



## PCA Program: Getting Started

**It is required for all PCA Consumers to report other services to avoid duplication.**

PCA Program can be used along with some other services, such as:

- Adult Day Health
- Day Habilitation
- Early Intervention
- Elder Services
- Employment
- Hospice
- Private Duty Nursing
- School
- Visiting Nurse Association

PCA Program ***IS NOT*** allowed to be used with:

- Group Adult Foster Care
- Adult Foster/ Family Care

PCA Program ***CANNOT*** be used while you are in a facility, rehab, nursing home or hospital.

Please call *Tempus PCA Program* if you ***ADD*** or ***DISCHARGE*** other services and when you are ***ADMITTED*** to and ***DISCHARGED*** from a facility.

**1(800) 924-7570**

Please call *Tempus F.I. Department* also when, you are ***ADMITTED*** to and ***DISCHARGED*** from a facility.

**1 (800) 479-7577**



## **Emergency Management**

Along with being able to hire and manage PCAs, an individual who uses PCA services must be able to recognize and deal with potential health problems. The PCA provider agency will review this area with you, and will provide any training if needed. You are expected to have the following skills:

1. Be able to identify the signs of an emergency situation related to your own disabilities;
2. Be able to describe your emergency medical procedure for:
  - a. Situations that require transport to a hospital
  - b. Situations that can be handled at home and
  - c. General emergencies (fire, snowstorms, etc.);
3. Identify and describe the use of available emergency equipment;
4. Establish and post in sight, a written list of emergency numbers. These numbers should include:
  - a. Police
  - b. Fire
  - c. Ambulance
  - d. Preferred hospital
  - e. Primary Care Physician
  - f. Family member
  - g. Reliable neighbor
  - h. Support people
  - i. PCAs
  - j. Back-up PCAs
  - k. Lifeline service, if applicable
  - l. Be aware of community policies for snow emergencies

Many local fire departments maintain a list at each fire station of local residents who need help evacuating in an emergency. You should call your local fire department to see if they keep such a list. It is also a good idea for residents of apartment complexes to be familiar with the emergency response procedures in case of fire. In some buildings the Fire Department may recommend staying in your apartment, or gathering in a stairwell. Check with your building manager or local Fire Department to see what procedures are recommended in your building.



## IMPORTANT NOTICE

### **The Following Persons CANNOT be a Consumer's PCA**

- **Spouse**
- **Surrogate**
- **Parent** (If a Consumer is a Minor)
- **Adoptive/ Foster Parent** (If a Consumer is a Minor)
- **Legally Responsible Relatives** (This does not include family members holding Health Care Proxies or a Power of Attorney)

**A Consumer who has a Legal Guardian or is a Minor Child**

**MUST have a Surrogate!**

Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

## Individual Health and Safety Plan

Consumer's Name: \_\_\_\_\_ Date of Birth: \_\_\_\_/\_\_\_\_/\_\_\_\_

Disability: \_\_\_\_\_

Physician: \_\_\_\_\_ Physician's Telephone No. : ( \_\_\_\_ ) \_\_\_\_ - \_\_\_\_

Physician's Address: \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

### Other Healthcare Providers

	Healthcare Provider's Name	Healthcare Provider's Specialty	Healthcare Provider's Telephone No.
1.	_____	_____	( ____ ) ____ - ____
2.	_____	_____	( ____ ) ____ - ____
3.	_____	_____	( ____ ) ____ - ____

### Emergency Telephone Numbers

Fire Department/ Police Department/ Rescue	911
Disabled Persons Protection Commission	1 (800) 426-9009

### Preferred Hospital for Emergencies

Hospital Name: \_\_\_\_\_ Hospital's Telephone No. : ( \_\_\_\_ ) \_\_\_\_ - \_\_\_\_

Hospital's Address: \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

### Emergency Contacts

	Contact's Name	Contact's Telephone No.
1.	_____	( ____ ) ____ - ____
2.	_____	( ____ ) ____ - ____

### Emergency Procedures

(step by step, including transportation method and notification of family)

\_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

### Fire Procedures

(edit to use, where to wait, how to signal presence)

\_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

## Medication List

	<u>Medication Name</u>	<u>Dosage</u>	<u>Time(s)</u>
1.			<input type="radio"/> AM <input type="radio"/> PM <input type="radio"/> BEDTIME
2.			<input type="radio"/> AM <input type="radio"/> PM <input type="radio"/> BEDTIME
3.			<input type="radio"/> AM <input type="radio"/> PM <input type="radio"/> BEDTIME
4.			<input type="radio"/> AM <input type="radio"/> PM <input type="radio"/> BEDTIME
5.			<input type="radio"/> AM <input type="radio"/> PM <input type="radio"/> BEDTIME
6.			<input type="radio"/> AM <input type="radio"/> PM <input type="radio"/> BEDTIME
7.			<input type="radio"/> AM <input type="radio"/> PM <input type="radio"/> BEDTIME
8.			<input type="radio"/> AM <input type="radio"/> PM <input type="radio"/> BEDTIME
9.			<input type="radio"/> AM <input type="radio"/> PM <input type="radio"/> BEDTIME
10.			<input type="radio"/> AM <input type="radio"/> PM <input type="radio"/> BEDTIME

## Potential Medical Problems

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# Tempus Unlimited, Inc. Skills Training for the PCA Program- Service Agreement

This training is for you –

This is your plan

# Introduction

- Consumer/Surrogate Responsibilities
- PCA Roles and Responsibilities
- PCA Backup Plan/List
- PCM Agency Responsibilities
- Fiscal Intermediary (FI) Responsibilities
- Schedule of Functional Skills Training
- Surrogate Agreement
- Signatures

# Consumer/Surrogate Responsibilities

- Assessments and Evaluations
  - Please cooperate during the process
  - Review and sign Evaluation, Assessment and Service Agreement
- PCA Management Tasks
  - Comply with all MassHealth rules
  - Do not bill while also using Group Adult Foster Care, Adult foster care, Day Hab, Adult Day Health or while in the hospital or facility



# Admission to Hospital or Nursing Facility

- You must notify PCM and FI
  - Call and make the report
    - Tell us the time and date you were admitted
    - Tell us the time and date you are discharged
  - Your PCAs can work before you are admitted
  - Your PCAs can work after you are discharged
  - Your PCAs can not work while you are admitted
  - Please keep in touch with the PCM on your status while admitted.

# PCA Management Tasks

- Mass Health approves the number of hours and the tasks using the Evaluation done by the RN and/or OT.
  - Employ your PCAs for no more than the number of hours approved
  - PCAs only perform approved ADL's and IADL's
    - Bathing dressing/undressing, mobility, medications, passive rang of motion, eating, and toileting
    - Housekeeping, laundry, shopping, meal prep, wheelchair, maintenance, transportation
- Notify the FI of the PCA date of hire and the date of termination and PCA change of address

# PCA Management-Overtime

- Contact PCM immediately when a consumer wants to pay a PCA for overtime:
  - Only certain conditions can apply
    - An unforeseen event occurs that prevented the usual PCA from coming in on their regularly scheduled shift
    - Special circumstances require a PCA to work over 50 hours a week. In this case you need authorization from MassHealth. This authorization may be temporary.
    - Special circumstances require a PCA to work up to 66 hours a week. In this case you need authorization from MassHealth.
  - You must report to PCM:
    - Your whole PCA schedule for the work week, including the names of all the PCAs employed
    - PCA name who couldn't work
    - Documentation of attempts to hire a replacement PCA
    - The list of PCAs who were contacted – at a minimum all persons employed or listed as emergency back up.

# PCA Management – Jury Duty

- If your PCA has jury duty and can't come to work.
  - MassHealth will pay the PCA for the maximum of 3 days
  - Notify PCM:
    - The number of hours the PCA was scheduled to work during jury duty
    - Send in the Documentation: Copy of Certificate of Juror Service (state) or Copy of Attendance Sheet (Federal)

# PCA Management Tasks

- Consumer Notifies PCM, FI, and MassHealth when there is a change of address or phone number.
- Work with PCM to develop a backup list of PCAs
- Work with PCM and FI to resolve any disagreements or complaints

# Consumer Responsibilities

## Employer of the PCA

- Comply with all applicable state and federal labor laws, including child labor laws.
- Hiring, scheduling, training and terminating PCAs.
- Practice safe employment of PCAs
  - Legally able to work in the US ( I9 form complete)
  - You can communicate and they carry out directions
  - The PCA is willing and able to receive training and supervision
  - The PCA provides great care that is free from abuse and neglect.

# Who cannot be a PCA?

- Surrogate
- Consumer's spouse
- A parent of a minor ( younger than 18 years old)
- Adoptive/Foster parent
- Legally responsible relative (guardian who is related to you)

# PCA Responsibility

- Provide the consumer with physical assistance as approved by MassHealth.
- Provide care as directed by consumer or surrogate
- Conduct themselves as any employee would.
- Respect their employer who is the consumer or surrogate
- Honest time put in for honest work done.



# The Consumer is the Employer

- Perform all employer-required tasks as described in the MassHealth Consumer agreement under the option selected
- Inform the PCA of the right to have direct deposit
- Distribute checks to PCAS unless they have direct forms as required by the FI for proper PCA payment
- Submit Time Sheets (Activity forms) for PCA payment soon after PCA has worked for the pay period
- Ensure that the timesheets correctly identify the hours that the PCA worked for each pay period, and the PCA's name is correct and legible.

# PCA Backup Plan/List

- It is very important to have a list of PCAs identified that can come to work if another PCA can't come in.
- It is important that the backup PCA has completed FI paperwork so there will be no issue with payment for time worked.

# Tempus PCM is the Personal Care Management Agency

- Tempus PCM is your consultant
- Tempus PCM shares information with you to ensure you understand how to be a successful employer for the PCA program.
- Tempus PCM is responsible:
  - Develop and review the Service Agreement
  - Will provide you with a copy of the Service Agreement
  - Monitor the Service Agreement:
    - Could be skills training visits to ensure that the consumer or the consumer's surrogate is managing the PCA program successfully

# Tempus PCM – Assessment and Evaluations

- Conduct formal written assessment of consumer's ability to manage the PCA Program
- Have an RN perform an evaluation of the consumer's ability and need for PCA services to recommend how many hours per week or per night a PCA is needed to physically assist the consumer
- Submit the Evaluation to MassHealth
- Be available for any training for consumer to manage the PCA program.
- Tempus PCM must notify MassHealth if we feel that the consumer or surrogate are not managing the PCA program according to the rules and regulations of the program.

# Intake/Orientation and Functional Skills Training

- Eligibility determination
- Information about the rules, regulations and policies of the PCA program
- Teach consumer/surrogate how to manage safely
  - Schedule for appropriate work hours per week or per night as approved by MassHealth
  - How to recruit, hire, train, schedule, evaluate, and terminate PCAs.

# Hiring PCAs safely

- CORI
- SORI
- OIG
- Local Police
- Check references for everyone
- Think of interviewing outside of your home
- Never give personal identification to someone you don't know

# Tempus FI is your Fiscal Intermediary

- It performs all employer-required tasks as described in Masshealth Consumer Agreement
- Issues payment for PCAs
- Pay only when consumer has an active Prior Authorization
- Consumer Service relating to timesheets, tax forms, and functions of the FI
- The FI shares information with the PCM about overbilling, no billing and other concerns.
- Notifies MassHealth, PCM and consumer when consumer s consistently overusing PCA hours.
- Provide you with Timesheets and pay period schedules – send in Supply Request form with timesheets when you need more.

# Skills Training Moving Forward

- Page 7 of the Service Agreement is the plan for upcoming skills training and the frequency and method.
- This details who is responsible to receive the training and oversee the activity
- Page 8 is the signature page to show proper understanding and responsibility to the PCA program.



# Any Questions?

Next scheduled appointment....

**Thank you for choosing Tempus  
Unlimited, Inc.**

We look forward to working with you.