



[FIRST NAME] [ LAST NAME]  
 [DATE]  
 [ADDRESS-1]  
 [ADDRESS-2]  
 [CITY], [STATE], [ZIP]

**IMPORTANT PROGRAM UPDATE**

Please read this entire letter.

**It includes important information about PCA wages and how you may be affected.**

***Completion of New Hire Orientation (NHO) is a condition for eligibility for rate increases and applicability of seniority-based rate steps, unless you are exempt from NHO.***

Dear [First Name] [ Last Name],

Beginning on April 1, 2025, MassHealth is introducing increased pay rates for Personal Care Attendants (PCAs) in the MassHealth PCA program. These rates are based on the hours you worked since 2008 as a PCA in the MassHealth PCA program.

**What is the seniority rate?**

The seniority rate is an increased wage that is added to your base hourly wage. The seniority rate is based on the number of hours you worked as a PCA since 2008.

There are five different seniority rate pay steps. To be eligible for these rates, you must either:

- have taken the New Hire Orientation (NHO) or
- be exempt from NHO because you have worked as a PCA since 2013.

The seniority rate steps and wages are listed below:

Seniority Rate Step	Hours worked as a PCA since 2008	Seniority Hourly Rate (This is the amount a PCA will receive, <i>in addition to</i> their base wage)	PCA Hourly Wage (After completing NHO or if exempt from NHO)
<b>Step 1</b>	0 – 3,640 hours	\$0.00 per hour	\$19.50
<b>Step 2</b>	3,641 – 7,280 hours	+\$0.60 per hour	\$20.10
<b>Step 3</b>	7,281 – 12,740 hours	+\$1.20 per hour	\$20.70

<b>Step 4</b>	12,741 – 18,200 hours	+\$1.80 per hour	\$21.30
<b>Step 5</b>	18,201+ hours	+\$2.40 per hour	\$21.90

## When does the seniority rate begin?

The seniority rate will be paid to eligible PCAs for dates of service beginning on April 1, 2025, only if the PCA has completed NHO, or is exempt from NHO because they have worked as a PCA since at least 2013.

## Am I eligible to receive the seniority rate?

Starting April 1, 2025, completion of New Hire Orientation (NHO) is a condition for eligibility for rate increases and applicability of seniority-based rate steps, unless you are exempt from NHO.

Effective April 1, 2025, if you have completed NHO or are exempt from NHO, you will receive payment based on your applicable seniority rate step, which is based on the number of hours you have worked.

## What is my seniority rate?

Based on our records of your hours worked in the PCA program between January 1, 2008, and September 30, 2024:

- You have NOT completed NHO, so you are not eligible for the seniority rate.
- You have worked [XXX] hours.

Year	Hours Worked	Year	Hours Worked	Year	Hours Worked
2008		2014		2020	
2009		2015		2021	
2010		2016		2022	
2011		2017		2023	
2012		2018		2024 (through September 30)	
2013		2019			

- You will not be eligible for seniority rates until you take NHO.
- Your hourly rate will stay the same at \$19.50/hour until you take NHO, and you will not receive any future raises.
- If you take NHO prior to April 1, 2025, you will be eligible for seniority rates on April 1, 2025.

Beginning on April 1, 2025, you will see your total hours worked on your paycheck stub. You can read your paycheck stub to see your current hours worked.

**Please note that the total hours worked above is only through September 30, 2024.** This means that as you continue to work more hours as a PCA and accumulate hours before April

1, 2025, you may move to a higher rate step and be eligible for seniority rates after completing NHO (if you are not exempt from NHO).

## How did MassHealth calculate hours worked?

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MassHealth used two data sources to calculate your hours worked since 2008.

### **Source 1: W-2s (2008 – 2014)**

- The W-2s include wages that represent Federal Taxable wages.
- To determine the hours for the year, MassHealth divided the total W-2 wages by the average wage rate for that calendar year.

### **Source 2: Fiscal Intermediary (FI) Check History (2015 – Present)**

- Check history includes all Day/Evening, Regular, and Night hours a PCA worked.

## What should I do if I disagree with MassHealth's calculation of my hours worked?

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MassHealth is working with the PCA Union to develop a process for PCAs to request a review of the hours worked calculation. Visit the following webpage for more information:

<https://tempusunlimited.org/seniority-rate/>

## Is there anything I should do right now to make sure I am eligible for the seniority rate?

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Complete NHO by April 1, 2025, otherwise you may **not** be eligible to receive the Seniority rate on this date.

To sign up for NHO, you can:

- Call the Homecare Training Benefit at (877) 409-8283 to learn more about NHO classes, locations, dates and times
- Discuss NHO with your Consumer-Employer and take the Consumer-taught NHO option.

## What if I have questions?

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If you have questions, please reach out to your Consumer-Employer or visit the Tempus FI website for more information: <https://tempusunlimited.org/seniority-rate/>

If you cannot find the information you are looking for online, call Tempus FI at (877) 479-7577 or email Tempus FI at [MAFMS@tempusunlimited.org](mailto:MAFMS@tempusunlimited.org)

If you are a Consumer or surrogate, please refer to the Collective Bargaining Agreement (CBA) letter sent to you over the summer or contact your Personal Care Management (PCM) agency with questions.