



# PCA Consumer Handbook



**Personal Care Attendant Program**



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# MassHealth PCA Program

## PCA Consumer Handbook

This handbook explains:

- who is eligible for the PCA Program;
- how to apply for the PCA Program; and
- the basic rules of the PCA Program.

This handbook can be used by MassHealth members and their caregivers to learn about the MassHealth PCA Program. After reading this handbook, you may determine that the MassHealth PCA Program is not right for you. If you are currently using the PCA Program, this handbook will provide helpful information. A personal care management (PCM) agency can provide you with more information and training on how to use the PCA Program. This handbook is also available online at [www.mass.gov/mashealth](http://www.mass.gov/mashealth). Click on the link to Information for MassHealth Members.

## What is the MassHealth PCA Program?

The PCA Program is a MassHealth program that helps people with permanent or chronic disabilities keep their independence, stay in the community, and manage their own personal care by providing funds to hire personal care attendants (PCAs). The PCA consumer (the person receiving PCA services) is the employer of the PCA, and is fully responsible for recruiting, hiring, scheduling, training, and, if necessary, firing PCAs.

## Who is eligible for the PCA Program?

You may apply for the PCA Program if you are eligible for MassHealth Standard or CommonHealth, and you have

- approval from your doctor for PCA services;
- a chronic or permanent disability that prevents you from performing your own personal care; and
- a need for physical (hands-on) assistance with at least two of seven activities of daily living (ADLs) (mobility, bathing/grooming, dressing/undressing, passive range-of-motion exercises, taking medications, eating, and toileting).

Before you can begin to use PCA services, you must contact a PCM agency who will need to obtain an authorization from MassHealth for you.

If you are enrolled in the MassHealth Primary Care Clinician (PCC) Plan, your PCC may provide a referral for you. Your PCM agency would get this referral for you.

If you are enrolled in a Senior Care Option (SCO) or the Program of All-Inclusive Care for the Elderly (PACE), personal care services will be provided through the SCO or PACE.

## What is a personal care attendant?

A personal care attendant (PCA) is a person who is recruited and hired by you to physically assist you in performing ADLs and instrumental activities of daily living (IADLs). IADLs include household services such as laundry, shopping, housekeeping, meal preparation, transportation to medical providers, and other special needs. You may hire one or more PCAs, as necessary, to meet your needs.

## How do I apply for PCA services?

To apply for PCA services, you must contact a PCM agency. The agency will evaluate your need for PCA services and submit a prior-authorization request to MassHealth for you. Refer to the back of this handbook for a list of PCM agencies as of June 2008. You may also call MassHealth Customer Service at 1-800-841-2900 to get the most up-to-date list.



## Who decides if I am eligible for the PCA Program and how many PCA hours I can receive?

The PCM agency you select will provide information that will allow MassHealth to decide if you qualify for PCA services, and how many hours of PCA services you are eligible to receive. The PCM agency will send a registered nurse and occupational therapist to your home to evaluate the type and level of physical assistance you need to perform your ADLs and IADLs.

Your PCM agency will request authorization from MassHealth by sending your completed and signed evaluation to MassHealth. You and your doctor must approve and sign the evaluation before it is sent to MassHealth so that you know what is being requested to meet your needs. MassHealth will review the evaluation and make the decision to approve, modify, or deny the request. MassHealth will inform you, your PCM agency, and your fiscal intermediary (FI) of its decision. You have the right to appeal a request that is denied or modified by MassHealth.

## What type of work can my PCA do?

MassHealth will pay for your PCA to provide you with physical (hands-on) assistance for the MassHealth-approved tasks described on the PCA evaluation. These tasks include helping with certain ADLs and may include IADLs as described on page 6. Your PCM agency can provide you with a copy of your completed PCA evaluation and can work with you to determine what tasks your PCA can assist you with.

A PCA cannot be paid to work for you if you are in a hospital or nursing facility, or during the time you are in a MassHealth-funded adult day health, day habilitation, adult foster care, or group adult foster care program.

## What is the role of a PCM agency?

MassHealth contracts with PCM agencies to provide you with a variety of services that will support you while you are participating in the PCA Program. Your PCM agency will:

- explain the rules of the PCA Program to you, including your responsibilities as a PCA consumer;
- assess your ability to manage the PCA Program independently;
- evaluate your need for PCA services and submit your prior-authorization request to MassHealth;

- provide you with ongoing skills training to help you manage the PCA Program successfully; and
- work with you to develop a written Service Agreement that describes your role and responsibilities, as well as those of others involved in supporting your use of the PCA Program. The Service Agreement will include a backup plan if your regularly scheduled PCA is unable or unavailable to work for you.

You can contact your PCM agency to ask questions, seek additional help and skills training, or request additional PCA services if your needs change. Write the name and number of your PCM agency in the back of this handbook so that you have the information handy.

### **What is a fiscal intermediary (FI)?**

A fiscal intermediary is an agency hired by MassHealth to help you with the employer-required tasks of employing a PCA, such as:

- receiving and processing your PCA Activity Forms (also called time sheets);
- preparing your PCA's paychecks and direct deposits;
- sending the paycheck to you to give to your PCA;
- filing and paying your share of state and federal taxes, including unemployment;

- buying workers' compensation insurance for your PCA; and
- issuing a W-2 to your PCA.

With the assistance of the FI, you will be able to pay your PCAs with MassHealth funds.

### **Who chooses the FI?**

Your PCM agency chooses one FI for all the consumers served by the PCM agency.

### **Who pays my PCA?**

The FI is responsible for receiving and processing your PCA Activity Forms and issuing checks for your PCA. The FI will send the checks to you and you will pay your PCA. Your PCA has the option to be paid by direct deposit.

### **Who decides how much my PCA gets paid?**

The amount PCAs are paid will be determined by a collective bargaining (union) agreement. (In the collective bargaining negotiations, PCAs are represented by 1199SEIU and consumers are represented by the PCA Quality Home Care Workforce Council.) Your FI can tell you what the PCA wage is. Refer to the back of this handbook for contact information for the PCA Quality Home Care Workforce Council.

## Whom can I hire to be my PCA?

You have a lot of flexibility when deciding whom to hire to be your PCA. A PCA can be your friend, neighbor, or relative (with a few exceptions). Your PCM agency will teach you how to recruit, interview, train, and schedule your PCA.

### Your PCA must be

- legally authorized to work in the United States and have a social security number;
- able to understand and carry out directions given by you; and
- willing to receive training and supervision in all PCA services from you.



### A PCA cannot be your

- spouse;
- parent or foster parent (if the consumer is a minor child);
- surrogate; or
- legally responsible relative.

## How many hours each week or night can my PCAs work?

When you are approved for PCA services, MassHealth will send you a notice explaining the number of hours per week and the number of hours per night (midnight to 6:00 A.M.) that MassHealth has approved for you.

You must not have your PCAs work more than the approved number of hours per week or per night.

Your PCM agency can teach you how to schedule your PCAs. Your PCM agency can also help you to create a backup list of PCAs in case your regularly scheduled PCA can't come to work.



## What are my responsibilities as a PCA consumer?

You are the employer of your PCAs. You will manage the PCA Program on your own or with a surrogate, if you need one. A surrogate is a person who knows you and your needs and will share in the management of the PCA Program. This may include part or all of your responsibilities as a PCA consumer. You will have specific responsibilities described in your Service Agreement. Your PCM agency will be available to teach you about your rights and responsibilities as a PCA consumer. Your PCM agency can also provide you with a copy of the MassHealth PCA regulations posted on the MassHealth Web site. As a PCA consumer you must

- sign a Consumer Agreement. This is a form that delegates your FI to perform certain employer-required tasks, depending on the Employer Option you select. Your PCM agency can help you decide which option is best for you.
  - If you select Option One (*consumer delegated*), the FI will perform all employer-required tasks for you.
  - If you select Option Two (*consumer directed*), you will need to perform most of the employer-required tasks on your own.
- recruit, hire, train, schedule, and, if necessary, fire your PCA;

- complete and send all required paperwork as requested by the FI, including PCA Activity Forms;
- ensure all Activity Forms are accurate. By signing the weekly Activity Forms, you certify that your PCA has worked the listed hours;
- pay your PCA in a timely manner;
- make sure the number of hours your PCA works does not exceed the number of weekly or nightly hours authorized by MassHealth;
- explain your daily personal care routine to your PCA, and teach your PCA how to assist you with those routines;
- meet with a functional skills trainer from your PCM agency at least quarterly during your first year in the PCA Program; and
- cooperate with your PCM agency during your evaluation, reevaluations, and assessments.

## What if I need help managing the PCA Program?

MassHealth requires that your PCM agency assess your ability to manage the PCA Program independently, and review this assessment periodically. If the PCM agency determines you need assistance to manage the PCA Program, you will be required to find a surrogate.

Your surrogate could be your spouse, parent, other family member, friend, or neighbor. Your surrogate cannot be your PCA. If you need a

surrogate but don't know of anybody, your PCM agency can help you find a surrogate.

If you and the PCM agency cannot find a surrogate for you, you will not be able to participate in the PCA Program.

### **Whom do I call if I have questions about the PCA program?**

#### **Call your PCM agency if**

- you have questions about your evaluation or reevaluation;
- you have questions about your prior authorization;
- your medical condition changes and you feel you need more or fewer PCA hours;
- you want to request prior authorization for your PCA to be paid overtime;
- your PCA has jury duty when scheduled to work for you;
- you are having trouble managing the PCA Program;
- you don't understand your responsibilities;
- you have questions about certain PCA Program rules;
- you need a skills trainer to visit you; or
- you have questions about how to recruit, hire, or schedule PCAs.

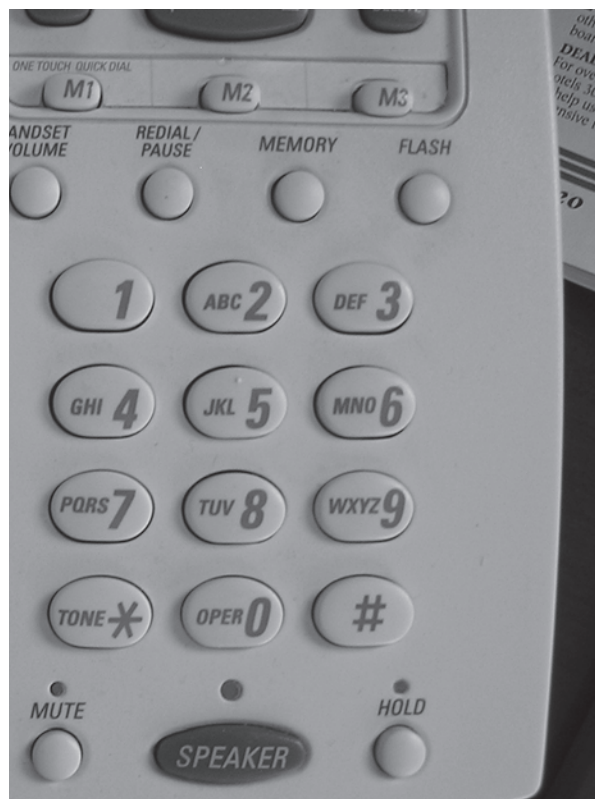
#### **Call your FI if you**

- need more Activity Forms or other PCA paperwork;
- have hired or fired a PCA, or your PCA has quit;
- have moved, or your PCA has moved;
- believe your PCA was not paid correctly;
- need to correct an activity form you submitted;
- want to change the employer option you selected; or
- have other related payroll questions.

### **What if I have questions about my legal responsibilities as an employer?**

MassHealth, your PCM agency, and your FI cannot give you legal advice, but there are many other organizations that can help you with your questions. You will find names and contact information for many organizations at the end of this handbook.

# Helpful phone numbers



## Fiscal Intermediaries (FIs)

Agency Name	Address	Phone
Cerebral Palsy of Massachusetts	43 Old Colony Avenue Quincy, MA 02170	617-479-7577
North Shore Arc	6 Southside Road Danvers, MA 01923	978-762-9307
Stavros Center for Independent Living	210 Old Farm Road Amherst, MA 01002	413-256-6692

## PCM Agencies\*

Agency Name	Address	Phone	Selected FI
AdLib, Inc.	215 North Street Pittsfield, MA 01201	413-442-7047	Stavros Center for Independent Living
BayPath Elder Services	33 Boston Post Road West Marlborough, MA 01752	508-573-7200	Cerebral Palsy of Massachusetts
Boston Center for Independent Living	60 Temple Place, 5th Floor Boston, MA 02111	617-338-6665	Cerebral Palsy of Massachusetts
Bristol Elder Services	182 North Main Street Fall River, MA 02720	508-675-2101	Cerebral Palsy of Massachusetts

\*This list can change, please contact MassHealth Customer Service at 1-800-841-2900 for the most up-to-date list.

<b>Agency Name</b>	<b>Address</b>	<b>Phone</b>	<b>Selected FI</b>
<b>Center for Living and Working</b>	484 Main Street, Ste 345 Worcester, MA 01608	<b>508-755-1746</b>	<i>Stavros Center for Independent Living</i>
<b>Coastline Elderly Services, Inc.</b>	1646 Purchase Street New Bedford, MA 02740	<b>508-999-6400</b>	<i>Cerebral Palsy of Massachusetts</i>
<b>Elder Services of Berkshire County</b>	66 Wendell Ave Pittsfield, MA 01201	<b>413-236-1718</b>	<i>Cerebral Palsy of Massachusetts</i>
<b>Elder Services of Merrimack Valley, Inc.</b>	360 Merrimack Street Lawrence, MA 01843	<b>978-683-7747</b>	<i>North Shore Arc</i>
<b>Ethos</b>	555 Amory Street Boston, MA 02130	<b>617-522-6700</b>	<i>Cerebral Palsy of Massachusetts</i>
<b>Family Services Association of Greater Fall River, Inc.</b>	101 Rock Street Fall River, MA 02720	<b>508-677-3822</b>	<i>Cerebral Palsy of Massachusetts</i>
<b>Franklin County Home Care Corporation</b>	330 Montague Cty. Road Turners Falls, MA 01376	<b>413-773-5555</b>	<i>Cerebral Palsy of Massachusetts</i>
<b>Greater Lynn Senior Services</b>	8 Silisbee Street Lynn, MA 01901	<b>781-599-0110</b>	<i>North Shore Arc</i>
<b>Greater Springfield Senior Services, Inc.</b>	66 Industry Avenue Springfield, MA 01104	<b>413-781-8800</b>	<i>North Shore Arc</i>



<b>Agency Name</b>	<b>Address</b>	<b>Phone</b>	<b>Selected FI</b>
<b>Independence Associates, Inc.</b>	141 Main Street, 1st Floor Brockton, MA 02301	<b>508-583-2166</b>	<i>Stavros Center for Independent Living</i>
<b>Minuteman Senior Services</b>	24 Third Avenue Burlington, MA 01803	<b>781-272-7177</b>	<i>Cerebral Palsy of Massachusetts</i>
<b>Montachusett Home Care Corporation</b>	680 Mechanic Street Leominster, MA 01453	<b>978-537-7411</b>	<i>Cerebral Palsy of Massachusetts</i>
<b>Northeast Independent Living Program, Inc.</b>	20 Ballard Road Lawrence, MA 01843	<b>978-687-4288</b>	<i>Stavros Center for Independent Living</i>
<b>North Shore Arc</b>	6 Southside Road Danvers, MA 01923	<b>978-624-2365</b>	<i>North Shore Arc</i>
<b>Old Colony Elderly Services, Inc.</b>	144 Main Street Brockton, MA 02303	<b>508-584-1561</b>	<i>Cerebral Palsy of Massachusetts</i>
<b>Options</b>	30 Taunton Green #8 Taunton, MA 02780	<b>508-880-7577</b>	<i>Cerebral Palsy of Massachusetts</i>
<b>P.R.I.D.E., Inc.</b>	3 Maple Street Taunton, MA 02780	<b>508-823-7134</b>	<i>North Shore Arc</i>
<b>Somerville-Cambridge Elder Services</b>	61 Medford Street Somerville, MA 02143	<b>617-628-2601</b>	<i>North Shore Arc</i>

<b>Agency Name</b>	<b>Address</b>	<b>Phone</b>	<b>Selected FI</b>
<b>Springwell, Inc.</b>	125 Walnut Street Watertown, MA 02472	<b>647-926-4100</b>	<i>Cerebral Palsy of Massachusetts</i>
<b>Stavros Center for Independent Living</b>	210 Old Farm Road Amherst, MA 01002	<b>413-256-0473</b>	<i>Stavros Center for Independent Living</i>
<b>The Arc of the South Shore</b>	371 River Street N. Weymouth, MA 02191	<b>781-413-2222</b>	<i>Cerebral Palsy of Massachusetts</i>
<b>T.I.L.L., Inc.</b>	20 Eastbrook Road Dedham, MA 02026	<b>781-302-4883</b>	<i>Cerebral Palsy of Massachusetts</i>
<b>Tri-Valley Elder Services, Inc.</b>	10 Mill Street Dudley, MA 01571	<b>508-949-6640</b>	<i>Cerebral Palsy of Massachusetts</i>
<b>United Cerebral Palsy of Metro Boston</b>	71 Arsenal Street Watertown, MA 02472	<b>617-926-5480</b>	<i>Cerebral Palsy of Massachusetts</i>
<b>WestMass ElderCare, Inc.</b>	4 Valley Mill Road Holyoke, MA 01040	<b>413-538-9020</b>	<i>Cerebral Palsy of Massachusetts</i>

## Organizations to help in your role as an employer

Organization Name/Description	When to Contact	Phone/Web site
<p><b>Attorney General (AG) Office of Fair Labor and Business Practices</b> Assists with questions on labor and wage laws</p>	If you have questions about payment of wages, employing minors, paying overtime, etc.	<p><b>617-727-3465</b> <a href="http://www.ago.state.ma.us">www.ago.state.ma.us</a></p>
<p><b>Department of Industrial Accidents (DIA)</b> Oversees workers' compensation system in Massachusetts</p>	If you have questions about the workers' compensation system	<p><b>800-323-3249</b> <a href="http://www.mass.gov/dia">www.mass.gov/dia</a></p>
<p><b>Department of Revenue (DOR)</b> Manages state taxes</p>	If you have questions about your employer taxes	<p><b>800-392-6089</b> <a href="http://www.mass.gov/dor">www.mass.gov/dor</a></p>
<p><b>Division of Unemployment Assistance (DUA)</b> Manages unemployment insurance taxes and claims</p>	If you have questions about an unemployment claim filed by your PCA or about your unemployment taxes	<p><b>877-626-6800</b> <b>617-626-6560</b> <a href="http://www.mass.gov/dua">www.mass.gov/dua</a></p>
<p><b>Internal Revenue Service (IRS)</b> Federal tax information and forms</p>	If you have questions about your federal employer taxes	<p><b>Contact your local IRS office</b> <a href="http://www.irs.gov">www.irs.gov</a></p>
<p><b>Mass. Commission Against Discrimination (MCAD)</b> Enforces anti-discrimination laws</p>	If you have questions about your responsibilities as an employer relating to discrimination and sexual harassment	<p><b>413-739-2145</b> <b>617-994-6000</b> <a href="http://www.mass.gov/mcad">www.mass.gov/mcad</a></p>
<p><b>U.S. Citizenship and Immigration Services/Office of Business Liaison</b> Information for employers, including use of I-9 form</p>	If you have questions about documentation required when hiring PCAs, including the I-9 form	<p><b>800-375-5283</b> <a href="http://www.uscis.gov">www.uscis.gov</a></p>

## Organizations to help you find PCAs *(Your PCM agency can also provide other resources to find PCAs.)*

Organization Name/Description	When to Contact	Phone/Web site
<b>Department of Workforce Development</b> Information about recruitment and employment services for job seekers and employers	When you want to find a Career Center near you, post a job listing, or learn about available recruiting and hiring services	<b>617-626-5300</b> <a href="http://www.mass.gov/dwd">www.mass.gov/dwd</a>
<b>The PCA Quality Home Care Workforce Council</b> The Council's mission is to ensure the quality of long-term, in-home, personal care. The Council will do this by: bargaining with the PCA union on wages and benefits, creating a web-based directory for finding PCAs and increasing recruitment and training opportunities for consumers and PCAs	For feedback on any aspect of the Council's mission or to arrange a presentation at an agency, community center, or similar setting	E-mail: <a href="mailto:pcacouncil@state.ma.us">pcacouncil@state.ma.us</a>
<b>Rewarding Work Resources, Inc.</b> Maintains a searchable database for matching persons with disabilities and personal care assistants	Use the database to either post a PCA listing or to find a PCA. Rewarding Work charges a fee for using the database	<b>888-444-1616</b> <a href="http://www.rewardingwork.org">www.rewardingwork.org</a>

## Organizations to help you screen a potential PCA

Organization Name/Description	When to Contact	Phone/Web site
<b>Criminal Offender Record Information (CORI)</b> Maintains criminal record information on potential employees	To request a CORI on a person you may hire as a PCA	<b>617-727-7775</b> <a href="http://www.mass.gov/chsb">www.mass.gov/chsb</a>
<b>Department of Public Health (DPH) Registry</b> Maintains a registry of names of people determined by DPH to have abused, neglected, or mistreated a person receiving home health, homemaker, hospice, or nursing facility services	To see if there has been a finding by DPH of abuse, neglect, or mistreatment against someone you may want to hire as your PCA	<b>617-753-8143</b> <a href="http://www.mass.gov/dph">www.mass.gov/dph</a>
<b>Disabled Persons Protection Commission (DPPC)</b> Investigates cases of abuse/neglect of disabled persons aged 18 through 59	To see if there has been a finding by DPPC of abuse, neglect, or mistreatment against someone you may want to hire as your PCA	<b>617-727-6465</b> <a href="http://www.mass.gov/dppc">www.mass.gov/dppc</a>
<b>Sex Offense Registry Board</b> Maintains a database available for public access of names of convicted sex offenders	To see if a person you may want to hire as your PCA has registered as a sex offender in Massachusetts	<b>800-936-3426</b> <b>978-740-6400</b> <a href="http://www.mass.gov/sorb">www.mass.gov/sorb</a>

## Organizations to help you report abuse or neglect by a PCA or other caretaker

Organization Name/Description	When to Contact	Phone/Web site
<b>Bureau of Special Investigations</b> Investigates reports of suspected fraud	To report suspected fraud	<b>617-727-6771</b>
<b>Child-at-Risk Hotline</b> Investigates reports of abuse and neglect of children under the age of 18	To report abuse or neglect of a child under the age of 18	<b>800-792-5200</b>
<b>Disabled Persons Protection Commission (DPPC)</b> Investigates cases of abuse/neglect of disabled persons aged 18 through 59	To report abuse or neglect of a disabled person aged 18 through 59 by a PCA or other caretaker	<b>800-426-9009</b> <a href="http://www.mass.gov/dppc">www.mass.gov/dppc</a>
<b>Elder Abuse Hotline</b> Investigates reports of physical, sexual, or emotional abuse, neglect, and financial exploitation of persons aged 60 and older	To report abuse or neglect of an elder	<b>800-922-2275</b>
<b>MassHealth Fraud Hotline</b> Investigates reports of suspected fraud	To report suspected fraud	<b>877-437-2830</b>

## Organizations that can provide you with legal assistance

Organization Name/Description	When to Contact	Phone/Web site
<b>Disability Law Center</b> Provides legal assistance and information to people with disabilities	To find legal assistance	<b>617-723-8455</b> <b>413-584-6337</b> <a href="http://www.dlc-ma.org">www.dlc-ma.org</a>
<b>Greater Boston Legal Services</b> Provides legal services for low-income and elderly persons in the Greater Boston area	To find legal assistance in Greater Boston	<b>617-371-1234</b> <a href="http://www.gbbs.org">www.gbbs.org</a>
<b>Legal Assistance Corporation of Central Massachusetts</b> Provides legal services for low-income and elderly persons in Central Massachusetts	To find legal assistance in Central Massachusetts	<b>508-752-3718</b> <a href="http://www.livejustice.org">www.livejustice.org</a>
<b>Western Mass. Legal Services</b> Provides legal services for low-income and elderly persons in Western Massachusetts	To find legal assistance in Western Massachusetts	<b>413-781-7814</b> <a href="http://www.wmls.org">www.wmls.org</a>

## Other helpful organizations and state agencies

Organization Name/Description	When to Contact	Phone/Web site
<p><b>800 Age Info</b> Provides information and resources for elders and their caregivers</p>	To find information on available resources and services for elders and their caregivers	<p><b>800-AGE-INFO</b> <b>800-243-4636</b> www.800ageinfo.com</p>
<p><b>Brain Injury and Statewide Specialized Community Services (BISSCS)</b> Provides resources and services for Massachusetts residents who have sustained an externally caused traumatic brain injury</p>	To find information on available resources and services for people who have sustained an externally caused traumatic brain injury	<b>800-223-2559</b>
<p><b>Department of Mental Health (DMH)</b> Provides information and services for people with mental illness</p>	To find information on available resources and services for people with mental illness	<p><b>617-626-8000</b> www.mass.gov/dmh</p>
<p><b>Department of Mental Retardation (DMR)</b> Provides information and services for people with mental retardation</p>	To find information on available resources and services for people with mental retardation	<p><b>617-727-5608</b> www.mass.gov/dmr</p>
<p><b>Executive Office of Elder Affairs (EOEA)</b> Provides information, resources, and services for elders aged 60 and over</p>	To find information on available resources and services for elders and their caregivers	<p><b>800-882-2003</b> <b>617-727-7750</b> www.mass.gov/elder</p>
<p><b>Mass. Commission for the Blind (MCB)</b> Provides an array of social and rehabilitative services to persons who are legally blind</p>	To find information on available resources and services for people who are legally blind	<p><b>800-392-6450</b> <b>617-727-5550</b> www.mass.gov/mcb</p>



Organization Name/Description	When to Contact	Phone/Web site
<p><b>Mass. Commission for the Deaf and Hard of Hearing (MCDHH)</b> Provides information and resources for persons who are deaf or hard of hearing</p>	<p>To find information on available resources and services for people who are deaf or hard of hearing</p>	<p><b>800-882-1155</b> <b>TTY 800-530-7570</b> <a href="http://www.mass.gov/mcdhh">www.mass.gov/mcdhh</a></p>
<p><b>MassHealth</b> Administers the Medicaid program and other health programs in Massachusetts</p>	<p>To find information about MassHealth services or obtain a list of PCM agencies</p>	<p><b>800-841-2900</b> <a href="http://www.mass.gov/masshealth">www.mass.gov/masshealth</a></p>
<p><b>Mass. Office on Disability (MOD)</b> Provides information and advocacy for people with disabilities; promotes access for people with disabilities; oversees the state's compliance with ADA</p>	<p>To find information on available government programs, or for help with rehabilitation and independent living related services</p>	<p><b>800-322-2020</b> <a href="http://www.mass.gov/mod">www.mass.gov/mod</a></p>
<p><b>Mass. Rehabilitation Commission (MRC)</b> Provides information and resources for persons with disabilities; administers funds for vocational programs and independent living centers; administers assistive technology grant</p>	<p>If you need help in obtaining employment or living in the community, or are looking for resources for assistive technology</p>	<p><b>800-245-6543</b> <a href="http://www.mass.gov/mrc">www.mass.gov/mrc</a></p>
<p><b>Social Security Administration (SSA)</b> Administers social security benefits, including SSI</p>	<p>If you are applying or have social security or SSI benefits</p>	<p><b>Contact your local office</b> <a href="http://www.ssa.gov">www.ssa.gov</a></p>

## Notes:


My PCM agency is:

Name: \_\_\_\_\_

Phone number: \_\_\_\_\_

My FI is:

Name: \_\_\_\_\_

Phone number: \_\_\_\_\_





Commonwealth of Massachusetts  
Executive Office of Health and Human Services  
MassHealth  
[www.mass.gov/masshealth](http://www.mass.gov/masshealth)  
PCA-CH (Rev. 06/08)