



MassHealth LTSS Public Assessor Option (PAO) – Adult Day Health (ADH) Guide: Frequently Asked Questions (FAQ)

Contact Information and Resource Access

NUMBER	QUESTIONS	ANSWERS
1.	Who should I contact with any questions about the MassHealth LTSS Public Assessor Option (PAO)?	Email: Contact-PAO@MassHealthLTSSPAO.com Phone: 833-730-3958 Fax: 877-431-9568
2.	Where can I find resources and information about EOHHS Comprehensive Assessment System (e-CAS), the Uniform Core Assessment (UCA), and the PAO online?	A list of program materials, including contact information, announcements, helpful guides and materials, and other PAO resources will be found at: https://www.mass.gov/masshealth-ltss-assessment-pathway .
3.	Will there be training on e-CAS and Uniform Core Assessment (UCA) for Adult Day Health (ADH) staff?	Training about the PAO process will be available in September 2026. Staff who receive MassHealth LTSS Support email notifications will receive an email with a link to the training video. Training on e-CAS and the UCA will be available for ADH providers in November 2026. e-CAS will go live for ADH providers in February 2027. The training is self-paced and online



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		at the MassHealth LTSS Provider/Plan Outreach, Support, and Training (POST) Learning Hub. Staff can return to the modules at any time.

Public Assessor Option (PAO) Assessment Questions

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4.	Who can be assessed by the PAO?	MassHealth members who have MassHealth Standard or CommonHealth who are seeking assessments for eligibility of services, such as Adult Day Health (ADH), Group Adult Foster Care (GAFC), or Personal Care Attendant (PCA) have the option to go to the PAO. Members also have the option to go directly to an ADH provider. MassHealth members who have MassHealth Standard or CommonHealth who are seeking Adult Foster Care (AFC) must have the PAO complete their assessment. MassHealth members who are enrolled in a One Care, Senior Care Options (SCO), or Program for All-Inclusive Care for the Elderly (PACE) plan will continue to access LTSS services through their plan.

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5.	How will the PAO support members that are seeking ADH services to choose an ADH provider?	The PAO will provide unbiased information to members about ADH programs so that members can make an informed choice. Information provided to members will include information specific to ADH programs that was gathered during the ADH provider survey, such as location of the ADH program, language(s) spoken by staff, specific population(s) served, and other specialized ADH services and program capabilities.
6.	Who is responsible for completion of the Prior Authorization (PA) for members assessed for initial clinical eligibility by the PAO that choose to be referred to an ADH provider?	The PAO is responsible for issuing the initial PA for ADH services and providing a warm handoff with the member and ADH provider.
7.	How will an ADH provider be notified after the PA is issued, and what happens next?	The PAO will notify the member's selected ADH program through email prior to issuing a PA. The PAO will supply all documentation, including the UCA, PCP Order Form, and PA, to the ADH provider via secure email when it is determined that the ADH can accept/admit the member. After February 1, 2027, when ADH providers will be live in e-CAS, all documentation will be available in e-CAS.

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8.	Does the PAO still have a role with the member once the assessment and PA are complete?	No, after the PAO completes the UCA and PA and provides a warm hand-off to the selected ADH provider, the PAO process is complete, and the PAO will no longer have a role with the member.
9.	Who is responsible for reassessments and submission of reassessment PA requests?	The ADH program will be responsible for all reassessments and significant change PA requests.
10.	Can ADH providers download the complete UCA, along with all corresponding documentation and supporting records, to ensure they have the full information needed for clinical review, care planning, and record keeping?	ADH program will be able to access and download this information from e-CAS starting in February 2027. Before then, the PAO will share this information via secure email directly with ADH programs.
11.	Will the PAO nurses start the care plans?	No, the PAO will not be involved in care planning.
12.	Is the PAO ready to support language needs and culturally appropriate assessments for members?	Yes, the PAO is prepared to support all language needs and will ensure assessments are conducted in a culturally appropriate, respectful, and inclusive manner. These topics are part of the core training received by the PAO assessors.
13.	Who is responsible for obtaining the PCP Order Form?	If the PAO completes the eligibility assessment, they will also obtain the PCP Order Form.