



MassHealth LTSS Public Assessor Option (PAO) – Group Adult Foster Care (GAFC) 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 the PAO, e-CAS, and the Uniform Core Assessment (UCA)?	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 GAFC providers in January 2027. e-CAS will go live for GAFC providers in March 2027. The training is self-paced and online 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

NUMBER	QUESTIONS	ANSWERS
4.	Who can be assessed by the PAO?	MassHealth members who have MassHealth Standard or CommonHealth who are seeking Adult Day Health (ADH), Group Adult Foster Care (GAFC), or Personal Care Attendant (PCA) services have the choice of having their preferred provider or the PAO complete their assessment. 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 One Care, Senior Care Options (SCO), or Program for All-Inclusive Care for the Elderly (PACE) plan will continue to access LTSS through their plan.
5.	How will the PAO support members that are seeking GAFC services to choose a GAFC provider?	The PAO will provide unbiased information to members about GAFC options so that members can make an informed choice. Information provided to members may include information such as location of the GAFC.
6.	Who is responsible for completion of the Prior Authorization (PA) for members assessed by the PAO that choose to be referred to a GAFC provider?	The PAO is responsible for issuing the initial PA for GAFC services and providing a warm handoff with the member and GAFC provider.

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7.	How will a GAFC provider be notified after the PA is issued, and what happens next?	The PAO will notify the member's selected GAFC provider when the PA is issued through an email. The PAO will supply all documentation, including the UCA and PCP order form, to the GAFC provider via secure email. After March 1, 2027, when GAFC providers are live on e-CAS, PA documentation will be available in e-CAS.
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 ensures the GAFC provider has accepted the member, 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 GAFC provider will be responsible for all reassessments and reassessment PA requests.
10.	Can GAFC 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?	GAFC providers will be able to access and download this information from e-CAS starting in March 2027. Before then, the PAO will share this information via secure email directly with GAFC providers.
11.	Will the PAO nurses start the care plans?	No, the PAO will not be involved in care planning.

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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 completing the PCP Order Form?	If the PAO completes the assessment, they will also complete the PCP Order Form and obtain the PCP signature.