

## EOHHS Opens Procurement for Fiscal Intermediary Services for Certain MassHealth Consumer-Directed Programs

In September 2020 the Massachusetts Executive Office of Health and Human Services (EOHHS) released a competitive procurement for Fiscal Intermediary Services for MassHealth's Personal Care Attendant (PCA) and Moving Forward Plan (MFP) waiver programs.

- Fiscal Intermediaries (FIs) are organizations contracted by MassHealth to perform back-office administrative functions such as payroll and the withholding of state and federal taxes on behalf of consumer-employers who self-direct their services through the PCA program and the MFP waiver program.
- Currently, MassHealth contracts with four FIs (three of which are currently active in the PCA program) and various Personal Care Management (PCM) agencies. Furthermore, at the current time:
  - Today a PCM agency selects one of the four contracted FIs to support their consumers and participants.
  - Consumers and participants can choose their PCM agency but not their FI.
- Under the procurement, EOHHS will select a single FI, and the new contract will begin January 1, 2022.

**This FI procurement includes two significant changes, designed to ensure the most efficient and effective experience for PCA consumers, MFP waiver participants, and PCA workers.**

- **EOHHS is procuring a single FI to cover the entire MassHealth PCA and MFP programs. Having one FI will benefit consumers, workers and the MassHealth program** in several ways, including:
  - A simpler experience for all program stakeholders;
  - Streamlining for consumers who transfer between PCM agencies;
  - One payroll system for workers who serve multiple consumers/participants, and who may be enrolled with different PCM agencies; and
  - Enhancements to FI customer service functions and performance standards, including greater customer service oversight and increased feedback from consumers, workers, and other stakeholders;
- **The selected FI will also be responsible for the implementation of federally mandated Electronic Visit Verification (EVV) in compliance with the 21<sup>st</sup> Century Cures Act.**
  - Utilizing one FI will create administrative simplicity and ensure that EVV is implemented in a manner that is consistent with the many functions performed by an FI in a consumer directed program.
  - The selected FI will be required to implement a thoughtful and phased plan for the implementation of EVV beginning in calendar year 2022.

**This procurement emphasizes the experience and feedback of consumers, waiver participants, and their PCAs, requiring an increased focus on priorities identified by stakeholders as most critical to their success in the program.**

- The selected FI will be held to increased standards of customer service. In addition to other enhancements, the FI's Customer Service Department will be required to include a PCA/Direct Care Worker (DCW) Liaison, who will help to address and respond to worker concerns, develop an understanding of the needs of workers across the state, and determine how best to improve FI services.
- The selected FI will also be required to create and maintain Regional Consumer Advisory Boards, which will provide ongoing stakeholder feedback regarding issues, areas of success, and recommendations for future improvements.

**This procurement will not affect consumers' and participants' PCA services, or how their personal care services are accessed, authorized, or provided.**

- MassHealth members will continue to have choice in the selection of their PCM agency and their worker, and will experience increased consistency in their program experience based on this RFR.

**MassHealth intends to announce the FI selected through this procurement in April 2021, allowing eight months for readiness planning. The new FI contract is scheduled to begin on January 1, 2022.**