



## Introduction into the PCA Program

The Tempus Personal Care Attendant (PCA) program presents this manual to individuals and surrogates who wish to use the Personal Care Attendant Services through MassHealth's PCA program. This manual describes some of the history and philosophy of the PCA program, as well as the application process and consumer's rights in the program.

The manual also includes suggestions and ideas on different aspects of managing the PCA program. The material gathered here is the result of efforts by staff, advocates, and PCA users throughout Massachusetts, and reflects the many years of experience of people using the PCA program. We hope that you will find the material helpful, and that you will feel free to share your own ideas and suggestions with our staff, and with others PCA users.

### Independent Living Philosophy

"Independent Living is a philosophy and a movement of people with disabilities who work for self-determination, equal opportunities, and self-respect.

Independent Living does not mean that we want to do everything by ourselves and do not need anybody or that we want to live in isolation. Independent Living means that we demand the same choices and control in our everyday lives that our nondisabled brothers and sisters, neighbors and friends take for granted. We want to grow up in our families, go to the neighborhood school, use the same bus as our neighbors, and work in jobs that are in line with our education and abilities, and start families of our own. Just as everybody else, we need to be in charge of our lives, think and speak for ourselves.

To this end we need to support and learn from each other, organize ourselves and work for political changes that lead to the legal protection of our human and civil rights."

- Adolph Ratzka

### History of Personal Assistance Services

The Independent Living movement began in the early 70's with the establishment of Independent Living Centers- programs that are run by and for the people with disabilities. In Massachusetts, the first Personal Care Attendant program was set up in 1974 between the **Boston Center for Independent Living** and Medicaid to allow people with disabilities to take control over their personal care. Before this time, people with disabilities were forced to depend upon medical personnel for their daily care. Consumers had little control over how their care was done, when it was done, and by whom it was done. The PCA program gave consumers control and responsibility over their most basic daily needs. This element of consumer control is still the most basic foundation of the program.

Over the years, new PCA providers opened up, making PCA services available throughout the state. The PCA program has evolved over this time. In 1988, Medicaid allowed people to use the PCA program with the help of surrogates if they could not do all PCA management tasks independently. In 1999, another round of changes established Fiscal Intermediaries to handle payroll processing, tax reporting and payments for PCA users and surrogates who did not want to do these tasks themselves.

Throughout the years, and through these changes, the PCA program has remained rooted in the concept of consumer control. Consumers are expected to manage their own services as much as they are able. If a consumer cannot do themselves, and the surrogate will carry out their duties in the best interest of the consumer. There are now over twenty agencies providing PCA services in Massachusetts. While these agencies vary in size and structure, the PCA program rules are the same across the state. Access to PCA services begins with a call to the local provider of your choice.

## PERSONAL CARE ATTENDANT JOB DESCRIPTION

Personal Care Attendants (PCAs) are MassHealth providers who provide medically necessary hands-on assistance with activities of daily living (ADLs) and instrumental activities of daily living (IADLs) to MassHealth members who have been determined eligible by MassHealth to receive PCA services. PCAs are the employees of the MassHealth members to whom they provide PCA services (also called consumer employers) and of the PCA Workforce Council for purposes of collective bargaining.

Each consumer employer has particular ADL and IADL needs. PCAs may ask their consumer employer for a description of the consumer employer's specific ADL and IADL needs. Provided below are lists of ADLs and IADLs covered under the MassHealth PCA program. These are the types of ADLs and IADLs that a consumer employer may request you to perform and for which you may receive payment for performing under the MassHealth PCA program.

The MassHealth regulations governing the PCA Program are located at 130 CMR 422.000, which contain more information about covered and noncovered services, as well as other program requirements. Covered ADLs include assistance with:

- mobility
- passive range of motion exercises
- assistance with medications
- bathing or grooming
- dressing
- eating
- toileting

Covered IADLs include assistance with the following task examples, or other IADLs that are included in the consumer employer's prior authorization or approved evaluation. Note: Assistance with IADLs must be provided for the benefit of the consumer employer only and is not covered when provided for other individuals in the consumer employer's household.

- Laundry for the consumer employer
- Shopping for the consumer employer
- Housekeeping for the consumer employer
- Meal preparation and clean-up for the consumer employer
- Accompanying the consumer employer to medical appointments
- Assisting the consumer employer with maintaining wheelchairs and adaptive equipment

Tasks that are not covered by the MassHealth PCA Program include the following examples. The below list of examples does not include all of the possible noncovered services. These and other noncovered services are not paid for by MassHealth. (Nothing in this list should be construed to preclude MassHealth coverage of tasks performed in accordance with a consumer employer's prior authorization and approved evaluation.)

- Providing assistance with ADLs and IADLs while the consumer employer is admitted to a nursing facility, hospital, or other in-patient facility
- Cooking meals or doing laundry for individuals in the household other than the consumer employer
- Performing household tasks that are not incidental to the care of the consumer employer such as mowing the lawn and cleaning the gutters or pipes
- Babysitting
- Feeding animals/cleaning animal litter (with the exception of authorized care of service animals).
- Tasks that involve illegal activity prohibited by federal or state law

PCAs are entitled to a safe working environment and are not expected to participate in any aspect of the employer/employee relationship that threatens her or his health and safety. This includes an environment that is free of abuse, inappropriate physical or sexual behavior, and sexual harassment.

## ASISTENTE DE CUIDADOS PERSONALES DESCRIPCIÓN DE FUNCIONES

Los Asistentes de Cuidados Personales (PCA) son proveedores de MassHealth que brindan asistencia médicamente necesaria y de manera práctica con Actividades de la Vida Diaria (ADL) y con Actividades Instrumentales de la Vida Diaria (IADL) a los afiliados de MassHealth que hayan sido considerados elegibles para recibir servicios de PCA. Los PCA son los empleados de los afiliados de MassHealth (también llamados consumidores empleadores) a quienes les brindan servicios de PCA y son empleados del Consejo de Fuerza Laboral de PCA a efectos de las negociaciones colectivas de trabajo.

Cada consumidor empleador tiene necesidades especiales de ADL y de IADL. Los PCA le pedirán a su consumidor empleador una descripción de las necesidades específicas de ADL y de IADL del consumidor empleador. A continuación, se brindan listas de actividades ADL y IADL cubiertas según el Programa de PCA de MassHealth. Estos son los tipos de ADL y de IADL que el consumidor empleador podría pedirle que realice y para las cuales usted podría recibir pagos si las realiza según el Programa de PCA de MassHealth.

El reglamento de MassHealth que rige el Programa de PCA se halla en 130 CMR 422.000, el cual contiene más información sobre servicios cubiertos y sin cobertura, como así también otros requisitos del programa. Las actividades ADL cubiertas incluyen la asistencia con:

- movilidad
- los ejercicios pasivos de rango de movimiento
- los medicamentos
- bañarse e higiene personal
- vestirse
- comer
- ir al baño

Las actividades IADL cubiertas incluyen asistencia con los siguientes ejemplos de tareas, u otras IADL que estén incluidas en la autorización previa (PA) o la evaluación aprobada del consumidor empleador. Nota: La asistencia con las IADL se debe brindar solamente para el beneficio del consumidor empleador y no está cubierta cuando se la brinda a otras personas que estén en el hogar del consumidor empleador.

- Lavar la ropa del consumidor empleador
- Hacer compras para el consumidor empleador
- Quehaceres domésticos para el consumidor empleador
- Preparación de comidas y hacer limpieza ligera para el consumidor empleador
- Acompañar al consumidor empleador a sus citas médicas
- Asistir al consumidor empleador con el mantenimiento de la silla de ruedas y el equipo adaptativo

Las tareas que no están cubiertas según el Programa de PCA de MassHealth incluyen los siguientes ejemplos. La lista de ejemplos que sigue no incluye el total de los servicios posibles sin cobertura. Estos y otros servicios sin cobertura no serán pagados por MassHealth. (Ningún servicio indicado en esta lista deberá ser interpretado como excluido de la cobertura de MassHealth por las tareas realizadas de acuerdo con la autorización previa y la evaluación aprobada del consumidor empleador.)

- Brindar asistencia con las ADL y las IADL mientras el consumidor empleador esté internado en un centro de enfermería, hospital u otro centro de hospitalización
- Cocinar comidas o lavar la ropa de personas que estén en el hogar pero que no sean el consumidor empleador
- Realizar quehaceres domésticos que no estén relacionados al cuidado del consumidor empleador tales como cortar el césped y limpiar canaletas o tuberías
- Cuidado infantil
- Alimentar animales o limpiar la arena sanitaria de las mascotas (con la excepción del cuidado de animales de servicio autorizados).
- Tareas que involucran actividades ilegales y prohibidas según las leyes federales o estatales

Los PCA tienen derecho a trabajar en entornos de trabajo seguros y no se espera que participen en ningún aspecto de la relación entre el consumidor y el empleado que amenace la salud y la seguridad del PCA. Esto incluye trabajar en un entorno sin maltrato, ni conductas físicas o sexuales inapropiadas y sin acoso sexual.



## PCA Program Reference Sheet

### MY INFORMATION:

Consumer Number:	_____
Tempus Skills Trainer's Name:	_____

### PCA PROGRAM CONTACTS:

Telephone:	<b>1 (800) 924-7570</b>
Fax:	<b>1 (877) 867-1890</b>

### F.I. PROGRAM CONTACTS:

Telephone:	<b>1 (877) 479-7577</b>
Fax:	<b>1 (800) 359-2884</b>

### WHO AND WHEN TO CALL OR FAX

- Call *Tempus PCA Program* when admitted and discharged from the hospital, rehab or a nursing home.
- Call *Tempus PCA Program* if you change your address or phone number.
- Submit a written notice to terminate a PCA via Fax to the *F.I. Program*.