.
- Resource Center for Independent Living, Inc. (RCIL)
- Rockland Independent Living Center dba Bridges
- Southern Tier Independence Center
- Western New York Independent Living



COMMUNICATION STRATEGY



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COMMUNICATION OUTREACH STRATEGY

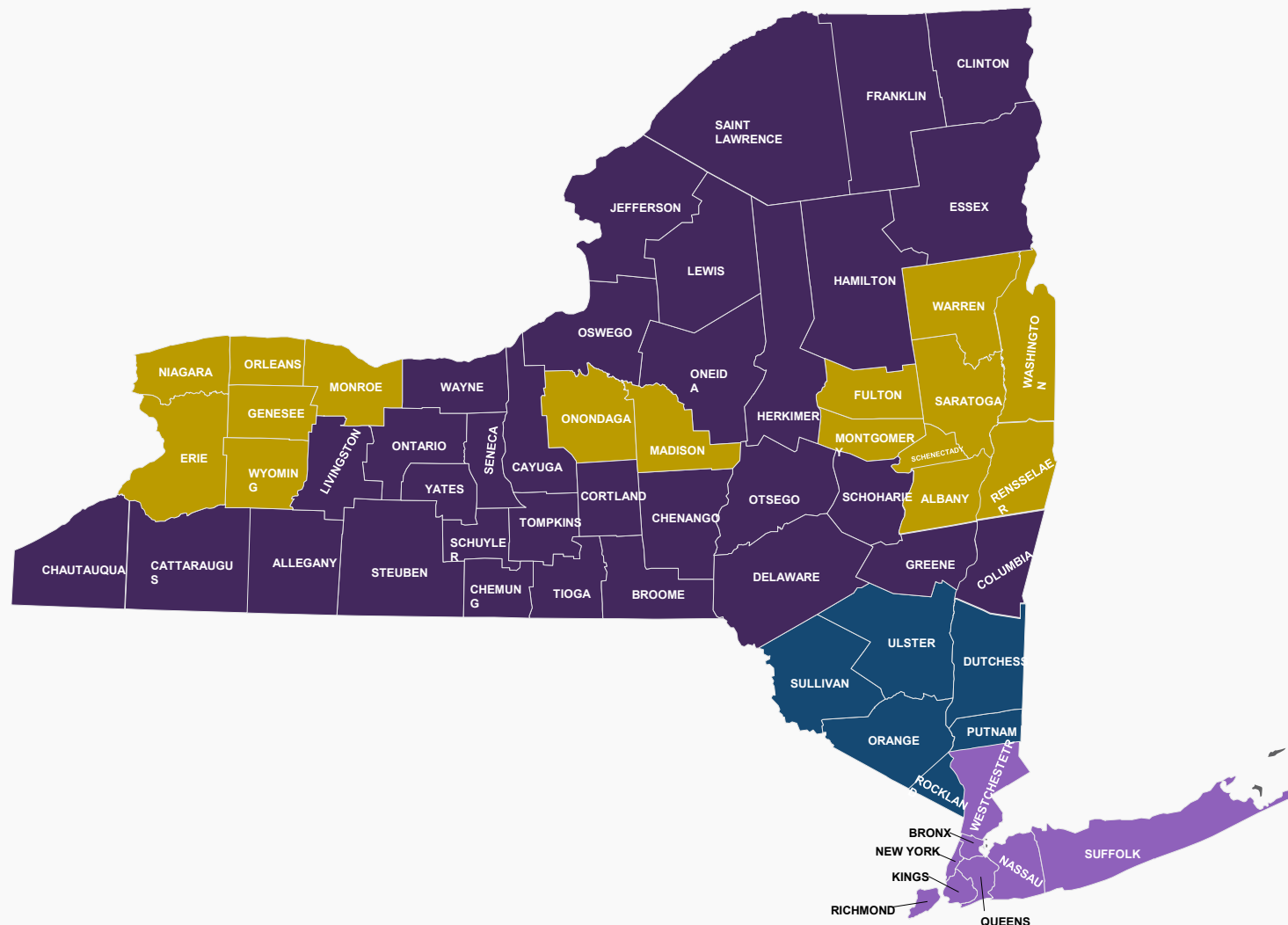
Staggered communications are occurring by region

Region 4 Counties (Rest of State)
Began January 6, 2025

Region 2 Counties (Hudson Valley)
Began January 20, 2025

Region 3 Counties (Upstate Metro)
Starting February 3, 2025

Region 1 Counties (Downstate)
Starting February 10, 2025



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COMMUNICATION METHODS

PPL is conducting a multi-faceted communication outreach strategy to meet consumers and PAs where they are. Communication methods include:

- Email
- Phone calls
- SMS text messaging
- Social media advertising

- Streaming service advertising
- Radio advertisements
- Flyers
- Newsprint advertisements

EVENTS AND FORUMS



In-Person Registration Forums

PPL is hosting in-person registration forums to allow consumers and PAs a chance to register with PPL in person



Virtual Registration Sessions

PPL is holding Virtual Registration sessions where they assist with registration for consumers and their PAs



Open Office Hours

PPL holds twice-weekly virtual office hours for consumers and PAs to ask questions



Community Watch Parties

Live sessions of virtual information sessions are being broadcast at senior and community centers across the state



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PPL AND LDSS COLLABORATION

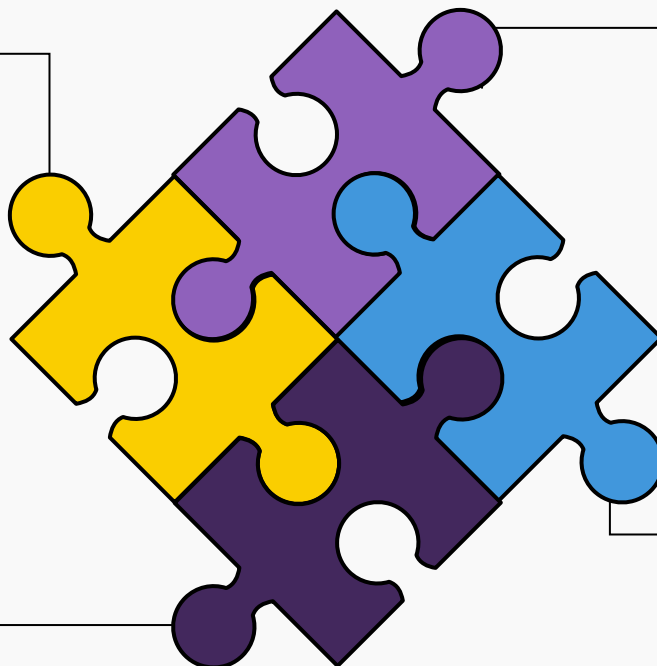


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PPL AND LDSS COLLABORATION

PPL is the entry point for referrals and transitioning members, but they will set consumers up with a facilitator if they can be better served by a facilitator

Data Use Agreements (DUAs) will be in place with LDSS



PPL will have a Memorandum of Understanding (MOU) with members, but LDSS maintain responsibility for the MOU between themselves and the member

LDSS and PPL will collaborate on communication plans for consumers



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PPL AND LDSS COLLABORATION

- Each LDSS will be responsible for working with PPL to issue new Prior Authorizations for consumers as they complete their transition to PPL. Prior Authorizations will be effective either March 1 or April 1, 2025, depending on when the consumer completes their registration with PPL.
- Existing Prior Authorizations with current FIs will remain in place until the consumer has successfully completed their transition.
- Additional guidance for LDSS will be released in a future policy and will include:
 - Post-transition prior authorization process
 - On-going communication with PPL
 - Coordination with PPL and the consumer for any consumer issues and/or changes (i.e., PA changes, hospitalizations, etc.)

FAQ



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FAQ: TRANSITION INFORMATION

| Question | Answer |
|---|--|
| Why is the state changing how the fiscal intermediaries operate in CDPAP? | Consolidation to an accountable FI will help the state have better oversight of the program. It will bring transparency and accountability to the CDPAP and strengthen the program. The SFI will help with better reporting, compliance with federal/state laws, and assurance that consumers and PAs are supported in accordance with the program's requirements. |
| Will PPL continue to work with Independent Living Centers (ILCs?) | Yes, PPL is working with the ILCs. |
| What if a current fiscal intermediary stops working with CDPAP before a consumer's scheduled transition date? | For Fee-For-Service (FFS) members, their Local Department of Social Service district office will support them to get the support they need. Managed care members will work with their managed care plan. |



FAQ: TRANSITION INFORMATION

| Question | Answer |
|--|--|
| What if a consumer's current fiscal intermediary is not an approved CDPAP facilitator? | Consumers and PAs can call PPL for help transitioning to PPL directly or through one of the approved CDPAP facilitators. |
| What is the role of the CDPAP facilitator vs PPL? | PPL will be the CDPAP SFI. PPL is responsible for all fiscal intermediary functions, including transition support for consumers and PAs, payroll processing, system training, compliance, and ongoing customer service. CDPAP facilitators will assist with some of these items such as customer service, transition assistance, and EVV Compliance support. |
| If a consumer and their PA complete their transition prior to March 28, when will the PA start being compensated by PPL? | PPL will contact those who transitioned before March 28, to provide the first service start date and first payroll date. If the transition process is completed before March 1, consumers and their PAs can start services with PPL as their fiscal intermediary on March 1. |



QUESTIONS?

For questions regarding the CDPAP SFI Transition please email us at StatewideFI@health.ny.gov



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