



May 22, 2017

Dear MassHealth PCA consumer,

We want to tell you about an important update to the Personal Care Attendant (PCA) Program. MassHealth will begin using *MyTimesheet*, an Electronic Visit Verification (EVV) system that replaces the paper and electronic timesheets currently used to record PCA hours. The system will be accessible to all consumers, including consumers with disabilities.

**What is *MyTimesheet*?**

*MyTimesheet* is an easy-to-use clock-in and clock-out tool that allows consumers and their PCAs to track PCA hours at home and on the go, using a mobile web-based application. *MyTimesheet* gives consumers the ability to review PCA services. Because it enables the user to submit timesheets electronically, it makes the need for paper timesheets unnecessary.

**When will the switch to *MyTimesheet* happen?**

In the summer of 2017, MassHealth will conduct a pilot of *MyTimesheet* to gather consumer and PCA feedback. Beginning in late 2017, MassHealth will allow consumers and PCAs to start practicing with *MyTimesheet* before making the switch.

Starting in January 2018, MassHealth will begin switching to *MyTimesheet* and rolling it out to PCA consumers, their surrogates, and PCAs themselves. Implementation will occur throughout 2018. This means MassHealth will gradually add new groups of consumers and PCAs throughout the year until all consumers and PCAs are using *MyTimesheet* by December 31, 2018.

MassHealth will notify individual consumers and PCAs before they need to begin using *MyTimesheet*. We will provide specific information about this process, including a detailed timeline in later notices.

**How will MassHealth communicate with me about *MyTimesheet*?**

MassHealth will hold listening sessions throughout the Commonwealth to share information and receive feedback from consumers and PCAs. We want to identify

your concerns to be sure that the system can address real-life situations and make them easy to handle. The first set of listening sessions will be in June. See the enclosed schedule for more details.

MassHealth will mail notices beginning in the fall to consumers, their surrogates, and PCAs to let them know when they can begin using the new system.

MassHealth will also regularly update the MassHealth Personal Care Attendant (PCA) Program web page at:

[www.mass.gov/eohhs/consumer/insurance/masshealth-member-info/pca/](http://www.mass.gov/eohhs/consumer/insurance/masshealth-member-info/pca/)

### **How does *MyTimesheet* work?**

1. PCAs will download the *MyTimesheet* application on their mobile device. If they do not have a mobile device, MassHealth will provide the necessary device.
2. When PCAs start and stop working for a consumer they will open the *MyTimesheet* application on their device, and either “check-in” or “check-out.”
3. Consumers will review and approve the hours worked on their computer or mobile device either throughout or at the end of the work week. MassHealth will provide information at a later date for consumers who do not have a computer or mobile device.
4. Consumers will be able to also review their approved and remaining prior authorization hours, as well as any night or overtime hours.
5. Approved service times will be sent electronically to the consumer’s fiscal intermediary (FI).

MassHealth is still designing the system with the help of stakeholders. More detailed information will be provided in future notices.

### **How do I learn more about *MyTimesheet*?**

MassHealth will hold multiple hands-on training sessions across Massachusetts for consumers, their surrogates, and PCAs. To make this transition as smooth as possible, we will also provide videos, manuals, and other tools. MassHealth will share more information about training opportunities over the next few months.

For a more detailed description of *MyTimesheet* and how it will work, please visit the MassHealth Personal Care Attendant (PCA) Program web page on the Mass.gov website. You will find a Frequently Asked Questions (FAQ) document that answers

many common concerns and questions.

If you cannot access the web page and want to receive the FAQ document in the mail, please contact the MassHealth Customer Service Center at 1-800-841-2900.

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

You do not have to do anything right now. This letter is to let you know about the changes that will be coming in 2018.

In the meantime, if you want to learn more or share your questions and concerns with MassHealth, please join us for one of the *MyTimesheet* listening sessions. See the enclosed schedule for times and places. If you cannot attend any of these listening sessions, MassHealth will hold a second set of listening sessions in the fall.

**If you have questions, you can:**

- Contact your **Personal Care Management (PCM) agency**. Your PCM agency will have all the latest information and can help answer questions or concerns.
- Call the **MassHealth Customer Service Center** at 1-800-841-2900 (TTY: 1-800-497-4648) with questions.
- Information about *MyTimesheet* is also available **online** on the MassHealth Personal Care Attendant (PCA) Program webpage at:  
[www.mass.gov/eohhs/consumer/insurance/masshealth-member-info/pca/](http://www.mass.gov/eohhs/consumer/insurance/masshealth-member-info/pca/)

We look forward to working with you to implement this new process.

Sincerely,

MassHealth

**MyTimesheet / Electronic Visit Verification (EVV)**  
**Public Listening Sessions**  
**June 2017**

***Please attend only ONE session to allow space for as many new people as possible.***

<b>Date</b>	<b>Time</b>	<b>Facility</b>	<b>Address</b>	<b>City</b>
Mon 6/5/2017	9:30-11:30 a.m.	Union Hall	108 Myrtle St.	Quincy
Mon 6/5/2017	1:30-3:30 p.m.	Union Hall	108 Myrtle St.	Quincy
Tues 6/6/2017	9:30-11:30 a.m.	Adlib	215 North St.	Pittsfield
Tues 6/6/2017	1:30-3:30 p.m.	<b>Brightwood Branch, Springfield Public Library</b>	<b>359 Plainfield St.</b>	Springfield
Wed 6/7/2017	11:00 a.m.- 12:30 p.m.	Sturgis Library	3090 Main St.	Barnstable
Wed 6/7/2017	1:00-2:30 p.m.	Sturgis Library	3090 Main St.	Barnstable
Thurs 6/8/2017	10:00-11:30 a.m.	Lawrence Public Library	51 Lawrence St.	Lawrence
Thurs 6/8/2017	12:30-2:00 p.m.	Lawrence Public Library	51 Lawrence St.	Lawrence
Fri 6/9/2017	10:00 a.m.- 12:00 p.m.	The NonProfit Center	89 South St.	Boston
Fri 6/9/2017	1:00-3:00pm	The NonProfit Center	89 South St.	Boston
Mon 6/12/2017	10:00 a.m.- 12:00 p.m.	Fitchburg Public Library	610 Main St.	Fitchburg
Mon 6/12/2017	1:30-3:30 p.m.	Worcester Public Library	3 Salem Square	Worcester
Wed 6/14/2017	10:00-11:30 a.m.	Taunton Public Library	12 Pleasant St.	Taunton
Wed 6/14/2017	12:30-2:00p.m.	Taunton Public Library	12 Pleasant St.	Taunton