

**MAURA T. HEALEY**  
Governor

**KIMBERLEY DRISCOLL**  
Lieutenant Governor

**KIAME MAHANIAH, MD, MBA**  
Secretary, Executive Office  
of Health & Human Services

**ROBIN LIPSON**  
Secretary, Executive Office  
of Aging & Independence

## **PROGRAM INSTRUCTION (PI)**

**AGE PI-25-06**

REF: PI-19-02

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

**FROM:** Lynn C. Vidler, Assistant Secretary, Care Continuum, MBA, BSW

**DATE:** September 1, 2025

**RE:** Service Description Update

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### **Purpose:**

This Program Instruction (PI) identifies updates for purchased service descriptions within the Home Care Program including the 1915(c) Home and Community Based Services Frail Elder Waiver. This PI supersedes any related and previously issued service descriptions specifically for Complex Care Training & Oversight (CCTO).

### **Background and Program Implications:**

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

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The following service is an existing purchased service in all home care programs that has been amended:

- Complex Care Training & Oversight

**Required Actions:**

ASAPs must use the attached service description for Complex Care Training & Oversight as "Attachment A" for AGE standard Provider Agreements.

ASAPs must provide a copy of the service description for Complex Care Training & Oversight (Attachment A) to all existing providers who contract for this service.

**Effective Date:**

This program instruction is effective immediately.

**Contact:**

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

**Attachments:**

Attachment A Service Description – Complex Care Training & Oversight