



<First Name><Last Name>

<Street Address>

<City, state, zip>

< Insert mailing date>

Dear MassHealth PCA consumer,

We want to tell you about a **new update** to the PCA overtime management requirements. This letter replaces information sent out in earlier letters and FAQs on PCA overtime management.

Since August, MassHealth has been working with PCA consumers and other stakeholders about managing PCA overtime. Based on the feedback we received, MassHealth has made important changes to the PCA Overtime Management requirements. MassHealth is increasing the number of hours a PCA can work before an overtime approval is required, to 50 hours per week. Additionally, MassHealth is updating the overtime approval criteria.

### **What changes have been made to PCA Overtime Management?**

The number of hours one PCA can work providing MassHealth PCA services without requiring overtime approval has increased to 50 hours each week. The 50-hour limit applies if the PCA works for you, or for you and other PCA consumers.

MassHealth has also developed new criteria to better reflect consumers' needs in determining whether you will be approved to schedule an individual PCA to work more than 50 hours per week. The new criteria are contained in the revised Overtime Request Form, which is available at:

<http://www.mass.gov/eohhs/consumer/insurance/masshealth-member-info/pca>.

### **What do I have to do now?**

If you have an individual PCA that works more than 50 hours per week and you haven't submitted an overtime request form, you will need to send your PCM Agency an Overtime Request form to request approval to schedule an individual PCA more than 50 hours per week.

If you don't know who to call, please call MassHealth Customer Service Center at 1-800-841-2900 (TTY: 1-800-497-4648). They can help you find your PCM agency.

**What if I already received an approval for my PCA to work overtime?**

If you already received an approval for your PCA to work overtime, your approval remains in effect until the expiration date noted on the approval letter.

If your overtime approval is expiring and you continue to require an individual PCA to work more than 50 hours per week, you will need to send your PCM Agency another Overtime Request form.

**Questions?**

Information about PCA overtime management and the Overtime Request Form is online at <http://www.mass.gov/eohhs/consumer/insurance/masshealth-member-info/pca>.

You can contact your Personal Care Management (PCM) agency. Your PCM will have all the latest information.

MassHealth can also help. You can call MassHealth Customer Service at 1-800-841-2900 (TTY: 1-800-497-4648) with questions.

Sincerely,

MassHealth