



December \_\_, 2017

Dear MassHealth PCA consumer,

We want to inform you that MassHealth is temporarily **postponing** the switch to *MyTimesheet*, the Electronic Visit Verification (EVV) system that will replace the paper and electronic timesheets currently used to record PCA hours.

### **Background on *MyTimesheet***

On May 22, 2017, MassHealth mailed letters to consumers and personal care assistants (PCAs) about *MyTimesheet*,

Earlier this year, MassHealth held public listening sessions with consumers and PCAs and received helpful feedback about how best to implement *My Timesheet*. As a result, MassHealth is delaying the pilot program and implementation of this system to allow time to incorporate and address the feedback received at the listening sessions. We appreciate the time many of you took to share your perspectives.

Because the federal 21st Century Cures Act (Public Law 114-255) requires that state Medicaid programs use EVV systems for personal care services, MassHealth will continue taking steps to gather feedback and develop the *MyTimesheet* system, but will need more time to do so. This is why MassHealth is postponing the implementation.

MassHealth remains committed to creating a timekeeping system that

- Ensures protection of consumer choice and control;
- Addresses the "digital divide" that limits consumer access to consistent internet connections, smartphones and tablets; and
- Incorporates broad consumer and PCA feedback on the design, training materials, and training opportunities.

### **What you should do now**

At this time, please continue to

- **Fill out and submit timesheets for PCA hours in the format you have been using;** and
- **Inform your PCAs that the switch to *MyTimesheet* has been postponed.**

MassHealth will provide additional information about *My Timesheet*, including more opportunities to provide feedback in future notifications.

## Questions?

If you have questions, you can

- Contact your **Personal Care Management (PCM) agency**. Your PCM agency has 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).
- Go online to read the most up-to-date information at [www.mass.gov/service-details/mytimesheet-electronic-visit-verification-evv-system](http://www.mass.gov/service-details/mytimesheet-electronic-visit-verification-evv-system).
- Email MassHealth at [EVVfeedback@state.ma.us](mailto:EVVfeedback@state.ma.us).

We appreciate your patience and understanding.

Sincerely,

MassHealth