



Personal Care Attendant Program Bulletin 16

DATE: March 2024

TO: Members, Surrogates, Administrative Proxies, Personal Care Attendant (PCA) Providers, and Personal Care Management (PCM) Agencies Participating in the MassHealth PCA Program

FROM: Mike Levine, Assistant Secretary for MassHealth

RE: Requirement for Consumers, Surrogates, and PCAs to Provide Email Address

Introduction

The Executive Office of Health and Human Services (EOHHS) is updating and clarifying certain requirements about member requirements for communication as well as certain requirements for electronic visit verification. This bulletin communicates requirements for all MassHealth members receiving personal care attendant (PCA) services (called “Consumers”), their Surrogates, the PCA providers, and the Personal Care Management (PCM) agencies related to such requirements. Specifically, such requirements ensure member contact information, inclusive of emails, is provided to the fiscal intermediary.

This bulletin applies to certain services covered by the MassHealth PCA program and received on a fee-for-service basis, including services received by members enrolled in the Primary Care Clinician (PCC) Plan who are receiving MassHealth-covered PCA services.

This bulletin is effective March 15, 2024.

Background

In mid 2023, the PCA program began the gradual implementation of Electronic Visit Verification (EVV) to comply with federal Medicaid law. This new timesheet system requires the use of an email address to log in and to receive system notifications. Each EVV system account must have a unique email address.

In addition, the PCA program, through the fiscal intermediary, commonly uses email as a method of communication and will send important program information via email, since it is likely to be received more timely than a letter sent by mail.

Requirements for Consumers

New Consumers

Members seeking enrollment in the PCA program, and Surrogates and Administrative Proxies, if any, will be required to provide an email address as part of the intake paperwork submitted to the Personal Care Management (PCM) agency and employment paperwork submitted to the fiscal intermediary in accordance [130 CMR 422.420\(A\)](#). This email address must be used only by the Consumer and cannot be used by any other Consumers, Surrogates/Administrative Proxies, or PCAs for the PCA program. Consumers who do not have an email address can ask the PCM agency for help creating an email address to be supplied in the application.

Current PCA Program Consumers

Current PCA program Consumers, and Surrogates or Administrative Proxies, if any, will be required to provide an email address to the fiscal intermediary in accordance with 130 CMR 422.420(A). They may provide the email address to their PCM agency or complete the form available on the fiscal intermediary website at evvweb.tempusunlimited.org. This email address must be used only by the Consumer and cannot be used by any other Consumers, Surrogates/Administrative Proxies, or PCAs for the PCA program. Consumers who do not have an email address can ask the PCM agency for help creating an email address.

Requirements for Providers

New PCA Providers

Individuals who are newly hired as PCAs by Consumers will be required to provide an email address as part of the new hire/intake paperwork submitted to the fiscal intermediary and as a PCA provider in accordance with 130 CMR 422.000. This email address must be used only by the PCA and cannot be used by any other Consumers, Surrogates/Administrative Proxies, or PCAs for the PCA program. PCAs who do not have an email address can ask the fiscal intermediary for help by contacting a member of the fiscal intermediary EVV Support team at (877) 479-7577, and selecting the option for EVV.

Current PCA Providers

Current PCAs will be required to provide an email address to the fiscal intermediary as a PCA provider in accordance with 130 CMR 422.000. They may provide an email address using the form available on the Tempus FI website at evvweb.tempusunlimited.org. This email address must be used only by the Consumer and cannot be used by any other Consumers, Surrogates/Administrative Proxies, or PCAs for the PCA program. PCAs who do not have an email address can ask Tempus FI for help by contacting a member of the EVV Support team at (877) 479-7577, and selecting the option for EVV.

Requirements for PCM Agencies

Assisting Consumers

Active and newly enrolled Consumers will be required to provide an email address to the fiscal intermediary. If a Consumer or prospective Consumer needs help getting an email address, PCM agencies should assist in accordance with 130 CMR 422.421(B) and the PCM Functions Contract as functional skills training. In accordance with 130 CMR 422.421(B) and the PCM Functions Contract, the agency must enter the email address in the fiscal intermediary enrollment system within one (1) business day of getting it from the Consumer. PCM agencies must reach out to Consumers who do not have an email address to get an email address from them. PCM agencies must assist Consumers with creating an email address if they do not have one.

MassHealth Website

This bulletin is available on the [MassHealth Provider Bulletins](#) web page.

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Questions

If you have questions about the information in this bulletin, please contact:

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