MEDICAID MONDAY
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CDPAP After Transitions: What Consumers and Caregivers Need to Know

April 13, 2026

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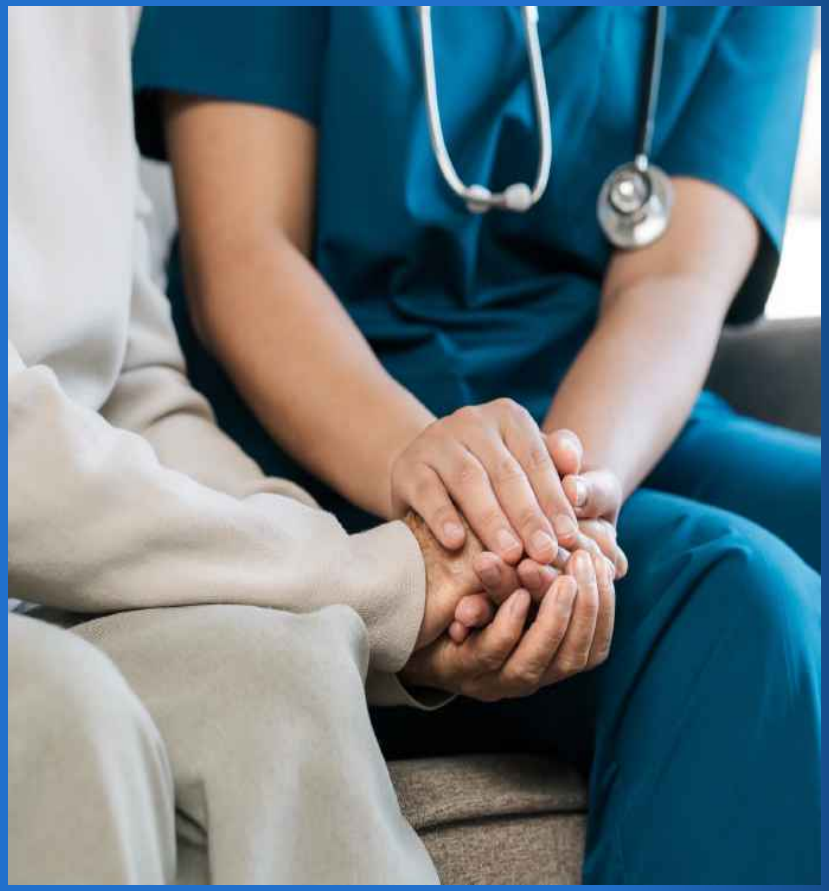
Welcome

- Your Lines Are Muted
- Type Questions in the Q&A Section at the Bottom of Your Screen
- Presentation is Posted: pierrolaw.com/resources under “Medicaid Planning”
- Fill Out Our Survey with Feedback



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Serving New York State Residents Through Offices in:

Albany, New York City, Garden City, Hudson, Ronkonkoma, Lake Placid, Utica

Serving Clients in NJ, CT, and FL

2026 MEDICAID ELIGIBILITY NUMBERS

Monthly Income			
	2026	**2025**	**Difference**
Individual (at home)	$1,856	$1,820	$36
Couple	$2,509	$2,453	$56
Community Spouse Income Allowance	$4066.50	$3,948	+$118.50
Institutionalized Spouse Income Allowance	$50		

2026 MEDICAID ELIGIBILITY NUMBERS

Resources			
	2026	**2025**	**Difference**
Individual	$33,038	$32,396	$642
Couple	$44,796	$43,781	$1,015
Comm. Spouse Resource Allowance	$74,820[1]		
IS Resource Allowance	$50		

1 - $74,820 (or the spousal share of 1/2 combined resources up to a maximum of $162,660 (up $4,740 from 2025)

Medicaid Home Care Updates – April 2026

- CDPAP Transition to PPL
- Restricted eligibility for home care
- NHTD Waiver Update

Valerie Bogart, NYLAG

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ABOUT NYLAG

The New York Legal Assistance Group (NYLAG) is a leading non-profit that provides free civil legal services, financial counseling, and engages in policy advocacy efforts to help people experiencing poverty.

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The Evelyn Frank Legal Resources Program

Focuses on fighting for older adults and people with disabilities, ensuring access to health care and home care services to age safely in the community. Services include:

- **Counseling** client on Medicaid, Medicare and home care eligibility and services.
- **Training** legal, social services and health care professionals about changes in Health Care programs and how to best serve the health and long-term care needs of older adults and people with disabilities.
- **Representing** clients in denials and reduction of Medicaid, Medicare Savings Program and Medicaid Home Care.
- **Assisting clients with accessing Medicaid home care** through Managed Long Term Care plans.

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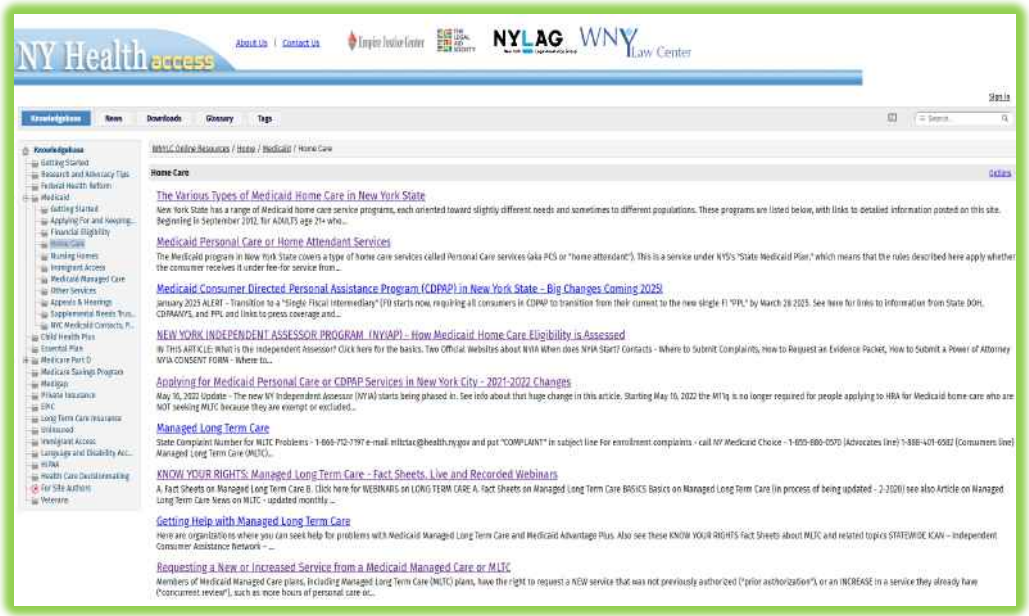
EFLRP Services (continued)

- Educating the public through the website: http://health.wnylc.com/health/



- Policy Updates
- Consumer Materials
- Expansive resources on coverage criteria and eligibility

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AGENDA

1. For NEW applicants for MLTC or CDPAP or Personal Care – stricter eligibility requirements
2. Update on Nursing Home Transition & Diversion Waiver
3. Update on CDPAP and the PPL Transition

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THREE ADL RULE STARTED SEPT. 1, 2025

Restricting Who Can Enroll in MLTC or Obtain Personal Care or CDPAP from Local DSS or Mainstream Plan

MORE INFO AT
https://nyhealthaccess.org/entry/258/

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For people *applying* since 9/1/25, 2 or 3 ADL's Required for MLTC/MAP, PCS, CDPAP

Starting 9/1/25, adults age 21+ seeking Personal Care (PCS) CDPAP through Immediate Need or otherwise through DSS or a managed care plan OR seeking MLTC or Medicaid Advantage Plus (MAP)* enrollment must be assessed by the **NY Independent Assessor (NYIAP)** to need either:

- *limited physical assistance* with 3+ ADLs OR
- *cueing* or *supervisory* assistance with 2+ ADLS IF have dementia or Alzheimer's disease;

Eliminates stand-alone housekeeping service (max 8 hours/week)

Authority:	Enacted in the 2020-2021 Executive Budget, amending New York SSL § 365-a and 365-f; PHL § 4403-f; CMS approval. Was delayed because of COVID rules.
When:	**Started 9/1/2025 for NEW applicants**
Legacy Status or Grandfathered in	1. Anyone already enrolled in an MLTC plan or receiving PCS or CDPAP on 9/1/25. a. Annual reassessments use the OLD 1-ADL criteria NOT the new test. b. WARNING: You can lose "plan" legacy status if you are disenrolled from an MLTC plan for 1+ months. But you would still have "service" legacy status.** 2. Also those who had been assessed by NYIAP after 9/1/2024 as eligible for PCS/CDPAP or MLTC, as long as they enroll in MLTC or are authorized by mainstream plan or DSS for PCS/CDPAP services within one year of that assessment.

* ADL Test does not apply to PACE;

** See here about Legacy Status and here about NYIAP.

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ADLs That Count Toward the 2 or 3 Minimum

State regulation defines ADL as "those activities recognized as activities of daily living by the evidence based validated assessment tool…." 18 N.Y.C.R.R. §505.14(a)(9).

ADLs in the Uniform Assessment Tool	
1. Bathing -includes transfer in/out of shower/tub, washing body – but not washing back or hair	6. Locomotion (how walks or wheels between locations on same floor indoors)
2. Personal Hygiene (brush teeth, comb hair, wash face)	7. Transfer on and off Toilet
3. Upper Body Dressing	8. Toilet /commode Use & cleanse after use, or changing incontinent pads, adjusting clothes
4. Lower Body Dressing	9. Bed Mobility
5. Walking (on same floor indoors)	10. Eating
Before – only needed ANY assistance with ONE ADL Now – Need LIMITED assistance with 3 ADLs unless has Dementia or Alzheimer's.	

TIP: Make sure to point out EACH Of the above ADLs separately.

Instrumental ADLs (IADLs) do NOT count – housekeeping tasks – cooking, shopping, laundry, cleaning, etc.

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WHAT ADL Score in NYIAP Assessment is Needed?

The **UAS (CHA) instructions** define seven degrees of assistance:

1. Independent
2. Independent, setup help only – Article or device placed within reach, no physical assistance or supervision in any episode.
3. **Supervision – Oversight/cuing.***
4. **Limited assistance – Guided maneuvering of limbs, physical guidance without taking weight. This is minimum amount of need with 3 ADLs. Includes "Contact guarding" (hovering).**
5. Extensive assistance – Weight-bearing support (including lifting limbs) by one helper where person still performs 50% or more of subtasks.
6. Maximal assistance – Weight-bearing support (including lifting limbs) by two or more helpers; or, weight-bearing support for more than 50% of subtasks.
7. Total dependence – Full performance by others during all episodes.

Need 3 ADLS with these scores unless has dementia

*** ADL with this level of need counts only if has Dementia/ Alzheimer's diagnosis – then need this or higher level assistance with 2 ADLs**

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Tip for NYIA Assessments after 9/1/2025

Prepare for the assessment – identify and point out to assessor at least 3 ADLs (see list above for which consumer needs "limited assistance – guided maneuvering of limbs, physical guidance without taking weight." This is more help than "supervision/cueing" but less than "weight bearing support."

- If consumer has dementia or Alzheimer's disease, point out at least 2 ADLS she needs at least "supervision/cueing" with.
  - **Have doctor complete and sign the *Alzheimer's Disease or Dementia Form (DOH-5821) form* prior to assessment.** (https://www.health.ny.gov/forms/doh-5821.pdf)
  - There are many types of dementia! Vascular, Lewy body, Huntington's, Parkinson's...*
- Nurse **may mischaracterize consumer as "independent"** with an ADL – when they really need *limited assistance* or, for those with dementia – *supervisory assistance.* Will need to advocate – and see more tips below.
- **IADL's don't MATTER**! Don't waste time pointing them out.

*https://www.alzheimers.org.uk/about-dementia/types-dementia

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TIP – 3-DAY RULE: Help Consumer with 3 ADLs on 1 of the 3 days before NYIAP Assessment

- The UAS-NY Nurse Assessor is told to record the person's **actual level of self-care and support** *received* during the last 3 days only.*
  - They are NOT allowed to use their judgment of consumer's CAPACITY to safely perform an ADL. If consumer UNSAFELY bathes self – they are "independent!"
- Only a consumer who **had help** with 3 ADLs – paid or by family – during 1 or more of the 3 days before assessment is eliglble (2 if dementia)
- EX.: Jose's daughter visits to help him bathe twice a week with hands-on help. When the NYIAP assessor visited on Monday, the last time the daughter helped him bathe was the previous Thursday. Since this was not within the last 3 days, the assessor would mark "activity did not occur" and the ADL would not be counted toward the minimum ADLs.
- **TIP**: Make sure to provide help with ADLs within at least one of the 3 days before the assessment – either with unpaid informal care or paid care. Provide the help that the consumer NEEDS to be safe!

*UAS-NY Reference Manual, Aug. 2022 edition pp. 28-33, available at http://health.wnylc.com/health/download/902/.

**IPRO, NYS Medicaid MLTC Final Report -- UAS-NY Data Validation Audit TBI Program 2016-2017, at https://www.health.ny.gov/health_care/managed_care/mltc/pdf/uas_comm_hlth_asses_data_val_tbi.pdf, posted on https://www.health.ny.gov/health_care/managed_care/mltc/reports.htm .

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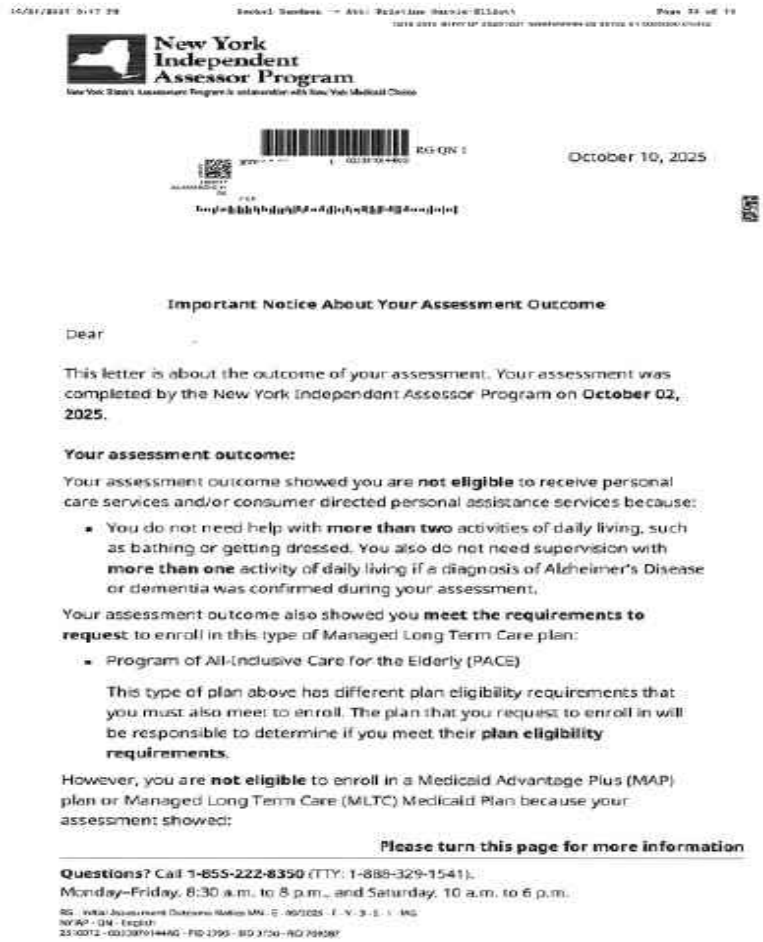
Denial MLTC/MAP Enrollment: Outcome Notice



New York Independent Assessor Program

October 10, 2025

Important Notice About Your Assessment Outcome

Dear

This letter is about the outcome of your assessment. Your assessment was completed by the New York Independent Assessor Program on **October 02, 2025.**

Your assessment outcome:

Your assessment outcome showed you are **not eligible** to receive personal care services and/or consumer directed personal assistance services because:

- You do not need help with **more than two** activities of daily living, such as bathing or getting dressed. You also do not need supervision with **more than one** activity of daily living if a diagnosis of Alzheimer's Disease or dementia was confirmed during your assessment.

Your assessment outcome also showed you **meet the requirements to request** to enroll in this type of Managed Long Term Care plan:

- Program of All-Inclusive Care for the Elderly (PACE)

  This type of plan above has different plan eligibility requirements that you must also meet to enroll. The plan that you request to enroll in will be responsible to determine if you meet their **plan eligibility requirements.**

However, you are **not eligible** to enroll in a Medicaid Advantage Plus (MAP) plan or Managed Long Term Care (MLTC) Medicaid Plan because your assessment showed:

Please turn this page for more information

Questions? Call **1-855-222-8350** (TTY: 1-888-329-1541).
Monday–Friday, 8:30 a.m. to 8 p.m., and Saturday, 10 a.m. to 6 p.m.

- Until now, unfavorable Outcome notice states -- *Not qualified to enroll in MLTC*. This meant only "does not need ADL assistance for *more than 120 days.*"
- Starting Sept. 1, 2025, "not qualified" may ALSO mean failed the ADL test.
- Does not break down which test consumer failed, or how many ADLs short they are

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What if NYIAP Denies MLTC or PCS/CDPAP because of ADL Test?

- **Get a copy of & review the NYIAP assessment.** NYIAPfairhearings@maximus.com or **fax t**o 917-228-8899 (include a HIPPA).
- **Ask for a Re-Do.** Review with consumer and caregivers whether worth requesting a re-do assessment from NYIAP – keeping in mind the TIPS on previous slides. This might work!
- **If consumer has dementia** or Alzheimer's and 2 ADLs – submit the dementia form with Cover Sheet and request they reconsider.
- **Request a hearing** from NYS OTDA Office of Administrative Hearings just like other Medicaid hearings. 60 day time limit from Outcome Notice. Get evidence packet – see 1st bullet on this slide.

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NURSING HOME TRANSITION & DIVERSION WAIVER (NHTD) – CAP ON ENROLLMENT 2026

NYS webpage https://www.health.ny.gov/facilities/long_term_care/nhtd/index.htm
NYLAG article
https://nyhealthaccess.org/entry/129/#2._Nursing_Home_Transition_&_Diversion_(NHTD)_Waiver

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Nursing Home Transition & Diversion Waiver Cap

- Dec. 31, 2025 -CMS approved DOH's request to cap the number of people who may enroll in the Nursing Home Transition & Diversion (NHTD) Waiver, without a waiting list.
- Jan. 2026, enrollment is about 12,700, already exceeding the **approved cap of 9,400.**
- No new applications may be filed, but applications filed before 1/1/26 should be processed. Details on those in the queue are not yet known.
- Many MLTC plans improperly referred members to NHTD who needed 24/7 care, so the plan could avoid the high cost. Will those referrals stop now?

See proposed amendment of the "waiver," June 2025. NYLAG submitted these comments opposing the enrollment cap. DOH summarized and responded to the

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CDPAP – PPL TRANSITION UPDATE

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What is Consumer Directed Personal Care Program (CDPAP)?

- Alternate model for providing Medicaid home care services that started in 1980 in NYC by **Concepts of Independence**
- Founded by people with disabilities who wanted more **control** over their lives
- Consumer or a family member as their **"designated representative" (DR)** selects & hires, fires, trains and schedules **Personal Assistant (PA).**
- MLTC Plan, managed care plan or local govt. Dept. of Social Services (**LDSS** – HRA in NYC) **decides hours**
- **Fiscal intermediary or "FI"** contracts with and is paid by MLTC, managed care plan or LDSS to handle payroll, wages, time sheets, Electronic Visit Verification (EVV) & benefits. **PPL is the only Fiscal Intermediary as of 8/1/25.**
- The consumer and FI are the joint employer of the PA.

CDPAP Citations:
Social Services Law Sec. 365-f
18 NYCRR Sec. 505.28

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PPL – NY's Statewide Fiscal Intermediary

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- CDPAP Facilitators
- Program Documents
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- Consumer & Personal Assistant Stories
- Contact Us

NEW YORK

New York State Department of Health

NY Consumer Directed Personal Assistance Program (CDPAP)

IMPORTANT PROGRAM NOTICES

2025 W-2s for CDPAP Personal Assistants

W-2s will be mailed by **January 31, 2026**. Personal assistants can now access their W-2s electronically by logging in to PPL@Home and navigating to the "Tax Documents" tab at the top. Please allow until February 15 for mailed W-2s to arrive. W-2s will not be reissued before February 15.

2026 W-4 Forms for Personal Assistants

Personal assistants may notice that the 2026 IRS Form W-4 is now available in the Forms tab of PPL@Home. Currently, only the 2026 form is visible.

This does not impact your withholding calculation. The system is simply showing a blank 2026 form pre-populated with your address. Unless you update the 2026 form, your elections from your 2025 W-4 remain in place.

We will provide an update here when last year's W-4 is available for viewing in PPL@Home. If you need a copy of your 2025 W-4 in the meantime, please contact PPL Customer Service at 1-833-247-5346.

Please note: You do not need to fill out the 2026 W-4 unless you claimed "Exempt" on your 2025 W-4.

CDPAP Training Update

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

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Get Help with Registration – Connect with a Facilitator!

- Registering the consumer and their Personal Assistants can be difficult. A Facilitator can help with this process.
- Facilitators are community-based organizations located throughout New York State who can provide ongoing customer service and EVV support with registering the consumer and PAs and using PPL.
- 40 CBOs from across NY including 11 Independent Living Centers tasked with providing culturally competent and localized support CDPAP consumers and workers.
- Facilitators are contracted and paid by PPL.
- Visit https://pplfirst.com/cdpap-facilitators/ for more information.
- Consumers may request that their PPL case be aligned with a Facilitator by contacting PPL or using this Facilitator Selection Form English - Español

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Initial Registration with PPL - Consumer

- Consumer must create an online account with PPL using 3 contacts - mobile phone, email address, and a 3rd contact (could be a relative or landline)
- Designated Representative (DR), if needed to manage and direct care, must create an online account with their own 3 contacts.
- If you are a DR for more than one consumer, you must use 3 DIFFERENT contact numbers for each consumer!
- Consumer and DR will be directed to:
  - Complete Profile - requires Medicaid CIN Number
  - Include the names of PA's in the Association Section of the consumer's profile
  - Sign Memorandum of Understanding (MOU) (in "Program Documents" in various languages)
  - If DR – sign Designated Representative form
- Consumer and DR must register and have a **PPL ID number** before the PA can register.
- May need to call PPL to troubleshoot registration – expect long wait times and dropped calls! - Consider using a **Facilitator** to register – see below
- Videos on how to register on PPL website

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Initial Registration – Personal Assistants

- Each PA must create an online account with 3 contacts - mobile phone, email address, and a 3rd contact.
- Provide basic demographic information and relationship to the consumer.
- Upload required documents (or fax, email, mail) (Download forms from **PROGRAM DOCUMENTS** – link on left side of home page).
  - Offer Letter (consumer or DR must sign)
  - Personal Assistant Agreement (online in other languages)
  - Designated Representative Form
  - IRS Form W-4
  - State Form NY IT-2104-I
  - Payment Method Form
- *Continued next slides* – immigration status, health screening

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Initial Registration – Personal Assistants – con'd

IMMIGRANT WORK AUTHORIZATION

- **Citizen or immigrant authorization to work**
  - Upload USCIS I-9 (with verification documents, US passport, green card, two other forms of ID (driver's license, NYS ID, SSA card, etc.)
  - After I-9 and other documents uploaded, PPL will schedule a ZOOM during which PA must show green card or passport.
  - Can be LONG wait time in queue for zoom (hours!)

Initial Registration – Personal Assistants – con'd

PA Health Assessments

- **Health Assessment** required before worker can begin assisting the consumer – like other home care aides. 10 NYCRR § 766.11.
  - PPL has contracted with MobileHealth to conduct assessments -- choice of telehealth or going to their site (beware phone lines- drop calls, not answered. Better to book online – but few slots for appointments, few locations);
  - Or use PA's own provider –follow instructions on MobileHealth website https://www.mobilehealth.com/ny-cdpap-ppl-medical-screenings /
  - Two required forms **if PA wants to see own doctor** (on MobileHealth site)
    1. Mobile Health Pre-Employment Physical Examination Form

       Key is page 2 – vaccines, If had TB, MD must attach report that TB not active. (TB Risk assessment screening)
    2. Drug Attestation Form
- **Annual compliance** – PA does in Mobile Health's Patient Portal.
  1. Self-Health Assessment
  2. Tuberculosis Risk Assessment or Survey
  3. "Based on the medical review of your forms, you may need a follow-up procedure. If a follow-up is needed, Mobile Health will contact you to schedule it."

PPL doesn't remind consumer/DR that annual compliance is due --unlike old FI's

Health Assessments for PAs who Transitioned to PPL

- Initial transition to PPL -PPL told PAs they could submit their annual Health exams later. But in Sept. 2025 hundreds of thousands of PAs were given until Oct. 1st to have exams with PPL's contractor, Mobile Health and submit them to PPL.
- Mobile Health couldn't meet the demand for appointments and, under pressure from press and elected officials, DOH required PPL to allow appt. to take place after Oct. 1st as long as it was booked before that date.
- On Oct. 2nd, 2025, Mobile Health announced that as "one-time courtesy" assessments would be scheduled for PAs and could be rescheduled.
- Still there are problems with booking appointments. Upstate, PAs must travel over an hour – only to find appt. was canceled. Some PAs are being called back for a 2nd appointment even after lab tests and exam were completed.
- There is no set deadline for the exams to take place – but stay tuned. If PA cannot log in time, this may be the reason.

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Wages and Benefits – PPL

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NYS Minimum Wage 2026

- The minimum wage for home care workers increased in 2026 – includes CDPAP PAs.
  - $19.65/hour in NYC, Long Island, and Westchester
  - $18.65/hour in the rest of the state
  - See Home Care Aide Minimum Wage Fact Sheet (P105)
- State Labor Law also requires:
  - **Overtime** @ time-and-a-half if over 40 hours/week (but see slide 29 re PPL practice reducing Overtime if Holiday occurs in same work week).
  - **Spread of Hours** – requires **extra hour's pay** for every day worked in excess of ten hours. 12 N.Y.C.R.R. §§ 137-1.7, 142-2.4. But PPL only pays extra hour @ $7.25

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Wage Parity Law & PPL

NY Public Health L. § 3614-c

- NYS Wage Parity Law adds $2.54 to minimum wage in NYC and $1.67 in Nassau, Suffolk, & Westchester.
- Employer may opt to pay the supplement in benefits instead of wages but may not retain wage parity dollars.
- Lawsuits challenge violation these laws. See next slide.
- PPL pays part of the supplement in wages, but most of it through a package of bare bones benefits that are widely criticized as worse than offering nothing.*
  - PAs may not opt to receive cash instead.
  - Full-time PAs are disqualified from receiving the Essential Plan – affordable subsidized insurance – simply because they are offered the high-deductible plan.
  - Changes in benefit plans starting in May 2026 – see below

*See Calderon complaint, press links, and more here

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Litigation Challenging Wage Violations

Calderon et. al v. PPL

25 CV 02320 (EDNY)

- Legal Aid NYC and Katz Banks Kumin LLP filed a wage and hour collective/class action on behalf of PPL workers in NYC, Westchester, Suffolk, Nassau counties.
- Amended complaint here
- Online survey for PPL workers https://legalaid.co1.qualtrics.com/jfe/form/SV_5mW6i5wkHezDncW
- Legal Aid benefits hotline: 1-888-663-6880

More info here

Flanagan et. al v. PPL

2025 CV 06225 (WDNY)

- Poricanin Law filed a wage and hour collective/class action on behalf of PPL workers in the rest of the state.
- Contact Poricanin Law at 315-269-1125 or complete this form https://www.poricaninlaw.com/contact-us/.

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Holiday Pay Reduced if Work Any Overtime

- PPL pays Holiday pay for 7 holidays at time-and-a-half – but only for 1st 8 hours of day.*
- But if a PA works overtime in a week with an eligible holiday, the time-and-a-half pay for the holiday will be reduced by the number of overtime hours worked.
- See PPL Fact sheet on Overtime & Holiday pay
- Ex.: PA works 8 hours on Christmas and 4 hours of overtime the same week. Holiday pay 8 hours reduced by 4 hours overtime pay = 4 hours.

See PPL FAQ – click on Personal Assistant Wages and Benefits for list of holidays, etc.

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News Flash – PPL PA Open Enrollment: April 15 – May 15, 2026 - Benefits Change May 1, 2026

- Just announced - https://pplfirst.com/cdpap-benefits-2026/
- May 1, 2026 changes for PAs serving consumers in **NYC, Long Island and Westchester only** –part time or full time
  - **"Wellness" and Flex Plan END**. These were mandatory for all workers in these counties, except Medicare beneficiaries could opt out, and full-time workers could opt for "full" coverage (see below).
  - Accrued Flex plan funds can be spent later with $1/mo. admin fee charged until depleted.
  - Wellness plan was a terrible non-health plan that covered only a few check-ups and was worse than no insurance. Good riddance
  - **Wage Parity dollars** will instead be deposited into a **Retirement account** (fully vested – so if leave PPL can roll over to IRA, but like IRAs face tax penalty if withdraw before age 59.5 unless disabled.
    - Unclear – mgt. fees and investment choices! **No opt-out**.
- May 1, 2026 – new benefits administrator- GSA National.
- *Con'd next slides*

PPL HR Hotline: **1-833-746-8283**.

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2026 Health Insurance Changes – PAs

Full time workers (130+ hours/month) STATEWIDE

- Option to enroll in SecureHealth or SecureHealth Plus health plans.
  - SecureHealth Plus – see SPD and Summary Coverage
    - Premium - $254.66/mo. single
    - Deductible In-Network $2000 single/$4000 family
- If not yet enrolled – **Open Enrollment April 15 – May 15, 2026** – enroll eff. May 1st
- If opt not to enroll – Wage Parity dollars (slide 16) automatically deposited into a **Retirement account**
  - fully vested – so if leave PPL can roll over to IRA, but like IRAs face tax penalty if withdraw before age 59.5 unless disabled.
  - NO OPT-OUT.
- Downstate full-time workers who opted out of *SecureHealth* insurance had the Wellness/Flex plan. Those plans end May 1, 2026 but PA may continue spending funds in Flex account after.

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Open Enrollment – PAs April 15 – May 15, 2026 – Other Insurance Options

- All PA's offered chance to use THEIR OWN WAGES – with NO contribution by PPL for NON-HEALTH Insurance through Chubb: --
  - Accident, Critical Illness, and Voluntary Life Insurance.
- However, PPL is not contributing anything to the cost of these policies. They are fully paid for by the PA - as a deduction from their paychecks.

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IMPORTANT CONTACT INFORMATION

PPL NEW YORK (CDPAP PROGRAM)

MAIN LINES

• English	1-833-247-5346
• Spanish	1-833-281-0927
• Telephony System	1-833-278-3959
• PPL Fax (Timesheets)	1-833-951-0828
• Mobile Health / PPD	1-646-680-0450
• Human Resources	1-833-746-8283
• Headquarters (GA)	1-855-243-8775
• TTY (Hearing Impaire)	1-833-204-9042

LANGUAGE SUPPORT LINES

• Arabic	1-833-278-4829
• Bangla	1-833-278-5781
• French	1-833-279-3511
• Haitian Creole	1-833-279-3513
• Italian	1-833-279-3514
• Mandarin	1-833-279-3467
• Urdu	1-833-281-3277

EMAIL CONTACTS

• General Inquiries	NYCDPAP@pplfirst.com
• Payroll / Timesheets	NYCDPAP_TS@pplfirst.com
• Mobile Health	PPL@mobilehealth.com
• Human Resources	nypplhr@pplfirst.com

NYLAG
New York Legal Assistance Group

Department of Health Complaint Lines

- NYS Department of Health **hotline for CDPAP participants**: Statewidefi@health.ny.gov
- **DOH MLTC Complaints: MLTCComplaints@health.ny.gov**
- **Mainstream Managed Care Complaints:** managedcarecomplaint@health.ny.gov

NYLAG
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THANK YOU

More information at nylag.org

NYLAG
New York Legal Assistance Group

MORE FROM VALERIE BOGART AT THE FORUM!

- Thursday, May 14, 2026
- 8:30 AM - 4:00 PM
- The Desmond, Albany
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NEXT MEDICAID MONDAY

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