# **Increasing Consumer Flexibility: Change to Weekly Hours**

## Executive Office of Health and Human Services

## September 2023

## AGENDA

## Closed Captioning

### Closed captions are available during this session for those using their computer.

### Zoom calls this function “Live Transcript”.

### To request the Live Transcript:

#### Click “More” in the lower righthand corner

#### Select Request Live Transcription

#### Confirm your request

### Note: MassHealth does not make Transcriptions publicly available for Public Listening Sessions.

## Joining from a Mobile Device

### If you are joining this meeting from a mobile device, you have two options:

#### Join via the Zoom mobile application

#### Join by dialing in

### If you are having difficulty joining via the mobile application, you can call into the meeting via telephone. To do so, please use the information provided in the communications sent for this listening session.

## Raising Your Hand and Unmuting Your Line

### To minimize background noise, MassHealth will keep all attendees on mute during the presentation. You will not be able to unmute unless the host asks you to unmute.

### If you would like to unmute your line, you must first raise your hand.

#### To raise your hand using the **Zoom application**: Click the “Reactions” button and choose “Raise Hand.”

#### To raise your hand if you called into the meeting **via telehone**: If you are connected to audio on your phone, press \*9 to raise your hand.

### When it is your turn to speak, the host will ask you to unmute. After that, you can unmute.

#### To unmute using the **Zoom application**: Click the Mute icon at the bottom of the screen.

#### To unmute if you called into the meeting **via telephone**: Press \*6 on your phone.

## Providing Written Feedback

### If we run out of time and you are unable to share your feedback, written responses will be accepted at any time at PCAfeedback@mass.gov

## Providing Input

### This Public Listening Session will include a presentation by MassHealth followed by an opportunity for attendees to provide input. **Please hold all comments until the end of MassHealth’s presentation**.

### Attendees can provide input by either typing their comment into the chat section of Zoom or by unmuting and verbally giving their comments.

#### MassHealth asks that individuals providing comments indicate their role as a stakeholder. For example, identifying if you are a consumer, a PCA, a PCM employee, etc.

#### Feedback will be prioritized in the following order:

##### A MassHealth representative will read any comments submitted to the comments section.

##### A MassHealth representative will call on anyone using the “raise hand” feature.

##### Attendees will have the opportunity to unmute and provide feedback.

#### MassHealth anticipates that many individuals will want to provide feedback. We ask that you be as concise as possible to ensure that all attendees who want to provide input have time to do so.

### During Public Listening Sessions, MassHealth **does not** respond to feedback. MassHealth asks that when the time for comments comes, participants frame their feedback in the form of a comment as questions cannot be answered.

### If we run out of time and you are unable to share your feedback, written responses will be accepted at any time at PCAfeedback@mass.gov

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## Purpose of Public Listening Session

### MassHealth is holding a Public Listening Session to discuss a policy change. The change will give Consumers more flexibility when scheduling their PCA services.

### The intention of these Public Listening Sessions is:

#### To share updates from MassHealth; and

#### Seek stakeholder feedback about how this change will affect them.

### This Public Listening Session is not a training. Attendance is voluntary and PCAs are not required to attend. PCAs will not be paid for attending this public listening session.

### **Each session includes:**

#### A presentation by MassHealth; followed by

#### An opportunity for attendees to provide input.

### During Public Listening Sessions, MassHealth does NOT respond to feedback or answer questions. The purpose of this session is for MassHealth to share updates and for stakeholders to provide feedback.

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## About this listening session

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## Background Information

### *Evaluation*

## Background Information

### *Using PCA hours*

### Feedback from Stakeholders

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## Change to Weekly PA

### Providing Consumers with more flexibility and control when scheduling PCA hours

### Effective August 27, 2023, MassHealth changed how it approves PCA hours in order to provide more flexibility in scheduling PCAs to work.

### Instead of approving a certain number of hours per week, plus a certain number of hours per night, MassHealth will approve all PCA hours on a weekly basis.

### Under this change, Consumers will have more flexibility and control to schedule PCAs when they need, regardless of the time of day or night

### For Consumers:

#### This change will NOT affect the number of PCA hours you receive.

#### You will keep the same number of PCA hours and have more flexibility and control to use them when you need.

## Change to Weekly PA (cont’d)

### Providing Consumers with more flexibility and control when scheduling PCA hours

### Here is an example of how this change will affect a Consumer who was previously approved for 20 day/evening hours per week, plus 2 hours per night.

**For example:**

|  |  |  |
| --- | --- | --- |
| **Previously** |  | **After the Change** |
| **Consumer is approved for 20 day/evening hours per week, plus 2 hours per night.**  *(Total of 34 hours per week, if added together)* |  | **Consumer will be approved for 34 hours per week** |
| **When hours could be used:** |  | **When hours can be used:** |
| Day/evening hours and night hours can only be used at certain times |  | Hours can be used at any time of day/night |

### Note: this change did NOT increase or decrease the Consumer’s total hours.

## Background Information

## Day/Night Hours Transition

### If a PCA begins and ends their shift between the hours of **12:00am and 6:00am**, **they will be paid for 2 hours minimum**. This is called the “**Overnight Shift**”.

### With the transition, **if a PCA works for more than 2 hours during the Overnight Shift, they will be paid for the hours worked**.

### For example:

### If a PCA works from 12:00am to 6:00am, they will be paid for 6 hours.

|  |  |
| --- | --- |
| **Day/Evening Shift** | **Overnight Shift** |
| * Shifts begin **or** end between 6:00am and 12:00pm * Paid hours worked | * Shifts begin **and** end between 12:00am and 6:00am * Paid 2 hours minimum and hours worked thereafter |

## Getting paid for an Overnight Shift

### What does this mean?

|  |  |  |
| --- | --- | --- |
| Here is an example of how you can differentiate getting paid for an evening vs. overnight shift: | | |
| Evening |  | Overnight |
| If a shift starts at 11pm and ends at 12:30am, this is an evening shift.PCA will be paid for 1 hour 30 minutes*(PCA will not get paid for 2 hours minimum on this shift since the shift started before 12am and this is not considered an Overnight Shift)* |  | If a shift starts at 12am and ends at 1:30am, this is an Overnight Shift.PCA will be paid for 2 hours*(PCA will get paid for 2 hours minimum because they clocked in after 12am and clocked out before 6am)* |
| Hours deducted from PA: |  | Hours deducted from PA: |
| 1 hour 30 minutes |  | 2 hours |

## Getting paid for an overnight shift (cont’d)

### Here is an example of how you can differentiate getting paid for a morning vs. overnight shift:

|  |  |  |
| --- | --- | --- |
| **Morning** |  | **Overnight** |
| **If a shift starts at 5am and ends at 6:30am, this is a morning shift.**  **PCA will be paid for 1 hour 30 minutes**  *(PCA will not get paid for 2 hour minimum on this shift since the shift ended after 6am and this is not considered an Overnight Shift)* |  | **If a shift starts at 3am and ends at 4:30am, this is an Overnight Shift.**  **PCA will be paid for 2 hours**  *(PCA will get paid for 2 hours minimum because they clocked in after 12am and clocked out before 6am)* |
| **Hours deducted from PA:** |  | **Hours Deducted from PA:** |
| 1 hour 30 minutes |  | 2 hours |

## Getting paid for an overnight shift (cont’d)

### Here is an example of how you can differentiate getting paid for a day vs. overnight shift:

|  |  |  |
| --- | --- | --- |
| Day |  | Overnight |
| If a shift starts at 6am and ends at 12pm, this is a day shift.PCA will be paid for 6 hours.(PCA will not get paid for 2 hours minimum on this shift since this is not considered an Overnight Shift) |  | If your shift started 12am and ends at 2:30am, this is an overnight shift.PCA will be paid for 2 hours and 30 minutes.(PCA will get paid for 2 hours minimum because clocked in after 12am and clocked out before 6am) |
| Hours deducted from PA: |  | Hours Deducted from PA: |
| 6 hours |  | 2 hours and 30 minutes |

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## What happens next

### This change went into effect on August 27th, 2023

### MassHealth has updated every active PCA prior authorization to weekly hours

### If you are a Consumer, you have received a letter when your prior authorization was updated. Beginning Monday, August 27th, you will be able to schedule your PCAs with more flexibility.

### If you are a Consumer using paper time sheets, you have received new time sheets and instructions

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## PUBLIC COMMENTS

## MassHealth wants to hear from you!

How would this change impact you? Is there any other feedback you have for MassHealth?

### **Feedback Reminders**

### Feedback will be prioritized in the following order:

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#### A MassHealth representative will call on anyone using the “raise hand” feature.

#### Attendees will have the opportunity to unmute and provide feedback.

### During Public Listening Sessions, MassHealth does not respond to feedback. Please frame your feedback in the form of a comment.

#### MassHealth is here to listen, and we cannot answer questions at Public Listening Sessions.

### If we run out of time and do not get to your question, MassHealth accepts feedback at any time at PCAfeedback@mass.gov

## Reminder: Raising Your Hand and Unmuting Your Line

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## Additional feedback can be submitted to MassHealth by emailing: [PCAfeedback@mass.gov](mailto:PCAfeedback@mass.gov)