



Guidance for Consumers Seeking Assistance with PPL Registration

Consumers who need assistance registering with PPL and/or who need assistance onboarding their workers with PPL may contact PPL through a variety of channels, may contact their Health Plan or LDSS, or may reach out to the Department of Health. The following resources and talking points may be referenced to facilitate these conversations. **All consumers must have completed the registration process with PPL by May 15, 2025; all personal assistants must be fully onboarded with PPL by June 6, 2025.**

Consumers Who Have Not Completed Their Registration:

The following resources are available to assist consumers with the PPL Registration process:

- [How to Register with PPL](#)
- [Instructions for using PPL@Home For Consumers](#)
(Español - 한국어 - русский - 简体中文 - יידיש)
- Technical Assistance webinars are also available. [Sign-up for a session online.](#)

Your Health Plan or LDSS may also assist you with the registration process.

You may request assistance as follows:

I am a CDPAP consumer who has not completed registration with PPL. I would like assistance with the registration process, including signing my Memorandum of Understanding (MOU) and supporting my Personal Assistants through the onboarding process.

If you are not ready to complete registration with PPL, you may request to temporarily stay with your prior fiscal intermediary (FI) in limited circumstances. Your Health Plan/LDSS will let you know if that is an option for your unique circumstances. You may request this option as follows:

*I am a CDPAP consumer who has not completed registration with PPL. I would like to stay with my prior FI, **[Name of prior FI]**, until I complete the transition to PPL. I understand that I must complete registration with PPL by May 15, 2025, and that all my personal assistants must be fully onboarded with PPL by June 6, 2025.*



Department of Health Medicaid

Consumers Who Are Fully Registered but Have a Personal Assistant Who Has Not Fully Onboarded with PPL:

The following resources are available to assist personal assistants with the PPL onboarding process:

- [How to Register with PPL](#)
- [Instructions for using PPL@Home For Personal Assistants \(PAs\)](#)
[Español](#) - [한국어](#) - [русский](#) - [简体中文](#) - [יידיש](#)
- Technical Assistance webinars are also available. [Sign-up for a session online.](#)

Your Health Plan or LDSS may also assist you with onboarding your workers.

You may request assistance as follows:

I am a CDPAP consumer whose worker has not completed onboarding with PPL. I would like assistance with the onboarding process.

If you are not ready to complete registration with PPL, you may request to temporarily stay with your prior fiscal intermediary (FI). Your Health Plan/LDSS will let you know if that is an option for your unique circumstances. You may request this option as follows:

*I am a CDPAP consumer who is fully registered with PPL; however, one or more of my personal assistants are not fully onboarded with PPL. I would like my personal assistants who are not fully onboarded with PPL to continue to be paid by my prior FI, **[Name of prior FI]**, until they are fully onboarded with PPL.*

I understand that all of my personal assistants must be fully onboarded with PPL by June 6, 2025.

Consumers and Workers Who Need Assistance with Timesheets & Payroll

The following resources are available to assist consumers and workers with questions related to timesheets and payroll.

- [How to Manage Time with PPL](#) - [Español](#)
- [How to Use PPL's Telephony System](#)
- [Time4Care Guide](#) - [Español](#) - [বাংলা](#) - [简体中文](#) - [繁體中文](#)
- Technical Assistance webinars are also available. [Sign-up for a session online.](#)