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*The Commonwealth of Massachusetts  
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Memo

TO: PCM Agencies

FROM: John Brennan, Director of Community Services, Office of Long Term Services and Supports

DATE: October 29, 2014- clarification November 5, 2014

RE: Expediting PCA prior authorization requests for individuals who have applied for the Frail Elder Waiver program

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For individuals who have applied to the Frail Elder Waiver (FEW) and do not have a Prior Authorization for Personal Care Attendant (PCA) services, it is critical Personal Care Management (PCM) Agencies expedite processing applications for Personal Care Attendant (PCA) services.

In an effort to expedite access to MassHealth PCA services for Frail Elder Waiver members, the MassHealth Office of Long Term Services and Supports (OLTSS) is requesting PCM agencies adhere to the following procedures upon receiving referrals for PCA services for individuals who have applied to the FEW program. These procedures will ensure the individual has timely approval for PCA services:

1. For individuals who have applied to the FEW and are **enrolled in MassHealth Standard**, MassHealth is requesting PCM Agencies expedite Information and Orientation (I&O) and the Initial Evaluation for PCA services.
2. For individuals who have applied to the FEW and are **in the process of eligibility determination for MassHealth Standard**, MassHealth is requesting PCM Agencies to schedule the Information and Orientation (I&O) and the Initial Evaluation for PCA Services immediately after the individual is expected to be approved for the FEW. It is imperative that PCM Agencies maintain communication on a regular/daily basis with the Aging Services Access Point (ASAP) and/or the MassHealth Enrollment Center to understand where the individual is in the eligibility process, for the purpose of scheduling the Intake and Orientation, and the Evaluation.

Thank you for your assistance in this matter. Your adherence to this important procedure is greatly appreciated and will assist members in receiving the services they need to remain in the community.