

## **MassHealth Member Information: Accessing Personal Protective Equipment (PPE)**

### **Key Information for MassHealth Members**

MassHealth is committed to supporting members in reducing exposure to and spread of the Coronavirus Disease 2019 (COVID-19), as well as to preserve health system capacity during the public health emergency. The purpose of this document is to provide members and their families with important information about accessing Personal Protective Equipment (PPE).

This document also describes how members can access gloves, when medically necessary, through the existing Durable Medical Equipment and Supplies (DME) Benefit, whether related to COVID-19 or not. (Note: For members enrolled in a Managed Care Entity, please reach out to your plan regarding the process for requesting gloves.)

### **What is PPE?**

Personal Protective Equipment (PPE) refers to equipment, such as face masks and disposable gloves, that can help prevent exposure to illness or injury.

### **How Can I Request PPE?**

MassHealth Members can take the following steps to request PPE, depending on their individual circumstances:

#### **Durable Medical Equipment (DME) Benefit (Non-Sterile Gloves)**

MassHealth can provide non-sterile gloves (one box of 100, four boxes a month) through the DME program when universal precautions are required to be maintained during personal care. No prior authorization is needed unless more than four boxes are required. For a list of providers, please see: Providers for Gloves supplies: [Excel PDF](#)  
There are two ways eligible MassHealth Members can get non-sterile gloves through their DME benefit:

- 1. MassHealth Members can contact their prescribing provider (Physician, Nurse Practitioner, or Physician Assistant) to initiate a DME order with the DME provider of their choice.**
  - The prescribing provider will need to provide the DME provider with a completed prescription and additional documentation demonstrating medical necessity. The prescribing provider and the DME provider will work together to complete the process.
  - The DME provider will then reach out to the member to inform them their prescribing provider has ordered DME and will setup delivery.
- 2. MassHealth Members can contact a MassHealth DME provider of their choice to initiate a DME order.**
  - The DME provider will need to know the member's prescribing provider (physician, nurse practitioner, or physician assistant), and will initiate contact.
  - The prescribing provider will need to provide the DME provider with a completed prescription and additional documentation demonstrating medical necessity. The DME provider and the prescribing provider will work together to complete the process.
  - The DME provider will then inform the member the prescribing provider has ordered DME and to setup delivery.

## **PPE for Personal Care Attendant (PCA) Consumers and MassHealth Members Receiving Independent Nursing (IN) Services**

MassHealth Personal Care Attendant (PCA) consumers and MassHealth Members receiving Independent Nursing (IN) services can request PPE if they have a documented case of COVID-19 or a presumptive diagnosis by a physician or nurse practitioner. To request PPE, consumers or their representatives should contact:

### **The MassHealth LTSS Provider Service Line**

**Phone:** (844) 368-5184 (toll free)

**TTY:** use MassRelay at <https://www.mass.gov/how-to/relay-using-tty>

**Hours:** Monday through Friday, 8:00 a.m. – 6:00 p.m.  
Saturday and Sunday, 9:00 a.m. - 1:00 p.m.

When calling, press 1 for members, and then press 1 to get to the PPE program representative. Please note that consumers must provide documentation of a positive test result or presumptive diagnosis in order to receive PPE.

## **PPE for Personal Care Attendants (PCAs)**

- Personal Care Attendants (PCAs) participating in MassHealth's Personal Care Attendant (PCA) program can request PPE through the PCA union, 1199SEIU. PCAs can submit requests for PPE using the following links: [www.bit.ly/ppe1199](http://www.bit.ly/ppe1199) or [www.bit.ly/ppe1199spanish](http://www.bit.ly/ppe1199spanish)

**Note:** PCAs do not need to be enrolled in the union to request and receive PPE at no charge.

### **Where Can I Check for Updates or More Information?**

For more information about MassHealth's response to the COVID-19 public health emergency, or for additional support, please contact the Customer Service Center at (800) 841-2900 / TTY: (800) 497-4648, or visit <https://www.mass.gov/coronavirus-disease-covid-19-and-masshealth> and click the link for "MassHealth: Coronavirus Disease 2019 (COVID-19) — Applicants and Members."

### **Instructions for Cloth Face Coverings**

The CDC has provided instructions on "[Use of Cloth Face Coverings to Help Slow the Spread of COVID-19](#)"