



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



MassHealth Consumer and Waiver Participant Notice

Reminder of PCA & DCW New Hire Orientation Requirement

Personal Care Attendants (PCA) hired on or after January 1, 2014 who provide personal care services in the PCA Program, Senior Care Options (SCO), One Care, and Program for All-inclusive Care for the Elderly (PACE) plans; and Direct Care Workers (DCW) who provide self-directed waiver personal care services to Moving Forward Plan Community Living Waiver (MFP-CL) waiver participants on or after December 4, 2023, are required to complete New Hire Orientation (NHO).

NHO consists of two parts and provides your PCA or DCW with important employment-related information about wages and benefits; fraud, abuse, and neglect; workers' rights, and infection control. Even if your PCA or DCW has been working for you for some time, they may still need to complete NHO.

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

Your PCA or DCW must complete Parts 1 and 2 of the NHO in a group session conducted by the Homecare Training Benefit. Please have them contact the Homecare Training Benefit at (877) 409-8283 and choose Option 7 to register for orientation. Your PCA may also register online at <http://bit.ly/pcanho>.

Upon completion, your PCA or DCW will be paid for attending the four (4) hour orientation session at their regular wage rate. Your PCA or DCW 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 or DCW cannot attend Orientation at the same time they are providing services to you or any other Consumer.

After July 1, 2025, PCAs and DCWs who have not completed NHO are not eligible to receive any future pay increases including the Seniority Rate or the Complex Care Rate differentials (PCA Only).

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