



<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 rules that went into effect on September 1, 2016.

Since August, MassHealth has been talking to PCA consumers and other stakeholders about managing PCA overtime. (Overtime is when a PCA works more than 40 hours a week.) These new updates reflect the feedback MassHealth has received.

This letter replaces information sent out in other letters and FAQ's.

All PCA overtime will be approved through at least December 31, 2016.

If your PCA works more than 40 hours a week, MassHealth will continue to pay overtime during this time.

If your PCA(s) works overtime, you still need to send MassHealth a PCA Overtime Request Form by October 22, 2016.

MassHealth will use these forms to get information about your situation to improve the PCA overtime approval process. Call your Personal Care Management Agency (PCM) if your PCA(s) works more than 40 hours a week, and you haven't sent in a PCA Overtime Request form.

When you send in the PCA Overtime Request Form, MassHealth will send you a letter with an end date.

If you have sent in a PCA Overtime Request Form, you don't need to do anything at this time. If you did not get an overtime approval letter from MassHealth, you should get one in the next few weeks. No PCA overtime approvals will end before January 1, 2017.

MassHealth may make changes to the overtime approval process.

If there are changes to how overtime approvals are made after December 2016, MassHealth will announce those changes on our website by mid-November 2016.

MassHealth will work with stakeholders through the end of the year to talk about issues you may have finding additional PCAs. We will be working with our partners on PCA recruitment and PCA training. We will also work on better ways to help you find and hire available PCAs.

Starting January 2017, MassHealth will fully implement the PCA overtime management rules. We will use the updated overtime approval process, and we will have more support for you to find available PCAs.

If you do not adjust your PCA(s) schedules to remove overtime by January 2017, you will need to send MassHealth another PCA Overtime Request Form through your PCM agency. You will need to send in the form before the expiration (end date) of each PCA overtime approval you receive from MassHealth.

If you have questions.

Information about PCA overtime management 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, or to get a copy of this notice in Braille or large print.

Sincerely,

MassHealth