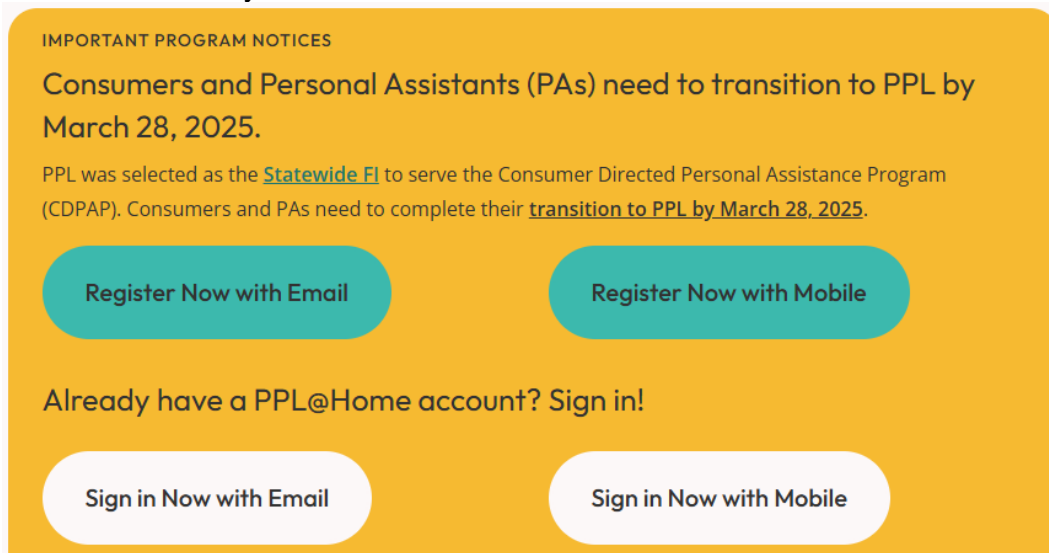


FOR CONSUMERS:

1. Get Access to your PPL@Home Consumer Account

If you have not already logged in to your PPL@Home account, take the following steps:

- 1) Go to the following website:
<https://pplfirst.com/programs/new-york/ny-consumer-directed-personal-assistance-program-cdpap/>
- 2) Scroll down to the yellow section that looks like this:



- 3) Select "Register Now with Email" or "Register Now with Mobile" depending on how you'd prefer to get access to your PPL@Home consumer profile.
- 4) Enter your country and phone number OR your email address (depending on which button you selected), and press the "Send verification code" button to receive a code.
- 5) Enter the code you receive (it may take a few seconds). Then, enter additional details required by PPL, including your name, CIN (Medicaid ID number), and password information if prompted.
- 6) Click the "Continue" button. This will log you in to your PPL@Home account as a CDPAP consumer.
- 7) Once you're logged in, click "NY CDPAP." This will pull up a form where you can verify and enter any missing contact information, communication preferences, and other details. Follow the steps and prompts provided, making sure you fill out all required fields as well as any information about your PA(s) and DR if applicable. After you've proceeded through the steps, click the "Submit" button.

Note: At this point, it's helpful to complete as much as you can, including completing your forms and filling out information about your PA(s) and DR(s) if applicable. While you can

proceed by filling in only required fields and completing the other information later, this could save you time in the future!

Congratulations – you’ve now gained access to your PPL@Home consumer account! Your PPL@Home account is your “home base” for the management of your CDPAP services with PPL. This account is where you will sign your required transition paperwork, complete your contact information if needed, access your service authorizations, and add Personal Assistants and Designated Representative(s) if applicable so that they can complete the PPL registration process as well.

2. Sign your Consumer Memorandum of Understanding (MOU)

As a consumer, you are required to sign a document called a Memorandum of Understanding, or MOU for short. The MOU outlines the terms and details of your participation in CDPAP and confirms your understanding of your role as joint employer of your PA(s) with PPL. If you did not already sign your MOU through the initial registration steps when getting access to your PPL@Home account, you can sign it now or check that it’s completed by following these steps:

- 1) Find and click on the “Joint Employment Forms” tab on the top of your PPL@home profile dashboard.
Note: if you are on a phone or mobile device, you may need to click on an “Expand Menu” button with three horizontal lines to view all of your tab options.
- 2) Find the bar labeled “Consumer.” On the right side of this bar, if you have not yet signed your MOU, you will see a label that reads “0/1 Completed.” Click on this bar to open a drop-down.
- 3) Next to the row titled “Memorandum of Understanding Form,” click “Edit.” This will open the MOU form in a new window.
- 4) The consumer’s name and PPL ID will be prepopulated in the form. If you are the DR and filling out the MOU on your consumer’s behalf, enter your own legal name and PPL ID (if known at this point) into the provided blanks on the top of page one.
- 5) Review the form, scrolling down to the last page. Once you are ready to sign the form, click the check box under the words “Consumer Agreement.”
- 6) Scroll back up to the top of the form and click the button on the top right of the window labeled “Save Form.”
- 7) Once the form has been saved, click the “X” button to exit the form pop-up. You will now see that the label “0/1 Completed” has now changed to read “1/1 Completed.”

3. Fill Out Information About Your PA(s) and DR(s) (if applicable)

Once you have signed your MOU, the next thing you need to do is add information about your PA(s) and DR (if applicable) so that they can also complete their required transition paperwork. In PPL’s system, any PAs and DRs you work with are added using what PPL calls an “association.” If you did not initially add information about your PA(s) and DR(s) when completing your initial

registration to get access to your PPL@Home profile, or if you have other individuals to add, follow these steps:

- 1) Find and click on the “Associations” tab within your PPL@Home consumer profile.
- 2) If you are a DR and assisting your consumer with their transition, your information must be added under the “Designated Representative” section of the consumer’s profile. To do this, click “Add Designated Representative” and fill out the DR’s name and contact information. Then, click the check-box at the bottom of the form next to “I have read and understand the above rules.” Finally, click “Save.”
- 3) To add a PA that works for you, scroll down to the “Personal Assistant” section. Click “Add Personal Assistant” and fill out the PA’s name, contact information, and relationship to you as the consumer. Then, click “Save.”

Repeat these steps until all of your workers (and DR(s), if applicable) are added into your PPL@Home profile. Once PAs and DRs have been added, they will be visible in the PPL@Home system and will be able to take the next steps to complete their own individual registration paperwork.

If you are a self-directing consumer, at this point your registration process is finished!

4. FOR DRs ONLY: Get Access to your PPL@Home DR Account

If you are a Designated Representative who directs CDPAP services on behalf of your consumer, you will need to complete additional registration paperwork. To do so, you will need to gain access to your separate DR account within PPL@Home. This account will look very similar to the account for your consumer(s), but will use different login information.

If you have not already logged in to your PPL@Home DR account, take the following steps:

- 1) Go to the following website:
<https://pplfirst.com/programs/new-york/ny-consumer-directed-personal-assistance-program-cdpap/>
- 2) Scroll down to the yellow section that looks like this:

IMPORTANT PROGRAM NOTICES

Consumers and Personal Assistants (PAs) need to transition to PPL by March 28, 2025.

PPL was selected as the [Statewide FI](#) to serve the Consumer Directed Personal Assistance Program (CDPAP). Consumers and PAs need to complete their [transition to PPL by March 28, 2025](#).

Register Now with Email

Register Now with Mobile

Already have a PPL@Home account? Sign in!

Sign in Now with Email

Sign in Now with Mobile

- 3) Select “Register Now with Email” or “Register Now with Mobile” depending on how you’d prefer to get access to your PPL@Home consumer profile.
- 4) Enter your country and phone number OR your email address (depending on which button you selected), and press the “Send verification code” button to receive a code.
- 5) Enter the code you receive (it may take a few seconds). Then, enter additional details required by PPL, including your name, PPL ID, and password information if prompted.

NOTE: to successfully gain access to your DR profile in PPL@Home, you will need to use a different phone number or email address than the phone or email already on file for your consumer. If you attempt to register using a phone number or email already on file within PPL@Home for a consumer, you will be unable to proceed.

- 6) Click the “Continue” button. This will log you in to your PPL@Home account as a CDPAP Designated Representative.
- 7) Once you’re logged in, click “NY CDPAP.” This will pull up a form where you can verify and enter any missing contact information, communication preferences, and other details. Follow the steps and prompts provided, making sure you fill out all required fields. After you’ve proceeded through the steps, click the “Submit” button.

Congratulations – you’ve now gained access to your separate DR account in PPL@Home!

5. FOR DRs ONLY: Sign Your Designated Representative Form

Once you have gotten access to your DR profile, you will need to complete a form called the Designated Representative form, which affirms your role and responsibilities as a DR. If you did not already sign this form when completing your initial registration steps to get access to your DR profile, or if you would like to check that your DR form is complete, follow these steps:

- 1) First, you will need to add an electronic signature to your PPL@Home DR profile, which you can use to sign forms electronically within the system. If you did not already add your

electronic signature into the system during your initial registration steps to gain access to your DR profile, find and click on the “Signature” tab. Sign your signature using your mouse or finger depending on your device, and then click “Save” to save this signature to your profile.

- 2) Next, find and click on the “Forms” tab.
- 3) Under the “Forms” section, you will see a bar labeled “Consumer Associations.” Click on this bar to activate a drop-down where you will see listed all consumers for which you are currently an associated DR.
- 4) Next to your consumer’s name, find and click on the “View” button on the right side of the page.
- 5) Click the “Edit” button. This will open your DR form in a pop-up window.
- 6) After reviewing the form, scroll to the bottom and click to electronically sign and date the form.
- 7) Scroll back to the top of the form and click the “Save Form” button on the top right of the pop-up screen.
- 8) Once the form has been saved, click the “X” button to exit the form pop-up.

Complete steps 4 through 8 for any additional consumers listed within your profile. Congratulations – you’ve now finished your required DR paperwork!

All that is left to do is ensure that all of your PA(s) complete their required registration paperwork as well so that they can continue to work for you and get paid after April 1. As the Consumer or DR, it is your responsibility to ensure that your PAs submit their required documents in a timely manner to ensure they can continue to be paid. For more information on what your PAs need to do by March 28 to make sure they’re all set for the transition, please see this helpful video: <https://youtu.be/5jLIRHAVOZE>

REGISTRATION HELP

Additional Resources

For additional information about the CDPAP transition to PPL, below are a few helpful resources:

- Visit [CDChoices’ transition page](#) on our website for FAQs and contact information.
- Visit [PPL’s dedicated NY CDPAP page](#) on their website for more info, program documents, and additional guidance.
- Check out the following videos:
 - Consumer Registration Process Walkthrough (Desktop Device):
<https://youtu.be/UC78GGhJBiY>
 - Consumer Registration Process Walkthrough (Mobile Device):
<https://youtu.be/8mrBBqPmrok>
 - PA Registration Process:
<https://youtu.be/5jLIRHAVOZE>