




**Commonwealth of Massachusetts**  
**Executive Office of Health and Human Services**  
**Office of Medicaid**  
600 Washington Street  
Boston, MA 02111  
[www.mass.gov/masshealth](http://www.mass.gov/masshealth)



**MassHealth**  
**Hospice Bulletin 9**  
**August 2009**

**TO:** Hospice Providers Participating in MassHealth

**FROM:** Tom Dehner, Medicaid Director 

**RE:** **Changes to MassHealth Policy about the Provision of MassHealth Personal Care Attendant (PCA) Services to Hospice Members**

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**Background**

The Centers for Medicare & Medicaid Services (CMS) recently revised the hospice rules under 42 CFR 418. As part of these revisions, hospice providers may now coordinate the provision of hospice services with Medicaid-funded personal care services. Specifically, the changes in the CMS hospice rules provide, in part, that

- services under the Medicaid personal care benefit may be used by a Medicaid-eligible individual receiving hospice care to the extent that the hospice provider would routinely use the services of a hospice patient's family in implementing the patient's plan of care;
- when an individual receiving hospice services is also receiving Medicaid personal care services, the hospice provider must coordinate its hospice aide and homemaker services with individual's Medicaid personal care benefit to ensure that the individual receives the hospice aide and homemaker services he or she needs; and
- the hospice provider must document the coordination of its services with any Medicaid personal care services provided to an individual receiving hospice care in the individual's hospice plan of care.

This bulletin informs hospice providers of the conditions under which MassHealth will pay for PCA services furnished to members who have elected the hospice benefit, and delineates hospice providers responsibilities when coordinating hospice services with any PCA services.

**Overview of the  
MassHealth PCA  
Program**

Eligible MassHealth members may receive personal care services through the MassHealth Personal Care Attendant (PCA) program. MassHealth regulations governing the PCA program can be found at 130 CMR 422.000.

The MassHealth PCA program is a consumer-directed program in which the member (the consumer) is the employer of the PCA and is fully

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**Overview of the  
MassHealth PCA  
Program  
(cont.)**

responsible for recruiting, hiring, firing, training, scheduling, and supervising the PCA. The member is also responsible for submitting completed PCA Activity Forms (timesheets) for payment. If the member is unable to manage PCA services independently, the member may appoint a surrogate to assist the member in the management of PCA services.

To qualify for PCA services, and pursuant to 130 CMR 422.403, a member must:

- have a chronic disability that impairs the member's ability to perform activities of daily living and instrumental activities of daily living without physical assistance;
- require physical assistance with two or more activities of daily living;
- have a physician order for PCA services; and
- obtain prior authorization (PA) from MassHealth.

MassHealth contracts with 29 personal care management (PCM) agencies who evaluate a member's need and eligibility for MassHealth PCA services, submit prior-authorization requests to MassHealth, and provide functional skills training to members to instruct them (and their surrogate, if needed) on their roles and responsibilities as a PCA consumer.

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**Changes to MassHealth  
Policy on the Provision  
of PCA Services to  
MassHealth Members  
Who Have Elected  
Hospice**

MassHealth's policy about the provision of PCA services to members who have elected hospice has been to allow members who were authorized for PCA services to continue to receive PCA services at the amount authorized before their election of hospice. However, because hospice is an all-inclusive benefit, MassHealth has considered it the hospice provider's responsibility to provide any needed new or additional personal care services once the member has elected hospice.

Effective immediately, and in accordance with the above-referenced changes to the CMS hospice rules, MassHealth will authorize medically necessary PCA services for MassHealth members who have elected hospice, to the extent that the hospice provider would routinely use the services of a hospice patient's family in implementing a hospice patient's plan of care. The hospice provider is responsible for coordinating hospice services with any PCA services that a member is authorized to receive, and must document its coordination of hospice services with PCA services in the member's hospice plan of care to ensure there is no duplication of services.

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**Changes to MassHealth  
Policy on the Provision  
of PCA Services to  
MassHealth Members  
Who Have Elected  
Hospice**  
(cont.)

To ensure that PCA services are provided in accordance with the above mentioned revised CMS hospice rules, MassHealth has instructed PCM agencies to obtain a copy of the member's hospice plan of care from the hospice provider and submit it along with other required documentation when requesting prior authorization for PCA services for members who have elected hospice.

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**Hospice Provider  
Responsibilities**

Given the life-limiting conditions of members who have elected hospice, MassHealth and PCM agencies are committed to expediting PCA prior-authorization requests for members in hospice. Accordingly, MassHealth is requesting that hospice providers assist members and PCM agencies in expediting the prior-authorization process by

- providing the PCM agency with the member's hospice plan of care upon request;
- having the hospice medical director or nurse practitioner sign off on the PCA Evaluation, if requested by the PCM agency;
- having the hospice occupational therapist assist with completion and sign-off of the PCA Evaluation, if the PCM agency occupational therapist is unavailable;
- providing other documentation to the PCM agency or MassHealth as needed and upon request; and
- responding to hospice members' inquiries about PCA services and providing a list of MassHealth PCM agency providers to the member upon request.

MassHealth PCA services can only be used to the extent that the hospice provider would routinely use the services of a member's family in implementing the plan of care. In addition, PCA services must be coordinated with any in-home support services that the member is receiving or is eligible to receive from a home and community based services network, such as elder services. Accordingly, documentation provided to the PCM agency by the hospice provider should address such services that the member is receiving or is authorized to receive.

If the member or the member's family and the hospice determine that a referral for PCA services is warranted, the hospice provider may refer the member to a PCM agency of the member's choice, and provide the PCM with a copy of the hospice member's care plan. A list of MassHealth PCM agencies is attached.

MassHealth has published a [PCA Consumer handbook](#), which provides more detailed information about the PCA program, and is available on the MassHealth Web site at [www.mass.gov/masshealth](http://www.mass.gov/masshealth). In the Publications

***Hospice Provider  
Responsibilities***  
*(cont.)*

panel on the right side of the homepage, click on Applications and Member Forms. The handbook can also be obtained by contacting MassHealth Customer Service at 1-800-841-2900.

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***Questions***

If you have any questions about the information in this bulletin, please contact MassHealth Customer Service at 1-800-841-2900, e-mail your inquiry to [providersupport@mahealth.net](mailto:providersupport@mahealth.net), or fax your inquiry to 617-988-8974.

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**Personal Care Management (PCM) Agencies and Selected Fiscal Intermediaries****PCM Agency****Selected Fiscal Intermediary**

Ad Lib, Inc.  
215 North Street  
Pittsfield, MA 01201  
413-442-7047

Stavros

BayPath Elder Services  
354 Waverley Street  
Framingham, MA 01702  
508-872-1866

Cerebral Palsy of Massachusetts

Boston Center for Independent Living (BCIL)  
60 Temple Place, 5<sup>th</sup> Floor  
Boston, MA 02111  
617-338-6665

Cerebral Palsy of Massachusetts

Bristol Elder Services  
182 North Main Street  
Fall River, MA 02720  
508-675-2101

Cerebral Palsy of Massachusetts

Center for Living and Working  
484 Main Street  
Worcester, MA 01608  
508-798-0350

Stavros

Coastline Elderly Services  
1646 Purchase Street  
New Bedford, MA 02740  
508-999-6400

Cerebral Palsy of Massachusetts

Elder Services of Berkshire County  
66 Wendell Avenue  
Pittsfield, MA 01201  
413-236-1718

Cerebral Palsy of Massachusetts

Elder Services of the Merrimack Valley  
360 Merrimack Street  
Lawrence, MA 01843  
978-683-7747

North Shore ARC

Elder Services of Worcester Area, Inc.  
411 Chandler Street  
Worcester, MA 01602  
508-756-1545

CPMA

**PCM Agency**

Family Service Association of Greater Fall River  
151 Rock Street  
Fall River, MA 02720  
508-678-7542

Franklin County Home Health Care Corporation (FCHCC)  
330 Montague City Road  
Turners Falls, MA 01376  
413-773-5555

Greater Lynn Senior Services (GLSS)  
8 Silsbee Street  
Lynn, MA 01901  
781-599-0110

Greater Springfield Senior Services  
66 Industry Avenue  
Springfield, MA 01104  
413-781-8800

Independence Associates, Inc.  
141 Main Street, 1<sup>st</sup> Floor  
Brockton, MA 02301  
508-583-2166

Montachusett Home Care Corp.  
680 Mechanic Street  
Leominster, MA 01453  
978-537-7411

Northeast Independent Living Center, Inc.  
20 Ballard Road  
Lawrence, MA 01843  
978-687-4288

North Shore ARC  
6 Southside Road  
Danvers, MA 01923  
978-762-0301

Old Colony Elderly Services  
144 Main Street, P.O. Box 4469  
Brockton, MA 02303  
508-584-1561

Options PCA Agency  
Cerebral Palsy of Massachusetts  
30 Taunton Green, Unit 8  
Taunton, MA 02780  
508-880-7577

**Selected Fiscal Intermediary**

Cerebral Palsy of Massachusetts

Cerebral Palsy of Massachusetts

North Shore ARC

North Shore ARC

Stavros

Cerebral Palsy of Massachusetts

Stavros

North Shore ARC

Cerebral Palsy of Massachusetts

Cerebral Palsy of Massachusetts

**PCM Agency****PRIDE**

3 Maple Street  
Taunton, MA 02780  
508-823-7134

**Somerville Cambridge Elder Services**

61 Medford Street  
Somerville, MA 02143  
617-628-2601

**South Shore ARC**

371 River Street  
North Weymouth, MA 02191  
781-335-3023

**Southwest Boston Senior Services, Inc. (Ethos)**

555 Amory Street  
Boston, MA 02130  
617-522-6700

**Springwell, Inc.**

125 Walnut Street  
Watertown, MA 02472  
617-926-4100

**Stavros Center for Independent Living**

210 Old Farm Road  
Amherst, MA 01002  
413-256-0473

**Toward Independent Living and Learning (TILL)**

20 Eastbrook Road, Suite 201  
Dedham, MA 02026  
781-302-4600

**Tri-Valley Elder Services**

251 Main Street  
Webster, MA 01570  
508-949-6640

**United Cerebral Palsy Association of Metro Boston**

71 Arsenal Street  
Watertown, MA 02172  
617-926-5480

**WestMass Elder Care, Inc.**

4 Valley Mill Road  
Holyoke, MA 01040  
413-538-9020

**Selected Fiscal Intermediary**

North Shore ARC

North Shore ARC

Cerebral Palsy of Massachusetts

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Cerebral Palsy of Massachusetts

Stavros

Cerebral Palsy of Massachusetts

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