



EXECUTIVE OFFICE OF HEALTH AND HUMAN SERVICES
COMMONWEALTH OF MASSACHUSETTS
OFFICE OF MEDICAID
ONE ASHBURTON PLACE, BOSTON, MA 02108



MassHealth Personal Care Attendant Program Consumer Notice

Reminder of PCA New Hire Orientation Requirement

PCAs are required to complete New Hire Orientation (NHO). NHO provides your PCA with important employment-related information about wages and benefits; fraud, abuse, and neglect; workers' rights, and infection control. Even if your PCA has been working for you for some time, they may still need to complete NHO.

If your PCA is required, but has not completed NHO, please have them sign up today!

NHO can be conducted virtually or in-person by you or in a group setting and must be completed within three months of their date of hire. If you choose to deliver NHO yourself, your PCA will also need to attend a group session to complete the modules on workers rights and infection control.

If you would like to conduct NHO yourself and it has been less than three months since you hired your PCA(s), please contact Tempus Unlimited, Inc. Fiscal Intermediary (FI) for more information at 877-479-7577.

If you would like your PCA to attend the group NHO, please have them contact the Homecare Training Benefit at (877) 409-8283 and choose option 3 to register for orientation. They may also register online at <http://bit.ly/pcanho>.

Upon completion, your PCA will be paid for attending the four (4) hour orientation session at their regular wage rate. Your PCA may choose to participate in both the Consumer-led NHO and the Group NHO, however, they will only be paid for completing one NHO session. Also, your PCA cannot attend Orientation at the same time they are providing services to you or any other Consumer.

After April 1, 2025, PCAs who have not completed NHO are not eligible to receive any future pay increases including the Seniority Rate or the Complex Care Rate differentials.

To ensure that your PCA does not miss out on these important benefits, have them complete NHO today!