



CDPAP Resources for Consumers

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How to Get Support with CDPAP

There are many ways consumers can get help with New York's Consumer Directed Personal Assistance Program (CDPAP). There are a variety of online, in person, and telephone resources available to you and several different groups ready to help should you need it.

If you need help using your CDPAP services, you may contact:

- **PPL – the Statewide Fiscal Intermediary for CDPAP**
 - Phone: 1-833-247-5346. They have many people ready to support you in over 300 languages. PPL's phone lines are open Monday to Saturday from 8 a.m. to 8 p.m. Eastern Time.
 - Email: nycdpap@pplfirst.com
 - Online: PPL has information available online at pplfirst.com/cdpap and pplfirst.com/cdpap-resources/
PPL also has weekly online sessions you can join for help.
 - In-Person: If you would rather seek assistance in person, PPL has offices you can come to all across New York, and more than 40 CDPAP facilitator partners who can support you. More information is included with this letter.
- **Facilitators – PPL partners in your community that can help you and your workers register and record time with PPL**
 - You can find a list of Facilitators on the Facilitator Selection Form included with this letter, and on PPL's website at <https://pplfirst.com/cdpap-facilitators>
 - To choose a Facilitator:
 - Call PPL at 1-833-247-5346, OR
 - Complete and return the Facilitator Selection Form by email to nycdpap@pplfirst.com, fax to 833-951-0828, or by mail to the address printed on the form. You can access the form https://www.health.ny.gov/health_care/medicaid/program/longterm/cdpap/docs/facilitator_selection_form.pdf.

- **Your Health Plan or Local Department of Social Services**

PPL has offices all across New York. Go to <https://pplfirst.com/cdpap-events/> or use one of the links below to book an appointment at the location that works best for you:

- Rochester, NY:
<https://outlook.office.com/owa/calendar/NYCDPAPRochester2@pplfirst.com/bookings/>

If you have questions about your responsibilities as a consumer in CDPAP, you can sign up for PPL's weekly online session on how to approve and manage time using this link:
https://events.zoom.us/j/9t7H19ueo6yiz0iltPhhrFsTmhnPcctYKo_xg

CDPAP Facilitators

CDPAP facilitators are PPL partners who can help you with CDPAP. More information about facilitators can be found further down, or by going to <https://pplfirst.com/cdpap-facilitators/>. You can sign up to work with a facilitator by contacting PPL or completing this form https://www.health.ny.gov/health_care/medicaid/program/longterm/cdpap/docs/facilitator_selection_form.pdf.

CDPAP Consumer Responsibilities

As a consumer and co-employer in CDPAP, you are responsible for hiring and scheduling your personal assistants (PAs) to provide services outlined in your plan of care within your authorized CDPAP hours. Your CDPAP service authorization is based on the plan of care you developed with your health plan or Local Department of Social Services (LDSS).

You are responsible for approving your PA's hours by 12 p.m. ET every Sunday. Hours that are not approved by the deadline cannot be paid until you approve them. Once you approve, your PA will be paid in the next payroll.

Approving time is quick and easy, and you can use any of PPL's systems to do it. See below for quick instructions. More detailed guides are further down.

- **PPL's Time4Care App:** Download Time4Care from the [Apple App Store](https://apps.apple.com/us/app/time4care/id899993153) at <https://apps.apple.com/us/app/time4care/id899993153> or the [Google Play Store](https://play.google.com/store/apps/details?id=com.paragyte.publicpartnerships&hl=en_US) at https://play.google.com/store/apps/details?id=com.paragyte.publicpartnerships&hl=en_US. Then, log in with the same phone number or email address you use for PPL@Home. You can view, approve, or reject time entries from the Time4Care dashboard. If you do not have a smartphone, you can use your PA's phone to sign in to your Time4Care account after the PA logs out.
- **Telephony:** Approve time over the phone by calling 1-833-278-3959 and selecting option 2 for consumers (option 3 for designated representatives), then following the prompts to approve or reject entries.
- **PPL@Home:** Go to the Timesheet tab in PPL@Home to view, approve, or reject PA entries. Links to log in to PPL@Home are available at pplfirst.com/cdpap.
- **Paper Timesheets:** If you were approved to use paper timesheets, you have to sign and date the timesheet using blue or black ink and send it back by fax, email, or physical mail.

Learn more about how you can approve time with the videos and guides below. **There are many resources available to you.**

Approving Timesheets in Time4Care

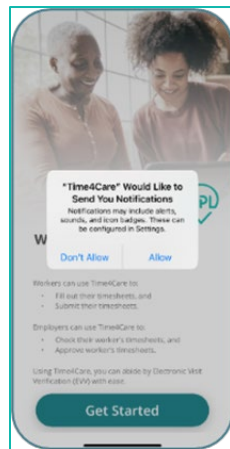
A Time4Care written guide is available online at <https://pplfirst.com/wp-content/uploads/2025/04/Approving-Timesheets-Through-Time4Care.pdf>

A Time4Care video guide is available online at <https://www.youtube.com/watch?v=xYgzJqkS7UM>

How Consumers Approve Timesheets in Time4Care

If you have not downloaded and set up Time4Care yet, start with steps 1-9. If you already have the app and are logged in, you can start at step 10.

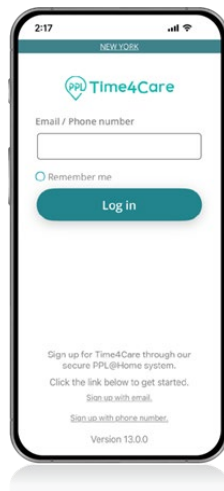
1. Download the Time4Care app from the GooglePlay Store at https://play.google.com/store/apps/details?id=com.paragyte.publicpartnerships&hl=en_US) or Apple App Store at <https://apps.apple.com/us/app/time4care/id8999993153>. Tap the app icon to begin the set up.
2. Tap “Allow” to receive important alerts.



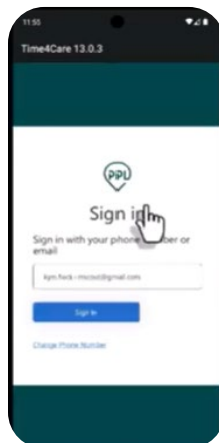
The app may ask you to select the state you live in. Scroll down and tap New York.



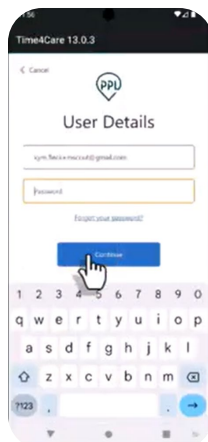
3. Enter the email address or phone number you use for PPL@Home, then tap “Log in.”



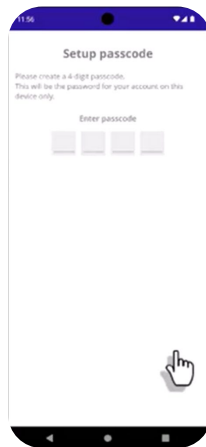
4. If this is the first time setting up the app, you will need to enter your phone number or email again, then tap “Sign in.”



5. Next, enter the password you use for PPL@Home. If you are using a mobile number, Time4Care will send you a code to enter instead of a password. Then, click “Continue.”



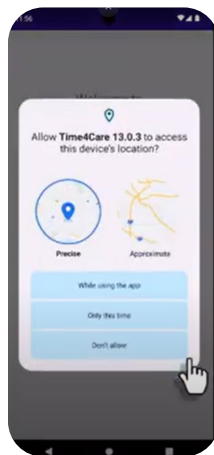
- Next, create a four-digit passcode. This is how you will log in to the app going forward.



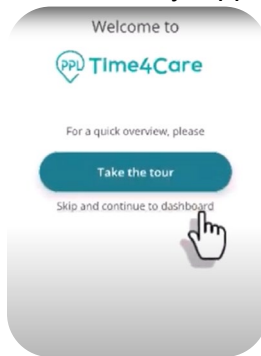
- Confirm your passcode by entering it again.



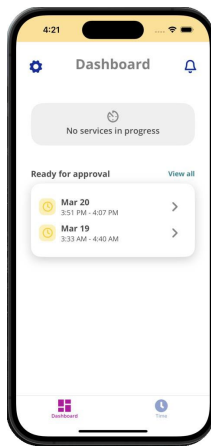
- If the option pops up, turn on location services.



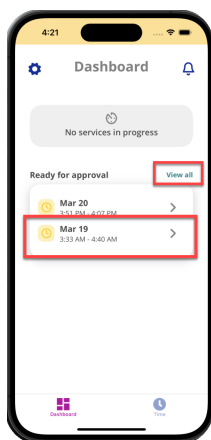
9. You can take a tour of the app by tapping “Take the Tour,” or head right to your dashboard by tapping “Skip.”



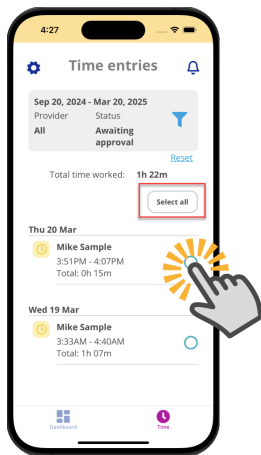
10. Your dashboard is where you will be able to approve or reject PA time entries.



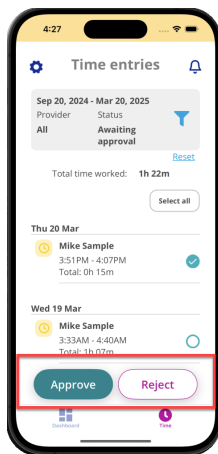
11. The dashboard will show all time entries that are waiting for you to approve. You can either tap each entry or “View All” to see them all.



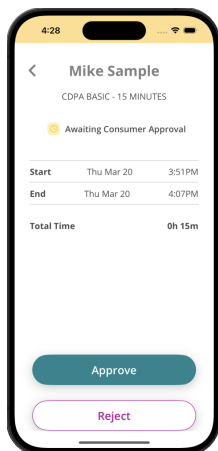
12. You will then see the list of everything that needs your approval. To select multiple entries, tap the circle buttons next to each entry on the right or “Select All” to select all entries.



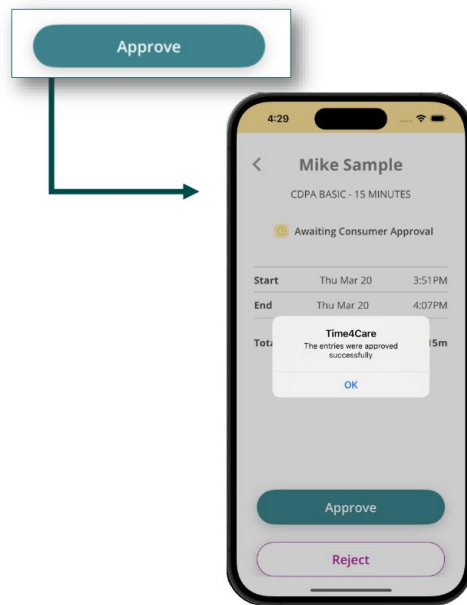
13. If you select multiple entries, you will be able to approve or reject the batch directly from here.



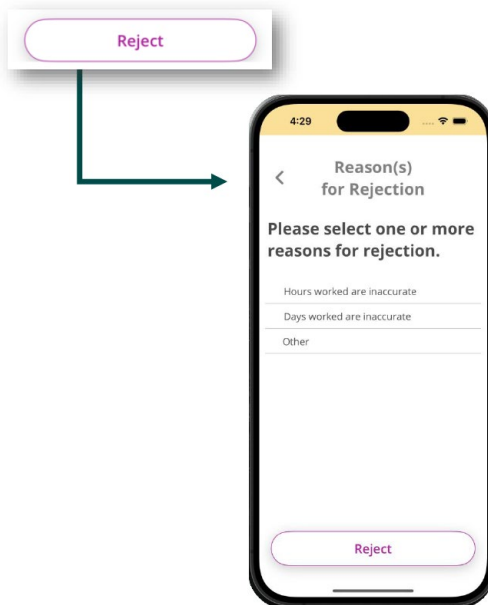
14. If you tap just one entry, you will see a new screen where you can confirm that the shift your PA entered is right.



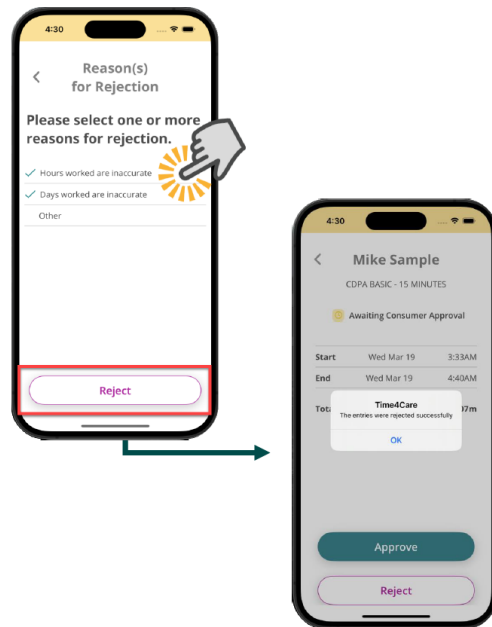
15. If the entry looks correct, the consumer can tap “Approve.” They will then see a pop-up confirming the entry has been approved.



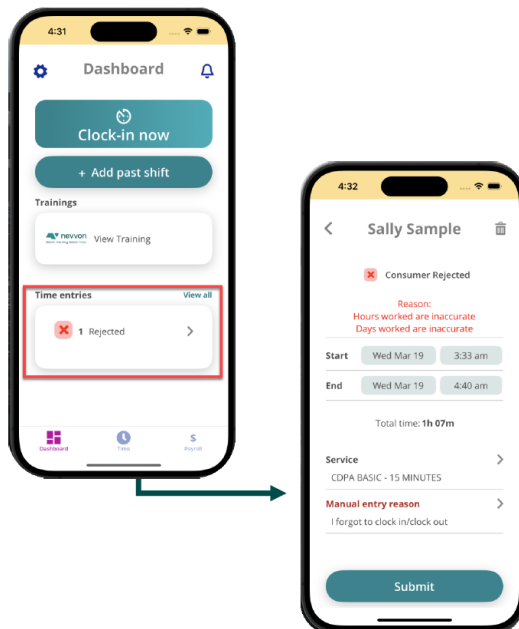
16. If the entry looks wrong, tap “Reject.” This will bring you to a new screen where you can select the reason(s) why you rejected the entry.



17. After choosing the reason(s) for rejecting the time entry, tap the “Reject” button. Then you will see a pop-up telling you the entry has been successfully rejected.



18. Your PA will see any entries you approved or rejected in their own Time4Care dashboard. If you rejected an entry, the PA can edit it and send it to you again for you to approve.



Approving Time in PPL's Telephony System

A written telephony guide is available online at <https://pplfirst.com/wp-content/uploads/2025/04/Approving-Time-in-PPLs-Telephony-System.pdf>

A video telephony guide is available online at <https://www.youtube.com/watch?v=QfbfgcLKQr0>

How Consumers Approve Time in PPL's Telephony (Call-In) System

You can approve your PA's time by calling PPL's telephony system (also known as an Interactive Voice Response System, or IVR for short). Here are the steps:

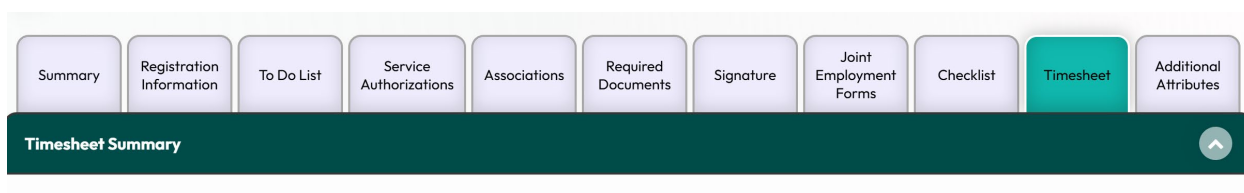
1. Dial 1-833-278-3959.
2. Select your language.
3. Select option 2 as the consumer.
4. Enter your 8-digit date of birth. For example, if you were born on July 1, 1998, you would enter 07011998.
5. Enter just the numbers from your PPL ID (do not include the letters "PRC-NY").
6. Listen to the details of your PA(s).
7. Select the number for the PA you are calling to approve time for. For example, "Press 1 for Jane Doe." "Press 2 for John Smith."
8. Listen to the details of each shift submitted for your review.
9. Select the shift for approval.
10. To approve a shift, select 1. To reject, select 2. To hear the details again, select 3.
11. If all shifts are approved, the call will end. If you reject any shifts, you will have to select a reason:
 - Press 1 if hours worked are inaccurate.
 - Press 2 if days worked are inaccurate.
 - Press 3 for other.
12. Select 1 to confirm the reason you selected is correct, or two to select a different reason.

Guide: Approving Time in PPL@Home

A written PPL@Home guide is available online at <https://pplfirst.com/wp-content/uploads/2025/04/Timesheet-Approval-in-PPL@Home-for-Consumers-FINAL-4.9.25-.pdf>

A video PPL@Home guide is available online at <https://www.youtube.com/watch?v=kxHbdDbBWtQ>

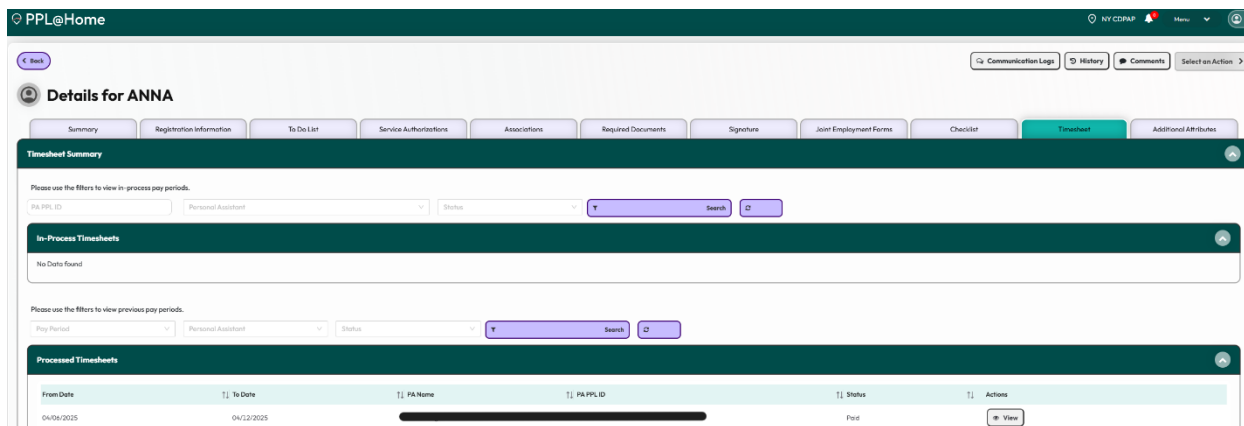
How Consumers Approve Shifts in PPL@Home



- Log in to PPL@Home
 - To log in with your email address, use this link: <https://pplathome.pplfirst.com/emailsiginin>
 - To log in your mobile number, use this link: <https://pplathome.pplfirst.com/mobilesignup>
- In your PPL@Home dashboard, go to the “Timesheet” tab.
- Click or tap “View” to see the shifts your PA submitted.
- If everything is correct, the click the approve button; if anything is incorrect, click the reject button.
- If you reject the timesheet, the PA will have to fix it and send it to you again to approve.

Viewing PA Timesheet Status

You can see the status of your PA's payments in the Timesheet tab.



Under Actions, click View to see your PA's time entries and the status.

Service Date	Submission Date	Service Description	Time In	Time Out	Billed Units (15-Min Increment)	Billed Units (Hrs)	Paid Units (Hrs)	Service Rate	Manual Reason	Business Status	Processing Status	Auth Number
04/02/2025	04/14/2025	2422: CDPM 1 CLIENT HOURLY QUARTER HR	2:00 PM	2:00 PM	32	0	0	20.1	New enrollment being processed	Paid	Paid	View

If the Processing Status says, “Ready for Payment,” your PA's payment will be processed in the next payroll. If the Processing Status says “Sent to Payroll,” that means payroll is in process and your PA will receive payment on the upcoming pay date.

If the Processing Status says, “Pended,” that means something is stopping your PA’s payroll from going through. Click the linked text to find out why the payment is pending.

View the chart at <https://pplfirst.com/cdpap-resources/#payroll> for the different error codes and how to resolve them.

Approving Time on Paper Timesheets

Paper timesheet instructions are available online at <https://pplfirst.com/wp-content/uploads/2025/04/Submitting-Paper-Timesheet-Instructions.pdf>

PPL’s paper timesheet exception form is available online at <https://pplfirst.com/wp-content/uploads/2025/04/Paper-Timesheet-Exception-Form.pdf>

PPL’s paper timesheet for New York CDPAP is available online at <https://pplfirst.com/wp-content/uploads/2025/04/NY-CDPAP-Paper-Timesheet.pdf>

Requesting Paper Timesheets

In special situations, consumers and PAs can request to use paper timesheets. You have to meet these requirements to qualify:

- Your or your PA cannot use electronic options because of sincerely held religious beliefs.
- You do not have access to the internet, and you do not have a landline telephone in your home.
- There is another exceptional circumstance that prevents you or your PA from using an electronic timekeeping method.

Paper timesheets can be requested by calling PPL at 1-833-247-5346 or by submitting an exception form. The exception form is at this link: <https://pplfirst.com/wp-content/uploads/2025/04/Paper-Timesheet-Exception-Form.pdf>) and can be sent back to PPL via fax, mail, or email.

- Fax: 1-844-244-4384
- Mail: P.O. Box 310, Binghamton, NY 13902
- Email: nycdpap@pplfirst.com

Approving Time Using Paper Timesheets

1. Fill out one paper timesheet per PA
2. Sign and date the timesheet using blue or black ink
3. Submit completed timesheets via fax, email, or physical mail:
 - Mail: P.O. Box 310, Binghamton, NY 13902
 - Fax: 1-844-244-4384
 - Email: NYCDPAP_TS@pplfirst.com

Discover more resources for you and your PA at pplfirst.com/cdpap-resources.

Understanding Your Service Authorization

Frequently asked questions about managing your service authorization are available online at <https://pplfirst.com/new-york-cdpap-frequently-asked-questions/#service-authorizations>

The plan of care you developed with your health plan or LDSS has a set number of hours each week that your PAs are allowed to work.

You can view your authorized CDPAP hours by logging in to PPL@Home using your mobile number or email address and navigating to the Service Authorizations tab at the top. It is important to carefully schedule your PA's hours to avoid going over the allowed amount.

Once a PA reaches the weekly limit, they will not be able to provide CDPAP services for the rest of the week. **Your authorized hours restart each week on Sunday at 12 a.m. ET.**

Working with a CDPAP Facilitator

PPL has CDPAP partners who can help you with more than just registration. They can also support your ongoing and daily needs. Many have special expertise in different languages and cultures.

Visit <https://pplfirst.com/cdpap-facilitators/> to view facilitator locations, the languages they speak, and areas they specialize in, including:

- Children up to age 21
- Consumers with Traumatic Brain Injuries (TBI)
- Nursing Home Transition and Diversion (NHTD) waiver program participants
- Office for People With Developmental Disabilities (OPWDD)
- Home and Community-Based Services (HCBS) waiver program participants

PPL can also be your facilitator. They have many years of expertise supporting diverse groups and programs. PPL has been serving consumers and PAs for 25 years and works with 50 programs in 20 states, including the TBI and NHTD programs in New York State.

If you would like to work with a CDPAP facilitator other than PPL, you can learn more about each of them by following the links below.

- A Special Touch Home Care Services: www.specialtouchhomecare.com/ppl
- AccentCare of New York: www.accentcare.com
- Access: Supports for Living: <https://www.accesssupports.org>
- AccessCNY, Inc.: www.accesscny.org/services/cdpa/
- Advantage Home Care – CDPAP: <https://advantagehome.care/cdpap>
- AHS Eldercare: www.ahseldercare.com
- AIM Independent Living Center: <https://aimcil.com/consumer-directed-home-care/consumer-directed-home-care>
- Angels in Your Home: www.angelsinyourhome.com
- ARISE, Inc: www.ariseinc.org
- Bestcare, Inc.: www.bestcare.com
- BHRAGS Home Care Corp.: <https://bhrags.org>

- Burd Home Health LLC: www.burdhomehealth.com
- Center for Disability Rights: <https://cdrnys.org>
- Chinese American Planning Council dba CPC Consumer Directed: www.cpchap.org
- Community Care Companions Inc dba Community Care Home Health Services: www.communitycarecdpap.com
- Committed Home Care: www.committedhc.com
- Community Home Health Care: www.commhealthcare.com
- Companion Care of Rochester (CCOR): www.ccorhome.com
- Concepts of Independence: www.coiny.org
- Crown Home Care: <https://crownhomecareny.com>
- DHCare NY LLC: <https://dhcareny.com>
- Eagle Eye FV Inc: www.cdpap-ny.org
- Finger Lakes Independence Center, Inc: <https://fliconline.org/FLIC/>
- Hamaspik HomeCare: <https://hamaspikhomecare.org/services/#CDPAP>
- Heritage Christian Services: <https://HeritageChristianServices.org/CDPAP>
- Horizon Home Care Services: www.horizoncares.com
- Ideal Home Health: <https://idealcdpap.com/>
- Independent @ Home: <http://www.independentathome.org>
- Independent Living Center of the Hudson Valley, Inc. (ILCHV): www.ilchv.org
- Independent Living, Inc.: www.myindependentliving.org
- Long Island Center for Independent Living: <https://licilinc.org/cdpap-ppl>
- New York Foundation for Senior Citizens Home Attendant Services, Inc.: <https://www.nyfsc.org>
- People Care, Inc.: www.peoplecare.com
- Personal-Touch Home Care of N.Y., Inc.: <https://personaltouchcdpap.com/>
- Premier Home Health Care Services, Inc.: <http://www.premierhomehealthcare.com>
- Quality Family Care LLC: <https://qualityny.com/cdpas>
- Quality Touch Inc.: www.qtcddpap.com
- Resource Center for Independent Living, Inc. (RCIL): www.rcil.com
- Rockland Independent Living Center dba Bridges: www.bridgesrc.org
- Royal Care: <http://www.royalcarefi.com>
- Southern Tier Independence Center: <https://stic-cil.org>
- Western New York Independent Living: www.wnyil.org

You can request a new facilitator by calling PPL at 1-833-247-5346 or by filling out the request form at:

https://www.health.ny.gov/health_care/medicaid/program/longterm/cdpap/docs/facilitator_selecton_form.pdf. Please return the completed form to PPL:

- By email at nycdpap@pplfirst.com
- By fax at 1-833-951-0828
- By mail at P.O. Box 310, Binghamton, NY 13902

If you have any questions, please call PPL at 1-833-247-5346 or email nycdpap@pplfirst.com.