

FAQ's on PCA Orientation - *Please keep this sheet for important information*

1) **Are there consequences if I fail to ensure my new PCA receives the Orientation?**

Effective immediately, New PCAs must complete the PCA New Hire Orientation requirement within 6 months from their date of hire. New PCAs who fail to complete the Orientation within the six months - an after-tax payroll deduction equal to two dollars (\$2.00) per hour will apply, until such time as they complete the Orientation program.

If the New PCA completes the Orientation within 2 months of their 6 month anniversary date, the payroll deductions will cease and all accumulated deductions will be returned. If the New PCA completes the Orientation after 8 months of the date of hire and submits the correct paperwork, the payroll deductions will cease but they will forfeit all accumulated deductions.

Note: New PCAs hired between January 1, 2014 to January 31, 2015 will have 6 months from the date of notice to complete the Orientation.

- 2) **How do I know if my PCA is “new” to the PCA Service system?** Your Fiscal Intermediary will inform you if your PCA is new to the PCA Service system.
- 3) **What is PCA New Hire Orientation?** The PCA New Hire Orientation is a paid 3-hour Orientation that will insure that all new PCAs receive the same basic information about their rights and responsibilities and about your role as their employer. It will orient new PCAs to the principles of independent living; the operational procedures of the MassHealth PCA Program; worker rights; and fraud, abuse and neglect. In addition, resources for the PCA will be provided by the Rewarding Work Web Portal, the 1199 SEIU, and the PCA Workforce Council.
- 4) **Will the 3-hour Orientation affect my approved PCA hours?** No. The 3-hour PCA New Hire Orientation does not affect your approved PCA hours.
- 5) **How is orientation being offered?** There are two options: either your PCA can attend a group orientation session in your area or you, as the consumer, can offer the PCA New Hire Orientation yourself through the consumer taught option.
- 6) **If my new PCA is going to attend a group orientation session, where can he/she get information?** Your PCA can call Homecare Training Benefit at: (877) 409-8283, to obtain information about classes, locations, dates and times.
- 7) **What is the timeline for when my new PCA to participate in the PCA New Hire Orientation?** The Orientation must be completed within (6 months) of notification by the Fiscal Intermediary
- 8) **If I choose the consumer taught option and choose to provide the standard Orientation myself, but have questions about the Orientation, who do I call?** You should contact your PCM regarding questions about the Orientation program.
- 9) **Will I be able to view the PCA New Hire Orientation curriculum before I decided to choose the consumer taught option?** Yes, the PCA New Hire Orientation Curriculum is available on line at the www.mass.gov/pca
- 10) **If I choose the consumer taught option and choose to provide the Orientation to my PCA, are there time constraints for completion?** Yes, with the consumer taught option, the Orientation should be completed within 60 days of the mandatory notification.
- 11) **If I choose the consumer taught option, can the surrogate provide the orientation?** Only consumers, surrogates who are legal guardians, have durable powers of attorney and parents who are surrogates for minor children can provide the orientation themselves. Otherwise, surrogates cannot provide the Orientation to your PCA. A consumer who has a surrogate can still exercise the consumer taught option as long as they can present the materials.
- 12) **If I choose the consumer taught option and choose to provide the Orientation to my PCA, will s/he be able to also attend a group Orientation?** Yes, your PCA can also attend a group PCA Orientation session; however, your PCA will only be paid once.

FAQ's on PCA Orientation - *Please keep this sheet for important information*

- 13) **If I initially chose the consumer taught option, am I allowed to change my mind?** Yes, you can choose to send your PCA to a classroom Orientation offered by the Homecare Training Benefit. You will need to inform your Fiscal Intermediary of your decision and your PCA should call the Homecare Training Benefit at (877) 409-8283 to find out when the next class is being offered. Your PCA must complete the Orientation within 6 months of their start date.