



MassHealth LTSS Public Assessor Option (PAO) – Personal Care Management (PCM) 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	Is there training on EOHHS Comprehensive Assessment System (e-CAS), Time for Task Tool (TTT), and the PAO processes for PCM staff?	Yes, 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. MassHealth Provider Learning Hub can be found here: https://masshealth.inquisiqlms.com/Default.aspx .
3.	Where can I find resources and information about e-CAS 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 .

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4.	Where do I go if I am looking for help with using e-CAS?	The MassHealth POST Learning Hub that provides information about how to use e-CAS can be found at https://masshealth.inquisiqlms.com/Default.aspx. To get added to the POST Learning Hub, Access Administrators complete a User Request Form (URF) to request user accounts. The completed URF, saved as YourOrganizationName_MMDDYY, should be emailed to EHS-ecas-onboarding@mass.gov. Questions about e-CAS can be emailed to e-CAShelp@maximus.com.

Public Assessor Option (PAO) Evaluation Questions

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5.	Who can be assessed by the PAO?	Consumers 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 or evaluation. Consumers who have MassHealth Standard or CommonHealth who are seeking Adult Foster Care (AFC) must have the PAO complete their

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		assessment. Consumers who are enrolled in a One Care, Senior Care Options (SCO), or Program for All-Inclusive Care for the Elderly (PACE) plans will continue to access LTSS through their plan.
6.	How will the PAO support members that are seeking PCA services to choose a PCM?	The PAO will provide unbiased information to Consumers and surrogates about PCM agencies so that consumers can make an informed choice. Information provided to consumers may include information such as catchment area, or whether the PCM is an independent living center (ILC), or a regional Aging Services Access Point (ASAP).
7.	Who is responsible for completion of the Prior Authorization (PA) for members assessed by the PAO?	The PAO is responsible for issuing the initial PA for PCA services and providing a warm handoff with the Consumer and PCM.
8.	How will a PCM be notified after the PA is issued, and what happens next?	The PAO will notify the Consumer's selected PCM prior to the PA being issued via email and/or phone call as requested by the PCM, and the PCM will be able to view the PA and all associated documentation in e-CAS. Prior to the PA being submitted, the PCM will complete I&O 2 and 3. After those I&O sessions are completed, the PCM will notify the PAO and the PA will be submitted.

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9.	Does the PAO still have a role with the Consumer once the evaluation and PA are complete?	No, after the PAO completes the TTT and issues the PA and provides a warm handoff to the selected PCM, the PAO process is complete, and the PAO will no longer have a role with the Consumer.
10.	Who is responsible for re-evaluations and submission of re-evaluation PA requests?	The PCM will be responsible for all re-evaluations and re-evaluation PA requests.
11.	Will PCMs have the ability to download the complete PAO evaluation, along with all corresponding documentation and supporting records, to ensure they have the full information needed for clinical review, care planning, and recordkeeping?	Yes, PCMs can download this information from e-CAS.
12.	Is the PAO ready to support language needs and culturally appropriate evaluations for consumers?	Yes, the PAO is prepared to support all language needs and will ensure evaluations are conducted in a culturally appropriate, respectful, and inclusive manner. These topics are part of the core training received by the PAO evaluators.
13.	Who is responsible for obtaining the PCP Summary Form?	If the PAO will be completing the evaluation, they will obtain the PCP Summary Form.

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14.	Who is responsible for completing the Consumer and/or Surrogate Assessments?	If the PAO will be completing the evaluation, they will complete the Consumer Assessment and any Surrogate Assessments, if applicable.
15.	Will there be a way to identify that a referral came from the PAO?	Yes, it will be shown in e-CAS that the assessment and PA were completed by the PAO. The PAO will send an email notifying the PCM that a referral has been made to their agency and attach a note in e-CAS as part of the hand-off process to the PCM agency.
16.	Will PCMs be able to refer consumers that do not qualify for PCA services to the PAO to assess eligibility for other programs?	Yes, PCMs can share information about how to contact the PAO with members who are interested in being assessed for other programs. The PAO can be contacted by the following methods: Email: Contact-PAO@MassHealthLTSSPAO.com Phone: 833-730-3958 Fax: 877-431-9568
17.	Will the consumer be evaluated by the PAO in person or over the phone?	Consumers will be evaluated by a PAO nurse in person. The Occupational Therapy Evaluation will be over video call with the PAO nurse present with the member.