



MassHealth LTSS Public Assessor Option (PAO) – Members Guide: Frequently Asked Questions (FAQ)

Contact Information and Resource Access

NUMBER	QUESTIONS	ANSWERS
1.	How do I contact the MassHealth LTSS PAO Help Desk?	Email: Contact-PAO@MassHealthLTSSPAO.com Phone: 833-730-3958 (<i>available beginning October 1, 2026</i>)
2.	Where can I find resources and information about the PAO online?	A list of program materials, including contact information, announcements, helpful guides and materials, and other resources can be found through the PAO link at: https://www.mass.gov/masshealth-ltss-assessment-pathway .
3.	Is the PAO ready to support language needs and culturally appropriate assessments to meet my needs?	Yes, the PAO is prepared to support all language needs and will make sure that assessments are done in a culturally appropriate, respectful, and inclusive way. These topics are part of the core training that PAO assessors receive.

Public Assessor Option (PAO) Assessment Questions

NUMBER	QUESTIONS	ANSWERS
4.	Who can be assessed by the PAO?	If you are a MassHealth member who has MassHealth Standard or CommonHealth and you are seeking Adult Day Health (ADH), Group Adult Foster Care (GAFC), or Personal Care Attendant (PCA) services, you have the choice of having your preferred

NUMBER	QUESTIONS	ANSWERS
		service provider or the PAO complete your initial assessment. If you are seeking Adult Foster Care (AFC), you must have the PAO complete your initial assessment. If you are already enrolled in a One Care, Senior Care Options (SCO), or Program for All-Inclusive Care for the Elderly (PACE) plan you will continue to access LTSS through your plan.
5.	How can I learn more about ADH, AFC, GAFC, and PCA services?	You can find out more information about each program through their MassHealth program fact sheets: - ADH Fact Sheet: https://www.mass.gov/info-details/masshealth-adult-day-health-program-fact-sheet - AFC Fact Sheet: https://www.mass.gov/doc/masshealth-adult-foster-care-afc-program-fact-sheet/download - GAFC Fact Sheet: https://www.mass.gov/doc/masshealth-group-adult-foster-care-gafc-program-fact-sheet/download - PCA Fact Sheet: https://www.mass.gov/doc/masshealth-personal-care-attendant-pca-program-fact-sheet/download
6.	Can the PAO assess me for more than one type of LTSS program at a time?	Yes. If you are not sure if you are interested in ADH, AFC, GAFC, or PCA services, the PAO can complete your assessment and talk with you about what services you are eligible for, and you can decide which

NUMBER	QUESTIONS	ANSWERS
		service(s) you would like to access.
7.	I would like the PAO to complete my assessment. How do I contact them to request an assessment?	There are a few options to request an assessment from the PAO. - You (or someone on your behalf) can complete an online form, the MassHealth LTSS Intake Form, which will be received by the PAO. - Other options include contacting the PAO by: - Phone: 833-730-3958 (<i>available beginning October 1, 2026</i>), - Email: Contact-PAO@MassHealthLTSSPAO.com, or - Live chat is available at www.MassHealthLTSSPAO.com
8.	I have made a request to the PAO to complete my assessment. How long will the assessment process take?	The PAO will complete your assessment within ten business days of collecting all required documentation, which may include an order from your Primary Care Provider (PCP). Gathering this documentation may impact how long it takes to schedule your assessment.
9.	Is there anything I need to do before I reach out to the PAO for my assessment?	It can be helpful to talk to your Primary Care Provider (PCP) about your interest in services before reaching out for an assessment. LTSS programs might require a physical exam with your PCP and a form completed by your PCP before you can be approved for services.

NUMBER	QUESTIONS	ANSWERS
10.	What should I expect from the PAO assessment process?	Once you contact the PAO (or someone contacts them on your behalf) to request an assessment, the PAO will confirm your referral information, gather required documentation, and then schedule you for an in-person visit with a nurse assessor. On your scheduled assessment date, your nurse assessor will talk with you about any conditions or needs you have and will be able to let you know which services you are clinically eligible for. If you are clinically eligible for one or more services, you will need to choose the service(s) and provider(s). The PAO will contact your preferred provider and once they confirm, your preferred provider will contact you to complete any program-specific next steps to get services started
11.	Where will the assessment take place?	The assessment usually takes place where you are living at the time of the assessment, although you may ask for it to be somewhere else. If you are in a nursing home or hospital, it may take place there. If you are seeking AFC services, the assessment should take place in your or your Caregiver's home.
12.	How will my assessor identify themselves when they arrive for my assessment?	Your assessor will have a PAO badge with their name, photo, and their role as a PAO assessor that they will show when they arrive for your assessment.
13.	Can someone be with me during my assessment?	Yes, you may have anyone of your choice with you during your assessment. If you are seeking AFC services, your Caregiver

NUMBER	QUESTIONS	ANSWERS
		will need to be with you during your assessment. If you are seeking PCA services and you require a Surrogate, your Surrogate must be present during your assessment.
14.	How should I prepare my home for the assessment?	There is no special preparation you need to do in your home for your assessment. If you have a pet or animal that is not a service animal, your assessor may ask that they are kept in another room during the assessment. If you are seeking AFC services, there will be some items the assessor checks in your or your Caregiver's home to make sure the home meets all safety requirements.
15.	What should I expect after my assessment? If it's determined that I'm clinically eligible for services during my assessment, how will I be connected with a service provider?	After your assessment, your assessor will explain what service(s) you are clinically eligible to receive. If you are not clinically eligible for the services you were assessed for, you will receive information about your appeal rights. If you are clinically eligible for services, you will need to choose which one(s) you would like to move forward with and choose a service provider. The PAO will let your chosen service provider know you have chosen them and provide them with the information they need to move forward with getting your services started.
16.	What if I don't agree with the outcome of my assessment?	If you do not agree with the outcome of your assessment, you can appeal the decision - You will get a copy of how to file an appeal with that notice. - You can file an appeal with the MassHealth Board of Hearings by



NUMBER	QUESTIONS	ANSWERS
		mail, fax, phone, in person, or online. More information about how to file an appeal can be found at: https://www.mass.gov/how-to/how-to-appeal-a-masshealth-decision.