

[FI LETTERHEAD]

Notice for New Hire Orientation MassHealth Personal Care Attendant (PCA) Program

<<Date>>

<<PCA Name>>

<<Address>>

<<City, ST Zip>>

Dear <<PCA Name>> (Unique ID: <<123456>>),

The MassHealth Personal Care Attendant (PCA) program, in accordance with the collective bargaining agreement with 1199SEIU (the PCA Union), requires all PCAs to attend New Hire Orientation within nine months of their hire date or face a monetary sanction, which consists of a \$1 per hour penalty, until they take the NHO. To give PCAs and Consumer-employers flexibility during the COVID-19 public health emergency, MassHealth temporarily suspended these sanctions for failing to meet the New Hire Orientation requirement; however, these sanctions will be reinstated in the future.

PCAs can and should still attend the 4-hour New Hire Orientation during the public health emergency in order to avoid future penalties. Consumer-employers can choose one of the following two options for their PCA(s):

1. **Consumer Taught Option:** Your Consumer-employer provides a 2-hour session, which is currently taught online. You must also attend a 2-hour group session regarding Infection Control and Worker's Rights, which is offered by the Home Care Training Benefit. Due to the pandemic, all group sessions will be held virtually until further notice.

OR

2. **Group Option:** You attend either a 4-hour group session, or two 2-hour group sessions, on all required topics through the Home Care Training Benefit. Due to the pandemic, all group sessions will be held virtually until further notice.

New Hire Orientation will provide you with important employment-related information about wages, benefits, preventing fraud, abuse and neglect, worker rights, and infection control. You will be paid your hourly rate to attend the Orientation. Payment will be issued after you have completed all 4 hours of New Hire Orientation.

Your Consumer-employer may also give you information or direction about the activities of daily living specific to your Consumer-employer.

MassHealth will be determining when to restart monetary sanctions for PCAs who fail to meet the New Hire Orientation requirement and will issue further communication before the sanctions go into effect. MassHealth recommends completing New Hire Orientation as soon as possible to ensure you meet this requirement.

Please note: it is your responsibility to call the Homecare Training Benefit at (877) 409-8283 ext. 7 or use the link <http://bit.ly/1199massnho> to register for a session, based on how your Consumer-employer chooses to provide your training. To learn more about New Hire Orientation, please call us at XXXX or have your Consumer-employer contact their Personal Care Management (PCM) agency.

Sincerely,

XXXX Fiscal Intermediary Team