

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

Executive Office of Health and Human Services

**September 2023**

CONFIDENTIAL; FOR POLICY DEVELOPMENT PURPOSES ONLY

# AGENDA

## Important Information

Purpose of Public Listening Session

About the Listening Session

Background Information

Change to Weekly PA

What Happens Next

Public Comments

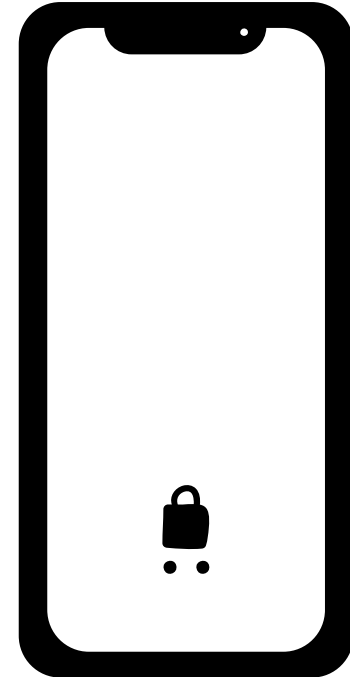
## Closed Captioning

- 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.

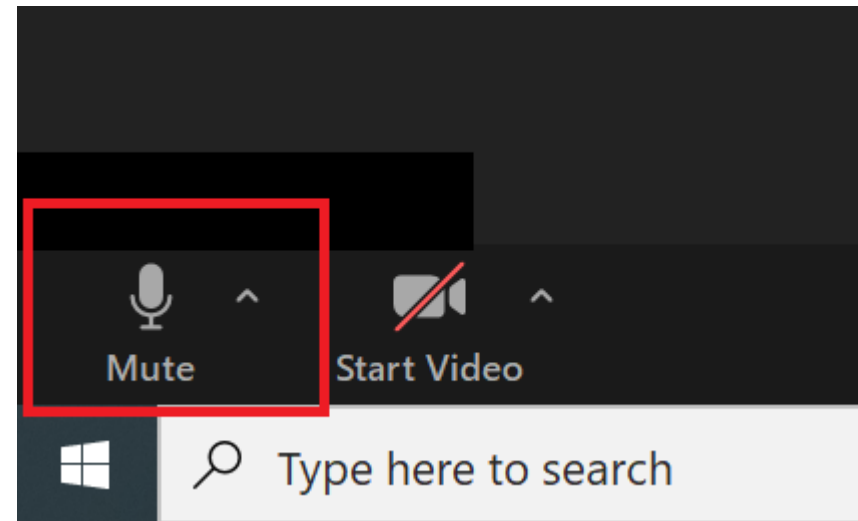
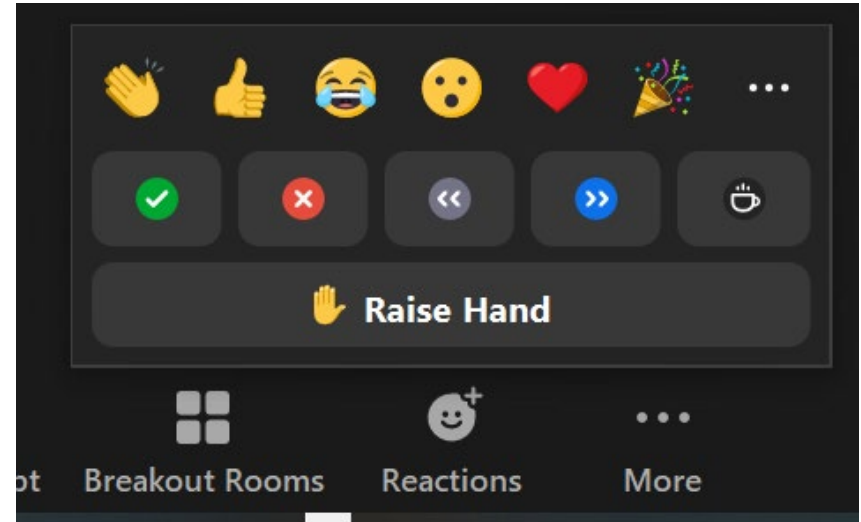
## Joining from a Mobile Device

- 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 telephone**: 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.**
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- 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](mailto: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:
    1. A MassHealth representative will read any comments submitted to the comments section.
    2. A MassHealth representative will call on anyone using the “raise hand” feature.
    3. 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](mailto:PCAfeedback@mass.gov)

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# Purpose of Public Listening Session

Public Listening Sessions are voluntary. PCAs are **NOT** required to attend.

- 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:
  - 1) To share updates from MassHealth; and
  - 2) 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:
  - 1) A presentation by MassHealth; followed by
  - 2) 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

- On August 27, MassHealth changed how it approves PCA hours, in order to make the program more flexible for Consumers
  - This change **will not** affect how many PCA hours each Consumer receives
  - This change **will** give Consumers more control and flexibility over how they schedule their PCAs to work
- In this presentation, MassHealth will:
  - First, provide some background information about how hours were approved
  - Then, provide a detailed description of the change made
- This Public Listening Session will give Consumers, PCAs, and other stakeholders a chance to hear about the upcoming change, and then share feedback with MassHealth

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### *Evaluation*

- Every Consumer chooses a Personal Care Management (PCM) agency to work with
- For most Consumers, their PCM agency sends out a nurse every year to conduct an evaluation.
  - This evaluation is used to help determine how many PCA hours the Consumer needs
- If the Consumer appears to be eligible for the PCA program, the PCM agency sends a request to MassHealth, asking for a prior authorization
- MassHealth reviews this request and decides how many PCA hours the Consumer needs
- If the Consumer is eligible for the PCA program, MassHealth will issue a prior authorization, which says how many PCA hours have been approved for the Consumer.
- **The Consumer, as the employer of their PCA(s), determines how to schedule their PCA hours.**

# Background Information

## Using PCA hours

- Previously, MassHealth approves “day/evening hours” and “night hours” separately
- “Day/evening hours” and “night hours” could only be used during certain periods:

Previously:

Day/Evening Hours	Night Hours
<ul style="list-style-type: none"><li>• Could be used between 6:00am and 11:59pm</li><li>• Were authorized <u>per week</u></li></ul>	<ul style="list-style-type: none"><li>• Could be used between 12:00am and 5:59am</li><li>• Were authorized <u>per night</u></li></ul>

## Feedback from Stakeholders

- Many Consumers have told MassHealth that they want more flexibility in the PCA program-and have asked for more control over when they can schedule their PCAs to work
- In response, MassHealth has implemented revisions to the PCA program that will give Consumers more flexibility and control over how they schedule their PCA hours

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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
<p>Consumer is approved for 20 day/evening hours per week, plus 2 hours per night.</p> <p><i>(Total of 34 hours per week, if added together)</i></p>	<p>Consumer will be approved for 34 hours per week</p>
<p><b>When hours could be used:</b></p> <p>Day/evening hours and night hours can only be used at certain times</p>	<p><b>When hours can be used:</b></p> <p>Hours can be used at any time of day/night</p>

- **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
<ul style="list-style-type: none"><li>• Shifts begin <b>or</b> end between 6:00am and 12:00pm</li><li>• Paid hours worked</li></ul>	<ul style="list-style-type: none"><li>• Shifts begin <b>and</b> end between 12:00am and 6:00am</li><li>• Paid 2 hours minimum and hours worked thereafter</li></ul>

# 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

**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)*

### Hours deducted from PA:

1 hour 30 minutes

### Overnight

**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:

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

**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)*

### Hours deducted from PA:

1 hour 30 minutes

### Overnight

**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:

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
<p>If a shift starts at 6am and ends at 12pm, this is a day shift.</p> <p>PCA will be paid for 6 hours.</p> <p><i>(PCA will not get paid for 2 hours minimum on this shift since this is not considered an Overnight Shift)</i></p>	<p>If your shift started 12am and ends at 2:30am, this is an overnight shift.</p> <p>PCA will be paid for 2 hours and 30 minutes.</p> <p><i>(PCA will get paid for 2 hours minimum because clocked in after 12am and clocked out before 6am)</i></p>
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 27<sup>th</sup>, 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 27<sup>th</sup>, you were 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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# MassHealth wants to hear from you!

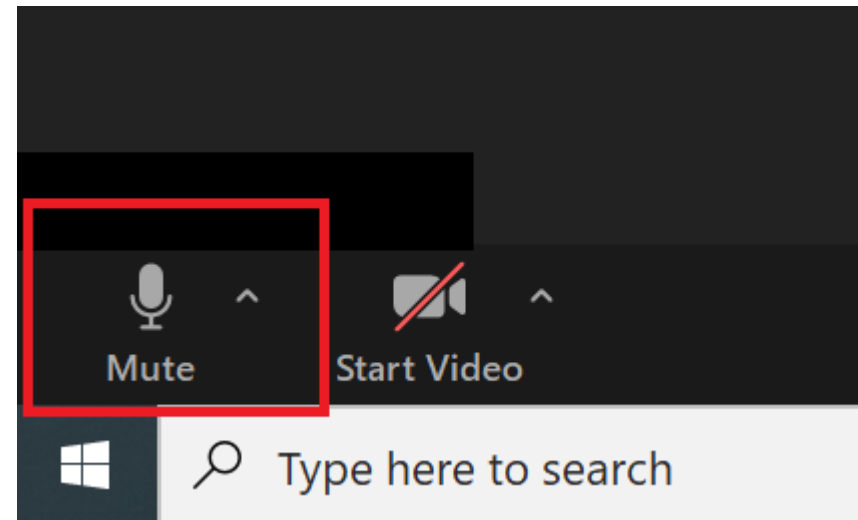
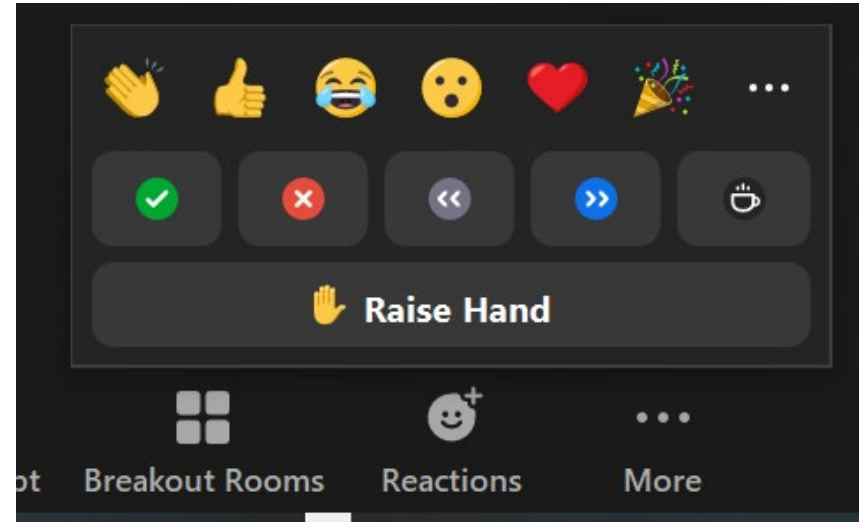
**How would this change impact you? Is there any other feedback you have for MassHealth?**

## 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.
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- If we run out of time and do not get to your question, MassHealth accepts feedback at anytime at [PCAfeedback@mass.gov](mailto:PCAfeedback@mass.gov)

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**Thank you!**

*Additional feedback can be submitted to MassHealth by emailing:*

***[PCAfeedback@mass.gov](mailto:PCAfeedback@mass.gov)***