

**Office of Medicaid
BOARD OF HEARINGS**

Appellant Name and Address:



Appeal Decision:	Dismissed in part; Denied in part; Approved in part	Appeal Number:	2510709
Decision Date:	11/13/2025	Hearing Date:	08/21/2025 and 09/24/2025
Hearing Officer:	Kimberly Scanlon		

Appearance for Appellant:



Appearance for MassHealth:

Robin Brown, OTR/L

Interpreter:



*The Commonwealth of Massachusetts
Executive Office of Health and Human Services
Office of Medicaid
Board of Hearings
100 Hancock Street, Quincy, Massachusetts 02171*

APPEAL DECISION

Appeal Decision:	Dismissed in part; Denied in part; Approved in part	Issue:	Prior Authorization – PCA Services
Decision Date:	11/13/2025	Hearing Date:	08/21/2025 and 09/24/2025
MassHealth's Rep.:	Robin Brown, OTR/L	Appellant's Rep.:	██████
Hearing Location:	Quincy Harbor South 4 (Remote)	Aid Pending:	No

Authority

This hearing was conducted pursuant to Massachusetts General Laws Chapter 118E, Chapter 30A, and the rules and regulations promulgated thereunder.

Jurisdiction

Through a notice dated June 27, 2025, MassHealth modified the appellant's prior authorization (PA) request for personal care attendant (PCA) services from the requested 47 hours of PCA assistance per week to 37 hours and 45 minutes per week (Exhibit 1). The appellant filed this appeal in a timely manner on or about July 10, 2025. (130 CMR 610.015; Exhibit 2). Modification of a PA request is valid grounds for appeal. (130 CMR 610.032). The hearing was held on August 21, 2025 and was reconvened on September 24, 2025. (Exhibits 5, 7).

Action Taken by MassHealth

MassHealth modified the appellant's PA request for PCA services.

Issue

The appeal issue is whether MassHealth was correct in modifying the appellant's PA request for PCA services.

Summary of Evidence

The MassHealth representative, who is a registered occupational therapist and clinical appeals reviewer, testified that the appellant is a female adult who is over the age of 65. Her primary medical diagnoses include diabetes, neuropathy, arthritis, high blood pressure, and high cholesterol. (Exhibit 6, pp. 17-18). The occupational therapist that evaluated the appellant documented that the appellant has some kind of tumor in her head but the registered nurse that also evaluated the appellant did not mention that in her documentation. (Exhibit 6, p. 14). The appellant lives with her adult daughter, son in-law, and 3 minor grandchildren. *Id.* The documentation that was submitted on behalf of the appellant also indicated that she may live with her husband as well, though it was unclear. (Exhibit 6, p. 36).¹

The occupational therapist noted in the appellant's evaluation that she is bedbound, she can only walk a few steps at a time, and she can only tolerate sitting on the edge of her bed for a few minutes. (Exhibit 6, p. 14). The appellant experiences weakness, dizziness, and extremely poor activity tolerance. *Id.* The occupational therapist recommended that the appellant receive rehabilitation services through the visiting nurse association (VNA). (Exhibit 15).²

The MassHealth representative testified that [REDACTED], a Personal Care Management (PCM) services agency, submitted a PA initial evaluation request to MassHealth on the appellant's behalf on June 26, 2025, seeking 47 hours and 0 minutes of day/evening PCA assistance per week. She testified that by notice dated June 27, 2025, MassHealth modified the requested time to 37 hours and 45 minutes of day/evening PCA assistance per week. The time period for this PA request is June 27, 2025, through June 26, 2026. (Exhibit 1, p. 2).

The MassHealth representative stated that there were 9 modifications made. At the August hearing, the parties addressed 2 modifications, as follows:

Mobility

First, MassHealth modified the category of "Mobility" from the requested time of 3 minutes, 6 times per day, 7 days per week to 1 minute, 6 times per day, 7 days per week. MassHealth's rationale for the modification in this category is that the documentation submitted on behalf of the appellant indicates that the time requested for mobility is longer than ordinarily required. The documentation that was submitted on behalf of the appellant states that she requires moderate assistance. (Exhibit 6, p. 21). The MassHealth representative explained that moderate assistance means that her PCA provides 50% of the support needed to complete the task. The MassHealth representative stated that the time that MassHealth modified for PCA assistance in this category is

¹ The appellant clarified that her spouse passed away years ago.

² The appellant clarified that she currently receives physical therapy (PT) to increase her strength.

for the time that it takes for the PCA to assist the appellant with walking (or using a wheelchair) from room to room within her house, and the documentation submitted indicates that she can only walk a few small steps and is mostly bedbound.

The appellant appeared at the hearing by telephone and testified through an interpreter. She stated that she needs additional time for PCA assistance to assist her with mobility; otherwise, she would not be bedbound so often. The MassHealth representative explained that the PCA program includes hands-on assistance to assist the appellant with walking from one room to another; the PCA program does not include walking just for exercise. The appellant testified that is why she needs more PCA assistance, to assist her with walking more often. She explained that she experiences dizziness, and she has high blood pressure. The MassHealth representative stated that one of the best things that the appellant can do when she is experiencing dizziness and weakness is to sit upright in a chair and increase the time that she sits upright in a chair throughout each day. The appellant stated that she is diabetic and needs to walk from room to room to complete physical tasks (i.e. take her insulin medication). She stated that she needs the assistance, and she is begging for help. The MassHealth representative explained that assistance with medications is a separate category that will be discussed.

Mobility (repositioning)

The second modification made was in the “Mobility” (repositioning) category (Exhibit 6, pp. 21-22). MassHealth modified the category of “Mobility” (repositioning) from the requested time of 2 minutes, 3 times per day, 7 days per week to 1 minute, 3 times per day, 7 days per week. MassHealth’s rationale for the modification in this category is that the documentation submitted on behalf of the appellant indicates that the time requested for repositioning is longer than ordinarily required. The documentation that was submitted on behalf of the appellant states that she requires moderate assistance. (Exhibit 6, p. 21). The MassHealth representative explained that moderate assistance means that her PCA provides 50% of the support needed to complete the task.

The appellant stated that she requires repositioning more than 3 times a day and more than 2 minutes per occasion to move from room to room. The MassHealth representative clarified that the time for repositioning as requested by her PCM agency only includes the time that it takes the PCA to assist the appellant with repositioning while she is in bed or sitting on a chair to help her get comfortable. She explained that MassHealth cannot approve additional time than what was requested by the appellant’s PCM agency. The MassHealth representative asked what the appellant’s PCA does to help her get more comfortable while she is in bed or in a chair. The appellant stated that her PCA assists her with moving her body so that she is comfortable; however, her PCA is only there for 5 hours per day and when she is alone, she cannot move independently.

Dressing/Undressing

The third modification made was in the “Dressing” category (Exhibit 6, p. 28). MassHealth modified the requested time for PCA assistance in this category from 24 minutes, once per day, 7 days per week to 15 minutes, once per day, 7 days per week. MassHealth’s rationale for the modification in this category is that the documentation submitted on behalf of the appellant indicates that the time requested for dressing is longer than ordinarily required. The documentation that was submitted on behalf of the appellant states that she requires maximum assistance with dressing. *Id.* The appellant stated that she is feeling very tired, weak, and she noticed that her blood sugar levels dropped during the hearing. She requested to have the hearing continued so that she could take her medication; the hearing adjourned at this point.

At the September reconvened hearing, the parties revisited the appellant’s request for PCA assistance with “Dressing.” The MassHealth representative explained that maximum assistance means that her PCA provides 75% of the support needed to complete the task. The appellant agreed with MassHealth’s modification made in this category (dressing), thereby resolving this modification.

MassHealth also modified made the requested time for PCA assistance for “Undressing” from 14 minutes, once per day, 7 days per week to 10 minutes, once per day, 7 days per week. MassHealth’s rationale for the modification in this category is that the documentation submitted on behalf of the appellant indicates that the time requested for undressing is longer than ordinarily required. The documentation that was submitted on behalf of the appellant states that she requires maximum assistance with undressing. *Id.*

The appellant stated that on occasion it takes up to 20 minutes for the PCA to assist her with undressing because she cannot independently lift herself while laying in bed, or when her incontinence products need to be changed. The MassHealth representative explained that the time it takes for PCA assistance to change her briefs is included under a separate category (toileting), which MassHealth approved as requested. (Exhibit 6, p. 30). The appellant testified that she is tired in the evenings whereas in the mornings she has more energy. The MassHealth representative explained that the PCA program does not cover waiting time; the PCA program covers hands-on assistance for the time it takes the PCA to assist the appellant with undressing. The appellant agreed with MassHealth’s modification made in this category (undressing), thereby resolving this modification.

Eating

The fourth modification made was in the “Eating” category (Exhibit 6, p. 29). MassHealth modified the requested time of PCA assistance in this category from 10 minutes, 3 times per day, 7 days per week to 5 minutes, 3 times per day, 7 days per week. MassHealth’s rationale for the modification in this category is that the documentation submitted on behalf of the appellant indicates that the time requested for eating is longer than ordinarily required. The documentation that was

submitted on behalf of the appellant states that she requires minimum assistance with eating. *Id.* The MassHealth representative explained that moderate assistance means that her PCA provides 25% of the support needed to complete the task. The MassHealth representative asked if the appellant can hold utensils independently to feed herself; the appellant stated that she cannot hold utensils. The MassHealth representative asked if the appellant's PCA is present for every meal (breakfast, lunch, and dinner); the appellant responded affirmatively. The MassHealth representative asked if the appellant can hold hand-held food (i.e. a sandwich); the appellant stated that she cannot so her PCA must feed her. The MassHealth representative agreed to restore the requested 10 minutes, 3 times per day, 7 days per week, thereby resolving this modification.

Assistance with Medications

The fifth modification made was in the "Assistance with Medications" category (Exhibit 6, p. 32). MassHealth modified the requested time of PCA assistance to administer insulin injections from 5 minutes, 4 times per day, 7 days per week to 2 minutes, 4 times per day, 7 days per week. MassHealth's rationale for the modification in this category is that the documentation submitted on behalf of the appellant indicates that the time requested to administer insulin injections is longer than ordinarily required. The appellant testified that it takes longer than 2 minutes for the PCA to administer insulin injections because she has been receiving injections for over 25 years; therefore, it takes a few minutes for the PCA to find a place to administer the injection given the scar tissue that developed in her stomach over the years. After hearing the appellant's testimony, the MassHealth representative offered to increase the time authorized in this category (insulin injections), as follows: 3 minutes, 4 times per day, 7 days per week. The appellant accepted this offer, thereby resolving this modification.

Meal Preparation

The sixth modification made was in the "Meal Preparation" category (Exhibit 6, p. 38). MassHealth modified the requested time for PCA assistance in this category from 60 minutes, once per day, 7 days per week to 60 minutes, once per day, 5 days per week. MassHealth's rationale for the modification in this category is that the documentation that was submitted on behalf of the appellant indicates that the frequency requested for meal preparation is longer than ordinarily required and because she lives with family members. The MassHealth representative explained MassHealth expects family members to provide non-reimbursable assistance with Instrumental Activities of Daily Living (IADLs). The MassHealth noted that the documentation that was submitted on behalf of the appellant included conflicting information about who the appellant presently lives with; the appellant confirmed she is a widow who lives with her daughter, son-in-law and their 3 minor children (the appellant's grandchildren). The MassHealth representative explained that the documentation that was submitted on behalf of the appellant indicated that she presently lives with her husband and after hearing the appellant's testimony, she agreed to restore the requested 60 minutes, once per day, 7 days per week for meal preparation, thereby resolving this modification.

Laundry

The seventh modification made was in the “Laundry” category. *Id.* MassHealth modified the requested time for PCA assistance in this category from 60 minutes, once per week to 45 minutes, once per week. MassHealth’s rationale for the modification in this category is that the documentation that was submitted on behalf of the appellant indicates that the time requested for laundry is longer than ordinarily required and because she lives with family members. The MassHealth representative explained MassHealth expects family members to provide non-reimbursable assistance with IADLs. The MassHealth representative explained that the PCA program does not include the waiting time for the laundry to wash and dry. The appellant agreed with MassHealth’s modification made in this category (laundry), thereby resolving this modification.

Housekeeping

The eighth modification made was in the “Housekeeping” category. (Exhibit 6, p. 39). MassHealth modified the requested time for PCA assistance in this category from 60 minutes, once per week to 45 minutes, once per week. MassHealth’s rationale for the modification in this category is that the documentation that was submitted on behalf of the appellant indicates that the time requested for housekeeping is longer than ordinarily required and because she lives with family members. The MassHealth representative explained MassHealth expects family members to provide non-reimbursable assistance with IADLs. The appellant stated that it takes longer than 45 minutes for the PCA to assist with housekeeping because she is messy after eating and that she soils her pants on occasion if she cannot make it to the bathroom in time. The MassHealth representative stated that the appellant previously testified that the PCA feeds her each meal. As to soiling her pants, the MassHealth representative asked how often that occurs. The appellant clarified that if she spills a drink or causes crumbs, the PCA will clean up her mess. Further, the appellant clarified that she has bowel movements at least 6 times per day and at least 4 times overnight. If the appellant is alone, or if she oversleeps, she may not be able to make it to the bathroom independently. The MassHealth representative explained that because the appellant does not soil herself on a consistent basis, she cannot approve the requested time in full. The appellant stated that she understood and will address this later with her PCM agency if she starts soiling her pants on a consistent basis. She agreed with MassHealth’s modification made in this category (housekeeping), thereby resolving this modification.

Shopping

The ninth modification made was in the “Shopping” category. *Id.* MassHealth modified the requested time for PCA assistance in this category from 60 minutes, once per week to 45 minutes, once per week. MassHealth’s rationale for the modification in this category is that the documentation that was submitted on behalf of the appellant indicates that the time requested

for shopping is longer than ordinarily required and because she lives with family members. The MassHealth representative explained MassHealth expects family members to provide non-reimbursable assistance with IADLs. The appellant asked how MassHealth computes the approval time in this category if there are stores that are far away in distance; the MassHealth representative explained that MassHealth considers the time it takes on average each week. The appellant stated that her PCA travels a great distance to shop specifically for her personal needs. The MassHealth representative agreed to restore the requested 60 minutes, once per week, thereby resolving this modification.

Findings of Fact

Based on a preponderance of the evidence, I find the following:

1. The appellant is over the age of 65 and she is a MassHealth member.
2. The appellant's medical diagnoses include diabetes, neuropathy, arthritis, high blood pressure, and high cholesterol.
3. [REDACTED] a PCM agency, submitted a PA initial evaluation request to MassHealth on the appellant's behalf on June 26, 2025, seeking 47 hours and 0 minutes of day/evening PCA assistance per week.
4. By notice dated June 27, 2025, MassHealth modified the requested PCA assistance time to 37 hours and 45 minutes of day/evening PCA assistance per week.
5. The PA request at issue covers the time period of June 27, 2025, through June 26, 2026.
6. The appellant requested time for assistance with mobility as follows: 3 minutes, 6 times per day, 7 days per week.
7. MassHealth modified the requested time for PCA assistance with mobility to 1 minute, 6 times per day, 7 days per week.
8. The appellant requires moderate assistance with mobility; she can only walk a few small steps and is mostly bedbound.
9. The appellant requested time for assistance with repositioning as follows: 2 minutes, 3 times per day, 7 days per week.
10. MassHealth modified the requested time for PCA assistance with repositioning to 1 minute, 3 times per day, 7 days per week.

11. The appellant requires moderate assistance with repositioning.
12. The appellant requested time for assistance with dressing as follows: 24 minutes, once per day, 7 days per week.
13. MassHealth modified the requested time for PCA assistance with dressing to 15 minute, once per day, 7 days per week.
14. The appellant did not dispute the modification MassHealth made in this category.
15. The appellant requested time for assistance with undressing as follows: 14 minutes, once per day, 7 days per week.
16. MassHealth modified the requested time for PCA assistance with undressing to 10 minutes, once per day, 7 days per week.
17. The appellant did not dispute the modification MassHealth made in this category.
18. The appellant requested time for assistance with eating as follows: 10 minutes, 3 times per day, 7 days per week.
19. MassHealth modified the requested time for PCA assistance with eating to 5 minutes, 3 times per day, 7 days per week.
20. At the hearing, MassHealth agreed to restore the requested time of 10 minutes, 3 times per day, 7 days per week for PCA assistance in this category (eating).
21. The appellant requested time for assistance with medications (insulin injections) as follows: 5 minutes, 4 times per day, 7 days per week.
22. MassHealth modified the requested time for PCA assistance with insulin injections to 2 minutes, 4 times per day, 7 days per week.
23. At the hearing, the MassHealth representative offered to increase the modified time in this category to 3 minutes per occasion (3 x 4 x 7); The appellant accepted this offer made by the MassHealth representative.
24. The appellant requested time for assistance with meal preparation as follows: 60 minutes, once per day, 7 days per week.
25. MassHealth modified the requested time for PCA assistance with meal preparation to 60

minutes, once per day, 5 days per week.

26. At the hearing, MassHealth agreed to restore the requested time of 60 minutes, once per day, 7 days per week for PCA assistance in this category (meal preparation).
27. The appellant requested time for assistance with laundry as follows: 60 minutes, once per week.
28. MassHealth modified the requested time for PCA assistance with laundry to 45 minutes, once per week.
29. The appellant did not dispute the modification MassHealth made in this category.
30. The appellant requested time for assistance with housekeeping as follows: 60 minutes, once per week.
31. MassHealth modified the requested time for PCA assistance with housekeeping to 45 minutes, once per week.
32. The appellant did not dispute the modification MassHealth made in this category.
33. The appellant requested time for assistance with shopping as follows: 60 minutes, once per week.
34. MassHealth modified the requested time for PCA assistance with shopping to 45 minutes, once per week.
35. At the hearing, MassHealth agreed to restore the requested time of 60 minutes, once per day, 7 days per week for PCA assistance in this category (shopping).

Analysis and Conclusions of Law

MassHealth regulations about PCA services are found at 130 CMR 422.000 et seq. Regulation 130 CMR 422.402 defines a PCA as a person who is hired by the member or surrogate to provide PCA services, which are further defined as assistance with the activities of daily living (ADLs) and instrumental activities of daily living (IADLs) as described in 130 CMR 422.410.

Pursuant to 130 CMR 422.403(C), MassHealth covers PCA services when: (1) they are prescribed by a physician; (2) the member's disability is permanent or chronic in nature; (3) the member requires physical assistance with two or more of the following ADLs as defined in 130 CMR 422.410(A): (a) mobility including transfers; (b) medications; (c) bathing or grooming; (d) dressing or undressing; (e) range-of-motion exercises; (f) eating; and (g) toileting; and (4) MassHealth has determined that the PCA services are medically necessary and has granted a prior authorization for PCA services.

Activities of daily living are listed at 130 CMR 422.410(A) and include mobility, assistance with medications or other health-related needs, bathing/grooming, dressing and undressing, passive range-of-motion exercises, eating, and toileting (including bowel care and bladder care). MassHealth pays for PCA time in physically assisting members to perform the aforementioned activities of daily living.

Instrumental activities of daily living are those activities described in 130 CMR 422.410(B) that are instrumental to the care of the member's health and are performed by a PCA, such as meal preparation and clean-up, housekeeping, laundry, shopping, maintenance of medical equipment, transportation to medical providers, and completion of paperwork required for the member to receive personal care services. MassHealth pays for PCA time in physically assisting members to perform the instrumental activities of daily living (130 CMR 422.402).

Pursuant to 130 CMR 422.410(C), in determining the number of hours of physical assistance that a member requires under 130 CMR 422.410(B) for IADLs, the personal care agency must assume the following.

- (1) When a member is living with family members, the family members will provide assistance with most IADLs. For example, routine laundry, housekeeping, shopping, and meal preparation and clean-up should include those needs of the member.
- (2) When a member is living with one or more other members who are authorized for MassHealth personal care services, PCA time for homemaking tasks (such as shopping, housekeeping, laundry, and meal preparation and clean-up) must be calculated on a shared basis.
- (3) The MassHealth agency will consider individual circumstances when determining the number of hours of physical assistance that a member requires for IADLs.

Further, pursuant to 130 CMR 422.412, "Non-Covered Services:"

MassHealth does not cover any of the following as part of the PCA program or the transitional living program:

- (A) social services including, but not limited to, babysitting, respite care, vocational rehabilitation, sheltered workshop, educational services, recreational services, advocacy, and liaison services with other agencies;
- (B) medical services available from other MassHealth providers, such as physician, pharmacy, or community health center services;
- (C) assistance provided in the form of cueing, prompting, supervision, guiding, or coaching;
- (D) PCA services provided to a member while the member is a resident of a nursing facility or other inpatient facility, or a resident of a provider-operated residential facility subject to state licensure, such as a group home
- (E) PCA services provided to a member during the time a member is participating in a community program funded by MassHealth including, but not limited to, day habilitation, adult day health, adult foster care, or group adult foster care;
- (F) services provided by family members, as defined in 130 CMR 422.402;
- (G) surrogates, as defined in 130 CMR 422.402; or
- (H) PCA services provided to a member without the use of EVV as required by the MassHealth agency.

Pursuant to 130 CMR 450.204(A), MassHealth will not pay a provider for services that are not medically necessary; and may impose sanctions on a provider for providing or prescribing a service or for admitting a member to an inpatient facility where such service or admission is not medically necessary. A service is "medically necessary" if:

- (1) it is reasonably calculated to prevent, diagnose, prevent the worsening of, alleviate, correct, or cure conditions in the member that endanger life, cause suffering or pain, cause physical deformity or malfunction, threaten to cause or to aggravate a handicap, or result in illness or infirmity; and
- (2) there is no other medical service or site of service, comparable in effect, available, and suitable for the member requesting the service, that is more conservative or less costly to MassHealth. Services that are less costly to MassHealth include, but are not limited to, health care reasonably known by the provider, or identified by MassHealth pursuant to a prior authorization request, to be available to the member through sources described in 130 CMR 450.317(C), 503.007, or 517.007.

MassHealth has also issued Time-for-Tasks Guidelines for the MassHealth PCA Program; these guidelines provide sub-regulatory guidance for determining the amount of PCA time required to perform activities of daily living (ADLs) and instrumental activities of daily living (IADLs). The guidelines were developed to be used by nurses who evaluate a consumer's need for PCA services

and by clinical reviewers of prior-authorization requests for MassHealth PCA services.³

At issue in this appeal were modifications of time requested for PCA assistance for the appellant with the following ADLs/IADLs: mobility, repositioning, dressing/undressing, eating, medications, meal preparation, laundry, housekeeping, and shopping.

At the hearing, MassHealth agreed to authorize the following amounts of PCA assistance:

Dressing: 15 minutes, once per day, 7 days per week.

Undressing: 10 minutes, once per day, 7 days per week.

Eating: 10 minutes, 3 times per day, 7 days per week.

Medications: 3 minutes, 4 times per day, 7 days per week.

Meal Preparation: 60 minutes, once per day, 7 days per week.

Laundry: 45 minutes, once per week.

Housekeeping: 45 minutes, once per week.

Shopping: 60 minutes, once per week.

The appellant agreed to these PCA assistance authorizations. Therefore, these portions of the appeal are dismissed.

Mobility

The appellant requested 3 minutes of assistance, 6 times per day, 7 days per week for mobility. MassHealth modified the requested time in this category to 1 minute, 6 times per day, 7 days per week. The appellant disagreed with this modification, arguing that she requires additional time due to experiencing dizziness, weakness, and high blood pressure. The appellant's testimony, while credible, does not support an argument that it takes longer than 1 minute for the PCA to

³ This document is not available on MassHealth's website. It has been made available pursuant to a public records request.

(<https://www.masslegalservices.org/system/files/library/Time-for-Tasks%20Guidelines%20for%20the%20MassHealth%20PCA%20Program.pdf>)

assist her with mobility (walking from room to room within her home). The documentation that was submitted on behalf of the appellant states that she requires moderate assistance for her PCA to assist her with mobility. In accordance with the Time-for-Tasks Guidelines for the MassHealth PCA Program⁴ indicate that an individual who requires moderate assistance with this task needs, on average, 2 minutes of PCA assistance with the task. (See p. 2 of the Time-for-Tasks Guidelines). Per the Guidelines, this assistance includes walking and any use of mobility equipment. *Id.* While MassHealth’s authorization of 1 minute of PCA assistance is less than what the Guidelines recommend, the appellant has not demonstrated that it takes longer than 1 minute for her PCA to assist her with mobility. The appellant testified that she would not be bedbound so often if she had additional PCA assistance– which is understandable given her diagnoses. However, there is no evidence to indicate that it takes longer than 1 minute for the PCA to assist the appellant with walking from room to room within her home, nor is there any evidence to indicate that the appellant needs additional time for the PCA to assist her with any mobility equipment when walking. Further, as noted by the MassHealth representative, the PCA program does not cover walking solely for exercise purposes and to sit upright in a chair would help the appellant when she is experiencing dizziness and weakness. Finally, the documentation that was submitted on behalf of the appellant indicates that she can only tolerate walking a few steps. MassHealth has provided adequate support for its determination here, and this portion of the appeal is denied.

Mobility (repositioning)

The appellant requested 2 minutes of assistance, 3 times per day, 7 days per week for repositioning. MassHealth modified the requested time in this category to 1 minute, 3 times per day, 7 days per week. The appellant disagreed with this modification, arguing that if her PCA assists her with repositioning because she does not have the ability to reposition herself. The appellant has demonstrated that 2 minutes per episode is needed to assist her with repositioning. According to the “Time-For-Tasks Guidelines for the MassHealth PCA Program,” the average time estimate for someone who requires moderate assistance for this task (as is the appellant) is 5 minutes. (See, Guidelines, p. 3). The time requested (2 minutes) is within the parameters of the guidelines. The appellant must be repositioned because she cannot do so independently and has demonstrated that she needs all the time requested for assistance with this task. This portion of the appeal is approved.

For these reasons, this appeal is dismissed in part, denied in part, and approved in part.

Order for MassHealth

For the PA period for dates of service June 27, 2025 through June 26, 2026: (1) approve the appellant’s request in full for the following: eating at 10 minutes, 3 time per day, 7 days per week,

⁴ These guidelines offer time estimates for determining the amount of PCA time required to perform various ADLs and IADLs.

meal preparation at 60 minutes, once per day, 7 days per week, and shopping at 60 minutes, once per day, 7 days per week, as agreed to at the hearing; (2) increase the appellant's time for PCA assistance with medications (insulin injections) to 3 minutes, 4 times per day, 7 days per week, as agreed to at the hearing; (3) authorize the appellant's request in full for repositioning to 2 minutes, 3 times per day, 7 days per week; and (4) notify appellant of updated authorized PCA hours accordingly.

Notification of Your Right to Appeal to Court

If you disagree with this decision, you have the right to appeal to Court in accordance with Chapter 30A of the Massachusetts General Laws. To appeal, you must file a complaint with the Superior Court for the county where you reside, or Suffolk County Superior Court, within 30 days of your receipt of this decision.

Implementation of this Decision

If this decision is not implemented within 30 days after the date of this decision, you should contact Optum. If you experience problems with the implementation of this decision, you should report this in writing to the Director of the Board of Hearings, at the address on the first page of this decision.

Kimberly Scanlon
Hearing Officer
Board of Hearings

MassHealth Representative: Optum MassHealth LTSS, P.O. Box 159108, Boston, MA 02215