

Comparison of Services

Tasks	Description of Tasks	Home Health Aide (HHA)	Personal Care Attendant (PCA)	Complex Care Assistant (CCA)	Continuous Skilled Nursing (CSN) ***
Activities of Daily Living (ADLs)	Activities related to personal care, specifically bathing, grooming, dressing, toileting/continence, transferring/ambulation, and eating.	yes	yes	yes	
Incidental Services	Additional services that may be needed when ADLs are performed (for example, light cleaning, preparing a meal, removing trash).	yes	yes	yes	
Instrumental Activities of Daily Living (IADLs)	Activities 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.		yes		
Enhanced Care Services	Enteral G-tube/J-tube feedings , including pump set up/discontinuation and/or administering bolus feeds; does not include changing or replacing of feeding tube.		yes*	yes	yes
	Skin care , including application of OTC products or routine G-tube/J-tube care – application of non-medicated over-the-counter products or routine G-tube/J-tube care, or stomas requiring care (including cleaning, application of OTC products to enhance adherence of the appliance, application of the appliance) or simple dressing changes that do not require application of medications, medicated, or specialized dressing products.	yes	yes	yes	yes
	Oxygen therapy , including replacing oxygen tubing or nasal cannula and setting oxygen at ordered flow rate so long as the care is not in response to a respiratory event requiring the judgement and assessment of a nurse.			yes	
	Oral (dental) suction to remove superficial oral secretions, the removal of superficial secretions in the oral cavity; includes set up and cleaning of suction device.			yes	
	Ostomy and catheter care to empty/change ostomy bag or urinary collection devices and clean skin where there is no need for skilled skin care. Does not include the replacement of catheters.	yes	yes	yes	yes
	Modified meal preparation to prepare diets that do not require nurse oversight to administer. This may include modification of meal consistency as directed.		yes	yes	
	Equipment management and maintenance (wheelchair, CPAP/BiPAP, oxygen and respiratory care equipment) and paperwork, including simple cleaning, monitoring for and reporting any equipment issues to the RN supervisor and CSN agency, such as associated agency paperwork.		yes	yes	
	Braces, splints, and/or pressure stockings , including donning and doffing of stockings, splints, orthotics. Also the application of braces, splints, and/or pressure stockings.	yes	yes	yes	
	Transportation to medical providers/pharmacy , such as driving the member or going alone to the pharmacy or transporting of member to medical providers.			yes **	yes

*Only Complex Care PCAs with MD signed PCP Summary form can administer enteral feedings

** PCAs can only provide transportation to medical providers and accompany members to medical providers.

***Portions of these tasks may be assigned to CSN when they take place during a skilled nursing intervention or assessment

Differences across service types

Service Types	HHA	PCA	CCA	What does this mean?
Authorized Services	ADLs and Incidental Services that may be needed when ADLs are performed (for example, light cleaning, preparing a meal, removing trash).	ADLs and IADLs. The PCA Program allows for rounding up of hours for tasks that take place between 12 am and 6 am.	ADLs and CCA Enhanced Care Services for MassHealth members who meet the medical necessity requirements for Continuous Skilled Nursing (CSN) services.	Typically, HHA authorizations may have less per week hours than PCA or CCA since HHA only includes time for ADLs. PCA is the only service that allows for rounding up of time for overnight tasks. CCA is only available to MH members who qualify for CSN.
Supervision	HHAs are employed by Home Health Agencies and supervised by agency nurses; they cannot perform services that require the judgment of a nurse. They must meet HHA training requirements of the Home Health Agency.	The PCA program is consumer-directed, meaning the member is the employer. PCAs may perform tasks at direction of the consumer.	CCAs are employed by a CSN Agency and supervised by a CSN agency nurse. They must abide by the individual CSN Agency policies and procedures and must meet HHA training and/or competency evaluation requirements as well as training and/or competency requirements for CCA enhanced care services.	HHAs are much more limited in the tasks they can perform. HHAs and CCAs are employed and supervised by agencies while PCAs are employed by the consumer.
Family Eligibility	Family members, including a parent, spouse, or legal guardian can provide HHA services. Members may also work with HHAs who are not associated with the member/family.	Federal law does not allow a parent of minors, spouse, or legal guardian to be a PCA. Another family member, friend, or individual can serve as a PCA.	CCA services can be provided by individuals who are hired by a CSN agency to provide these services. CCAs can be family members, including parents, spouses, and legal guardians. Non-family, including friends, neighbors, or individuals not connected to the CCM member, are also able to become CCAs.	A parent of minors, spouse, or legal guardian may be a member's HHA or CCA but cannot be the member's PCA.