Personal Care Attendant (PCA) Program

Find out if you’re eligible

- Are you enrolled in MassHealth Standard, CommonHealth or a OneCare plan?
- Do you require hands-on assistance with at least 2 activities of daily living (such as bathing, toileting, transferring, eating)?
- Do you or an approved appointee want to be in charge of directing your own personal care?

If you answered YES to these three questions, you may be eligible for our PCA Program.

We're here to help every step of the way.

1. Contact Us
   Start by contacting us:
   - Toll Free 1-800-570-4020
   - Voice 508-798-0350
   - TTY 508-755-1003
   - Video Phone 508-762-1164

2. Request for Referral
   Our Information & Referral Specialist will ask you additional screening questions and request a referral from your MD.

3. Intake & Orientation
   If your MD agrees with your physical needs for assistance, a staff member will reach out to you to begin the Intake and Orientation Process.

4. Clinical Evaluation
   A Clinical Team member will be assigned to come to your home to clinically evaluate your needs for hands-on care.

5. Submission & Approval
   We will submit the Clinical Evaluation to MassHealth or your OneCare agency and they will review and approve the number of hours you require assistance.

6. Skills Training
   We will provide Skills Training on how to hire a Personal Care Attendant(s) and guide you on self-directing your own care.

Every year Center for Living & Working serves over 2,000 people in Central Massachusetts who need the help of a Personal Care Attendant (PCA) to complete activities of daily independent living.

At Center for Living & Working, we teach each individual how to meet their own personal care needs, how to interview personal care attendants and check references. Hiring and firing of the PCA, establishing a daily care schedule, it’s all in the consumer’s hands, where the control belongs.