



EXECUTIVE OFFICE OF HEALTH AND HUMAN SERVICES
COMMONWEALTH OF MASSACHUSETTS
OFFICE OF MEDICAID
ONE ASHBURTON PLACE, BOSTON, MA 02108



August 8, 2025

Re: PCA Complex Care Differential Rate

Dear Consumer:

Starting on January 1, 2026, the Complex Care differential rate increase will be paid to PCAs who work for consumers who require physical assistance with digital rectal stimulation (DRS) or an enteral feeding tube (G and/or J tube).

PCAs will be paid the increased rate only if the following two conditions are met.

1. The consumer has a prior authorization in their evaluation that reflects at least one of the above-described Complex Care tasks; and
2. The PCA has completed the new hire orientation (NHO) or is exempt from completing it.

If you believe your PCA is eligible to be paid the Complex Care differential rate, please make sure your current evaluation states that at least one of these two tasks is approved. If your current evaluation says that you require physical assistance with DRS or an enteral feeding tube, **you do not need to do anything at this time** except to ensure that your PCA has completed the NHO.

NEW HIRE ORIENTATION (NHO)

A PCA cannot be paid the increased rate if they have not taken the NHO. If your PCA needs to complete the orientation, they may choose from these two options.

1. Consumer-taught NHO:

- a. *Consumers (or their surrogates) can conduct Part 1 of NHO with your PCA within the first three months of their hire date. Please contact Tempus Unlimited Fiscal Intermediary (FI) for more information at (877) 479-7577 on this self-directed option.*
- b. ***PCAs will then complete Part 2 of NHO by attending a group session. Please have your PCA contact the Homecare Training Benefit at (877) 409-8283 and choose option 7 to register for orientation. They may also register online at <http://bit.ly/pcanho>.***

2. Group Session NHO:

You may direct your PCA to complete Parts 1 and 2 of NHO by attending a group session. Please have your PCA contact the Homecare Training Benefit at (877) 409-8283 and choose option 7 to register for orientation. They may also register online at <http://bit.ly/pcanho>.

NEED MORE HELP?

If you have questions about whether your current evaluation adequately documents your Complex Care needs, please contact your personal care management (PCM) agency. If you are enrolled in a One Care or a Senior Care Options (SCO) Plan and need more information about authorization of services, please reach out to your key contact at the plan, such as your care coordinator or care partner, to receive more information regarding Complex Care.

If your current evaluation does not document physical assistance with DRS or an enteral feeding tube and you believe that you require physical assistance to complete these tasks, please contact your PCM agency to request an adjustment to your prior authorization. Please note that if you request an adjustment to your prior authorization, your PCP must provide a PCP Summary Form to your PCM agency documenting your need for physical assistance with such tasks.

Sincerely,

MassHealth