



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 PCA:

Starting on January 1, 2026, the Complex Care differential rate increase of \$3.25 per hour 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) and have these tasks approved in their PCA evaluations.

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.

To receive the differential rate starting January 1, 2026, please check with your consumer to make sure at least one of these two tasks is approved in their evaluation. Also, please ensure that you have completed the NHO if you are required to do so. If you are unsure about your NHO status, please contact the Fiscal Intermediary (FI) Tempus Unlimited at (877) 479-7577. Below, you will find information on how to complete the NHO.

NEW HIRE ORIENTATION (NHO)

A PCA cannot be paid the increased rate if they have not taken the NHO. To complete the orientation, choose from these two options.

1. Consumer-taught NHO:

- a. *Consumers (or their surrogates) can conduct Part 1 of the NHO with their PCA within the first three months of a PCA's 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 contact the Homecare Training Benefit at (877) 409-8283 and choose option 7 to register for orientation. You may also register online at <http://bit.ly/pcanho>.***

2. Group Session NHO:

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

Please note: This letter does not grant an NHO exemption or the benefits associated with the PCA Complex Care differential rate.

Sincerely,

MassHealth