



## PCA Program Consumer Guide

Welcome to the Tempus Unlimited, Inc. PCA Program. This Consumer Guide has lots of information we hope you find most useful. All of the information has been verified as true according to MassHealth regulations and standards. This book is for you to use as a reference to assist you in getting started having the best success in managing your Personal Care Attendant Program. Many staff were involved in designing and updating this book. This handbook is a tribute to the dedication of these staff. They show a true desire to provide the greatest service to all of our consumers.

This handbook is also available online at our website: [www.tempusunlimited.org](http://www.tempusunlimited.org)

Sincerely,

Linda M. Andrade  
Program Director



## Table of Contents

<b><u>SECTION 1:</u></b>	<b><u>INTRODUCTION INTO THE PCA PROGRAM</u></b> <ul style="list-style-type: none"><li>▪ PCA Program Reference Sheet</li></ul>
<b><u>SECTION 2:</u></b>	<b><u>FAQ'S &amp; RESOURCES</u></b> <ul style="list-style-type: none"><li>▪ Frequently Asked Questions</li><li>▪ Complaint and Grievance Policy</li><li>▪ Notice of Privacy Practices</li></ul>
<b><u>SECTION 3:</u></b>	<b><u>PCA PROGRAM: GETTING STARTED</u></b> <ul style="list-style-type: none"><li>▪ Other Services/Facility Admissions</li><li>▪ Who cannot be a PCA</li><li>▪ Emergency Management Plan</li><li>▪ Individual Health and Safety Plan</li><li>▪ Service Agreement Description</li></ul>
<b><u>SECTION 4:</u></b>	<b><u>PCA RECRUITING/ INTERVIEWING</u></b> <ul style="list-style-type: none"><li>▪ Helpful Hints for Hiring a PCA</li><li>▪ Recruiting Methods</li><li>▪ Rewarding Work Information</li></ul>
<b><u>SECTION 5:</u></b>	<b><u>PCA HIRING FORMS (FOR CONSUMER RECORDS)</u></b> <ul style="list-style-type: none"><li>▪ Steps When Preparing to Hire a PCA</li><li>▪ Sample Job Description</li><li>▪ Cover Page and Application</li><li>▪ New Hire Orientation Information</li><li>▪ CORI Request Form</li><li>▪ OIG Information</li><li>▪ SORI Request Form</li></ul>
<b><u>SECTION 6:</u></b>	<b><u>New Hire Paperwork Samples</u></b>



## **SECTION 7:**

### **PCA HIRING FORMS (TO BE SENT TO THE F.I. DEPARTMENT)**

- What does the F.I. Department do?
- PaperWorker
- I-9
- W4
- PCA Signature Form
- Direct Deposit Application
- ePay Choice Enrollment/Application
- E-Timesheets

## **SECTION 8:**

### **Important Employer Documents**

- Timesheets and Instructions
- Workers' Compensation
- Unemployment
- MassHealth Fraud
- Important Information on Taxes
- Termination of a PCA
- Sick Time
- OAG Wage Laws and Regulations
- Consumer Rights Under New Labor Contract
- Child Labor Laws
- Additional Resource Information