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PROGRAM INSTRUCTION (PI)

EOEA PI - 24-15
REF: EOEA PI -23-05
EOEA: PI-19-02
EOEA: PI-09-13
EOEA: PI-14-01

TO: Aging Service Access Points (ASAPs)
Executive Directors
Program Managers
Nurse Managers
Contracts Managers

FROM: Lynn C. Vidler, Senior Director of Home and Community Programs, MBA, BSW

DATE: November 8, 2024

RE: New Home Care Services and Service Description Updates

Purpose:

This Program Instruction (PI) identifies new services and updates purchased service descriptions for the Home Care Program, including the 1915(c) Home and Community Based Services Frail Elder Waiver as of November 8, 2024. This PI supersedes any related, previously issued service descriptions for the services included within this PI.

Background and Program Implications:

The Executive Office of Elder Affairs (EOEA) is responsible for establishing and defining the in-home support services offered through its Home Care Program. The service descriptions contained in this PI have been revised in accordance with the amended Frail Elder Waiver (Waiver) with additional input from the Aging Service Access Points (ASAPs).

The following are new purchased services, in all home care programs, including the Frail Elder Waiver is Aide Assisted Transportation:

Aide Assisted Transportation will be authorized in Aging & Disability as,

- Aide Assisted Transportation-Companion
- Aide Assisted Transportation-Homemaker
- Aide Assisted Transportation-Personal Care
- Aide Assisted Transportation-HHA
- Aide Assisted Transportation-SHCA

The following existing purchased service, Electronic Comfort Pets in non-waivered home care programs has been amended with a new service name, service description, and made available in all programs including waiver.

- Assistive Technology-Electronic Comfort Pets

Required Actions:

ASAPs must use the attached service descriptions as “Attachment A” for EOEA standard Provider Agreements.

Effective Date:

November 8, 2024

Contact:

If you have any questions regarding this Program Instruction, please contact Joel Bartlett, Home Care Provider Coordinator at: Joel.D.Bartlett@mass.gov

Attachments:

Attachment A Service Descriptions

Provider Agreement Attachment A

Aide Assisted Transportation

Provision of the door-to-door transportation service with aide accompaniment to enable consumers to access community services, activities, and resources. Aide Assisted Transportation is a service designed to provide consumers with the transportation and accompaniment by a Companion, Homemaker, Personal Care Aide, Home Health Aide, and/or Supportive Home Care Aide (based on need as determined through assessment & service planning) throughout the entire trip while maintaining functional independence, providing opportunity for community engagement, reducing social isolation, and promoting safety.

Consumers may not receive duplicative services from Aide Assisted Transportation, the MassHealth State Plan Medical Transportation, a Transportation service, or other services at time-of-service provision. The person-centered planning process assures that this service is meeting the consumer's goals, and that there is no duplication among them, or with MassHealth state plan services.

Potential providers of Aide Assisted Transportation must comply with insurance/regulations/monitoring guidelines specified within EOE standards.

The negotiated reimbursement rate for Aide Assisted Transportation includes both,

- The rate for the appropriate level of service accompanying aide (Companion, Homemaker, Personal Care aide, Home Health aide, and Supportive Home Care aide) and
- The expense for transportation

Other transportation services available offer a pickup and drop off system, whereas Aide Assisted Transportation includes

- The pickup and drop off
- Transportation to and from location
- Aide supervision, assistance, and care
- Consumer & aide engagement throughout their time at the destination

Aide Assisted Transportation is a distinct service with a distinct cost and is authorized as time spent from the point of contact with the consumer (pickup), time spent with the consumer while out in the community (consumer's destination), to the time the consumer returns to their residence (drop off).

Provider Agreement Attachment A

Assistive Technology-Electronic Comfort Pets (AT-ECP)

Electronic Comfort Pets are realistic, robotic comfort pets that simulate movements, sounds, and responses of the actual pet. With realistic fur and interactive sensors that respond to petting and hugs, Electronic Comfort Pets are calming and provide a sense of purpose to consumers. These types of products are highly effective in soothing a person with Alzheimer's disease and related dementias, keeping them engaged, and reducing anxiety. This service also provides similar benefits to participants with a wide range of other conditions. This service is used to support consumers who express feelings of loneliness, anxiety, or a desire for companionship, as identified through the person-centered planning process.

Service Options:

Consumers may receive two AT-ECP per three-year timeframe. A Consumer may have an AT-ECP at their own residence as well as at an alternate site such as a day program or family member's home. Care Managers may replace a lost or damaged AT-ECP not to exceed two per three-year period.

The maximum allowable cost for the AT-ECP service is \$600.00 per AT-ECP per Consumer and two AT-ECPs per three-year timeframe. One AT-ECP is equal to one unit.

Rate methodology is a market rate value and dependent on features and amenities, such as voice commands, connectivity to smart phone, application programming etc.

Care managers should ensure the Consumer is interested in an AT-ECP, confirm the Consumer or caregiver is able to replace the AT-ECP battery, and evaluate the use of the AT-ECP during assessments.