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## Important Notice for MassHealth Members

### New MassHealth Personal Care Attendant (PCA) Overtime Management Program

July 2016

Beginning September 1, 2016, a new MassHealth PCA overtime management program will be implemented. Because we recognize the importance of the PCA services you receive, we want to be sure that you have this important information about this new program

#### What you need to know about the new program as of September 1, 2016:

- The total amount of PCA hours that you are authorized to receive WILL NOT CHANGE.
- The change is that YOU as the consumer employer will need approval from MassHealth before scheduling an individual PCA to work overtime.
- If your current PCA works more than 40 hours a week for you, or for both you and another MassHealth member, you will either need approval from MassHealth or you will need to hire an additional PCA.

#### When will MassHealth approve my PCA to Work Overtime?

There are two reasons:

- 1) You are authorized to schedule between 40 and 60 hours per week of PCA Service and you live with your PCA who provides all your care.
  - If this is the case, **you will need to apply for overtime approval once a year.**
- 2) You need additional time to hire another PCA in order to ensure that your care is not interrupted while you look for and hire additional PCAs.
  - If this is the case, **you will need to apply for a continuity of care exception.**
  - The first overtime approval will be for an eight week period.
  - If you still need more time to find additional PCAs you may apply for additional continuity of care approvals which will be for up to twelve weeks or the end of your current prior authorization.
  - After the first request, continuity of care exception requests must be submitted at least 15 days before the end of your existing overtime approval.



## **Is there a transition period?**

Yes. There is a transition period until August 31, 2016.

During the transition period you can continue to schedule your PCAs without overtime approval. Once the transition period ends, your PCA must not work more than 40 hours per week ***unless*** you have overtime approval.

## **What do I need to do during transition period?**

Talk to your PCAs about their work schedules to make sure you and your PCAs comply with the new overtime policy when it goes into effect on September 1, 2016. **If you need overtime approval, contact your Personal Care Management (PCM) agency as soon as possible to get and submit the Overtime Request Form to MassHealth.**

The Overtime Request Form can be obtained from your PCM or on the MassHealth Website at:

<http://www.mass.gov/eohhs/gov/laws-regs/masshealth/provider-library/masshealth-provider-forms.html>

On and after September 1, 2016, do not schedule an individual PCA to work more than the 40 hours per week unless overtime is authorized by MassHealth.

Contact your PCM Agency if you have any questions. They are available to help you and answer questions with scheduling.