

What is the program?

The program will get a supply of personal protective equipment (PPE) to the home of MassHealth members receiving certain MassHealth covered in-home services and supports and who have a documented case of COVID-19 so that they can continue to receive services at home by their personal care attendant (PCA), independent nurse, or direct care worker.

Who can qualify?

Applicants must be:

- A MassHealth member receiving one of the below:
 - Self-directed personal care services, specifically PCA services through MassHealth FFS (includes ACO/MCO members) or integrated care programs (SCO or One Care),
 - Continuous skilled nursing through the MassHealth Community Care Management (CCM) program, or
 - Services from a Direct Care Worker through the Moving Forward Plan (MFP) Community Living Waiver.
- Have a documented case of COVID-19 with documentation showing:
 - A positive test result, or
 - A presumptive diagnosis by a physician or nurse practitioner

How does a member request the PPE?

The member/consumer or their representative should contact the MassHealth LTSS Provider Service Line toll-free at 1-844-368-5184, press 1 for members, and then press 1 to get to the PPE program representative. TTY users can initiate the call using MassRelay at <https://www.mass.gov/how-to/relay-using-tty>

Members can call during these days and times:

- Monday through Friday, 8am – 6pm
- Saturday and Sunday, 9am – 1pm

To be ready for the call, members should have:

- **Documentation** of their positive test result/presumptive diagnosis from a provider or know how to obtain that documentation from a provider. Callers will receive instructions from the Service Center representative on how to submit the documentation.
- **Address information** about where the PPE package should be sent.

How long will it take to get the PPE to the member?

Once the qualification process has been completed and the MassHealth LTSS Provider Service Center receives the member's COVID documentation, the PPE will be packaged and shipped to the member's home within 1 - 2 days.

What type of PPE will be sent?

The package will include gloves, gowns and masks (surgical masks for members and re-useable N95 masks for the caregiver).

The goal is to send enough PPE supplies for the member and up to two caregivers for a two-week period. Quantities will depend on available supply.

Questions?

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