

Notice: MassHealth Personal Care Attendant (PCA) Program New Hire Orientation

Updated September 28, 2020

Effective **October 1, 2020**, MassHealth will be adding one additional hour to the New Hire Orientation curriculum for Personal Care Attendants (PCAs) providing MassHealth-covered PCA services for a total of four hours. The additional hour will consist of infection control training and will provide information and strategies meant to prevent the spread of disease in home and community-based settings and promote the ongoing health and safety of both Consumers and PCAs.

Any PCA who has not completed New Hire Orientation prior to October 1, 2020, will be required to complete a total of four hours of training, inclusive of infection control.

Please note the following important updates regarding PCA New Hire Orientation:

General Information

- Beginning on October 1, 2020, the PCA New Hire Orientation will be expanded to four hours in total, which consists of the original three hours plus the additional one-hour infection control training.
- As of the date of this notice, all infection control training is offered online through video conferencing.

Online New Hire Orientation

- Online New Hire Orientation classes will be offered, which includes the additional hour for infection control training. This curriculum may be offered in two separate two-hour sessions, one four-hour session, or other offerings.
- For any multi-session New Hire Orientation, PCAs must complete all sessions to meet the New Hire Orientation requirement. It is expected that PCAs complete all sessions within 30 days of taking the first session.

Consumer-Taught Paper New Hire Orientation

- PCAs who receive consumer-taught New Hire Orientation (delivered in-person on paper) must complete one hour of online infection control training.
- PCAs must complete both the consumer-taught orientation as well as the infection control session to meet the New Hire Orientation requirement. It is expected that PCAs complete the infection control session within 30 days of the consumer-taught paper training.

Payment

- Payment for the four-hour New Hire Orientation will be issued to PCAs **only after completion of all four hours, and all sessions, inclusive of the infection control training**, of the New Hire Orientation curriculum.

For more information, consumers should contact their assigned Personal Care Management agency.