



Frequently Asked Questions (FAQ)

MassHealth PCA Program — Weekly Hour Limit

Weekly Hour Limit

- **What is the PCA weekly hour limit?**
PCAs may work up to 60 hours in total per week across all consumers. Any hours beyond 60 are not covered by MassHealth.
- **What type of work hours count toward the weekly hour limit?**
Regular hours, overtime hours, holiday hours, and jury duty hours count towards the weekly hour limit.
- **What type of work hours don't count toward the weekly hour limit?**
Travel time, PTO, EVV training, New Hire Orientation, and other training hours don't count toward the weekly-hour limit.
- **What happens if a PCA exceeds 60 hours?**
This constitutes a violation. Warning notices will be sent to the PCA and the consumer by mail and Everbridge notification after each violation. After the third violation, the matter will be referred to MassHealth for possible termination from the program.
 1. First violation ▶ first notice issued
 2. Second violation ▶ second notice issued
 3. Third violation ▶ referral to MassHealth for possible termination

If the PCA only works for one consumer, then both the PCA and the consumer will be terminated from the program after the third violation.

- **What are the consequences of termination?**
 - If a PCA is terminated because they violated the weekly-hour limit, they are prohibited from working as a PCA for 9 months after termination
 - If they are readmitted to the program and continue to violate program regulations, they will be terminated again and permanently barred from the program.
- **Can weekly-hour limit violations be removed from a PCA's employment record?**
Yes. MassHealth may remove violations due to emergencies or unforeseen situations. They will also be removed after five consecutive periods (10 weeks) of compliance following a 6-week grace period.

Readmission to the Program

- **PCAs** may return after 9 months. If they violate the weekly-hour limit or overtime rule an additional three times after being rehired as a PCA, they will be terminated a second time and permanently barred from working as a PCA in the PCA program.
- **Consumers** may be reenrolled at MassHealth's discretion.

Additional Resources

PCA Program Regulations: [130 CMR 422.000](#)
