



## Introduction

The Tempus PCA program presents this manual to individuals and surrogates who wish to use the Personal Care Attendant Services through MassHealth's PCA program. This manual describes some of the history and philosophy of the PCA program, as well as the application process and consumer's rights in the program.

The manual also includes suggestions and ideas on different aspects of managing the PCA program. The material gathered here is the result of efforts by staff, advocates, and PCA users throughout Massachusetts, and reflects the many years of experience of people using the PCA program. We hope that you will find the material helpful, and that you will feel free to share your own ideas and suggestions with our staff, and with others PCA users.

### **INDEPENDENT LIVING PHILOSOPHY**

"Independent Living is a philosophy and a movement of people with disabilities who work for self-determination, equal opportunities, and self-respect.

Independent Living does not mean that we want to do everything by ourselves and do not need anybody or that we want to live in isolation. Independent Living means that we demand the same choices and control in our everyday lives that our non-disabled brothers and sisters, neighbors and friends take for granted. We want to grow up in our families, go to the neighborhood school, use the same bus as our neighbors, work in jobs that are in line with our education and abilities, and start families of our own. Just as everybody else, we need to be in charge of our lives, think and speak for ourselves.

To this end we need to support and learn from each other, organize ourselves and work for political changes that lead to the legal protection of our human and civil rights."

-Adolph Ratzka



## **HISTORY OF PERSONAL ASSISTANCE SERVICES**

The Independent Living movement began in the early 70's with the establishment of Independent Living Centers- programs that are run by and for the people with disabilities. In Massachusetts, the first Personal Care Attendant program was set up in 1974 between the Boston Center for Independent Living and Medicaid to allow people with disabilities to take control over their personal care. Before this time, people with disabilities were forced to depend upon medical personnel for their daily care. Consumers had little control over how their care was done, when it was done, and by whom it was done. The PCA program gave consumers control and responsibility over their most basic daily needs. This element of consumer control is still the most basic foundation of the program.

Over the years, new PCA providers opened up, making PCA services available throughout the state. The PCA program has evolved over this time. In 1988, Medicaid allowed people to use the PCA program with the help of surrogates if they could not do all PCA management tasks independently. In 1999, another round of changes established Fiscal Intermediaries to handle payroll processing, tax reporting and payments for PCA users and surrogates who did not want to do these tasks themselves.

Throughout the years, and through these changes, the PCA program has remained rooted in the concept of consumer control. Consumers are expected to manage their own services as much as they are able. If a consumer cannot do themselves, and the surrogate will carry out their duties in the best interest of the consumer. There are now over twenty agencies providing PCA services in Massachusetts. While these agencies vary in size and structure, the PCA program rules are the same across the state. Access to PCA services begins with a call to the local provider of your choice.



## PCA Program Reference Sheet

### **MY INFORMATION:**

<b>Consumer Number:</b>	<hr style="border: 0; border-top: 1px solid black; margin-bottom: 5px;"/> <hr style="border: 0; border-top: 1px solid black;"/>
<b>Tempus Skills Trainer's Name:</b>	<hr style="border: 0; border-top: 1px solid black; margin-bottom: 5px;"/> <hr style="border: 0; border-top: 1px solid black;"/>

### **PCA PROGRAM CONTACTS**

<b>Telephone:</b>	<b>1 (800) 924-7570</b>
<b>Fax:</b>	<b>1 (877) 867-1890</b>

### **F.I. PROGRAM CONTACTS**

<b>Telephone:</b>	<b>1 (877) 479-7577</b>
<b>Fax:</b>	<b>1 (800) 359-2884</b>

### **WHO AND WHEN TO CALL OR FAX**

- Call *Tempus PCA Program* when you are admitted and discharged from the hospital, rehab or a nursing home.
- Call *Tempus PCA Program* if you change your address or phone number.
- Submit a written notice to terminate a PCA via Fax to the *F.I. Program*.