



“The PCM Program has helped me remain independent. I was able to return home from the hospital and hire someone I knew and trusted to help me with my personal care. She helps me get up in the morning, go to the bathroom, shower, and dress. She also helps with meals and housekeeping. I’m able to live in my own home and continue on with my life.”

“I’d been helping my mother every day at home before her stroke. When she went to the nursing center for rehab, I wasn’t sure she’d be able to come home. I wasn’t certain I’d be able to keep providing the extra care she needed. With the help of the PCM Program, my mom was able to get the special care she needed at home from some wonderful PCAs, and I wasn’t exhausted anymore. She is so much happier at home!”

Our mission is to preserve the dignity, independence, and quality of life of elders and persons with disabilities desiring to remain within their own communities.

WestMass ElderCare

Area Agency on Aging
Aging Services Access Point
Member, Care Alliance of Western MA

www.800AgeInfo.com
(800)Age-Info | (800)243-4636

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Open & Affirming



Personal Care Management

4 Valley Mill Road, Holyoke, MA 01040
Phone 413-538-9020 | 800-462-2301
TTY 800-875-0287 | Fax 413-538-6258
www.wmeldercare.org | info@wmeldercare.org

What is Personal Care Management?

The PCA Program is a consumer directed MassHealth Program that helps people of all ages who have long-term physical disabilities or chronic illnesses that impact their Activities of Daily Living and ability to remain at home.

Consumers hire, train, and schedule personal care attendants (PCAs) to provide their care. In addition to personal care, this assistance may include light housekeeping, laundry, meal preparation, transportation to medical appointments, and nighttime assistance if needed.

There is flexibility in who can be hired as a PCA. Consumers may hire friends, relatives, or another person of their choice. Persons who are not allowed to be hired as a PCA include parents (biological, adoptive, foster) of a minor child, spouses, surrogates, and guardians.

The PCA Program Consumer Advisory Board convenes quarterly so that consumers, surrogates, and loved ones can give us input and help us improve the program. Members are compensated for their in-person or remote participation.

Who does the PCA Program help?

- Children, adults, and elders
- Persons with MassHealth Standard or CommonHealth
- Persons with a chronic or ongoing disability or illness which affects their functional ability to complete Activities of Daily Living (ADLs)
- Persons who need hands on, physical assistance to complete at least two Activities of Daily Living (ADLs)
 - Mobility/transfers
 - Bathing
 - Dressing
 - Toileting
 - Eating
- Persons who are able to manage the PCA Program (hire, train, and schedule PCAs and submit timesheets)
- If a person cannot manage the program themselves, they are able to name someone they know as a Surrogate or Administrative Proxy who can help them to manage the program.

How does PCA work?

- First, there is a telephone screening for eligibility
- An in-person evaluation of the person's needs and assessment of whether the person can manage the program themselves or if they need a surrogate or administrative proxy
- The Functional Skills Trainer (FST) provides more information about the PCA Program, including how to use and manage this consumer-directed program
- Medical providers complete the referral form with included health history
- Home or rehab visit by an occupational therapist (OT) and a registered nurse (RN) to evaluate functional eligibility for PCA Program
- Signed authorization for PCA services from a primary care provider (PCP), either MD or NP
- Prior authorization (PA) request is submitted to MassHealth for final decision

Contact WestMass ElderCare's Information and Referral Department for more information.

 413-538-9020  info@wmeldercare.org