**PCA Workforce Council’s EVV Questions for MassHealth**

Where numbers are requested, please provide both counts and percentages of Consumer-Employers and PCAs separately.

1. **EVV Usage:**
2. How many consumer employers (CEs)and how many PCAs did you expect to be actively using EVV by the end of SFY24 (June 2024) and how many consumer employers and how many PCAs are using EVV?
3. How many consumer employers and how many PCAs are still expected to use EVV?
4. How many consumer employers and how many PCAs began EVV use without any delay.
5. What reasons do PCAs, and CEs give for not using EVV?
6. Is MassHealth seeing difference in usage by:

* Region
* Urban vs. rural
* English as a first language
* PCM

1. Has MassHealth identified strategies that improve usage that you are able to share with us?
2. **Waiver**: Given that some CEs have waivers:
3. What is the list of reasons for a CE to have a waiver?
4. Please provide the percentage of CEs with waivers broken out by reason for the waiver.
5. **Training:**
6. How many CEs and how many PCAs (numbers and %) participated in the Tempus training by the end of June 2024?
7. Has the training had a measurable impact on EVV use for both PCAs and CEs?
8. **Handheld Device:** Numbers and percent of Consumers and PCAs who have received handheld devices from MassHealth.
9. **Loss of Services:** Please describe the steps that need to occur before a CE loses services.  Do we know anything about whether people wait till they are threatened with the loss of service before beginning use of EVV.
10. **Outcomes:**
11. **PCA attrition:** Do we know if CEs are losing PCAs because PCAs don’t want to use EVV?
12. **Hours:** Is there any measurable change in the usage of PA hours after a CE starts to use EVV?
13. **Unexpected Outcomes:** Are there any unexpected outcomes created by EVV use?
14. **Planning:** What are MassHealth’s plans for improving EVV usage?
15. **Support:** How can the Council best support MassHealth in this phase of implementation?