

interChange Provider Important Message

Clarification of PB 18-37 "Required PCA Training" - Frequently Asked Questions

This important message will serve to provide further clarification on Provider Bulletin 18-37 "Required PCA Training" via the Frequently Asked Questions below.

Frequently Asked Questions (FAQs)

1. Do Certified Nurse Assistants (CNAs) have to take the training?

No. Only Personal Care Assistants (PCAs) who are not otherwise certified as CNAs are required to take and pass the PCA training.

2. Where do I file documentation that the PCA has taken the training?

The documentation should be filed in the employee's personnel file. Allied Community Resources will check employee records for evidence that training is occurring during agency audits.

3. Is the certification test online?

No. The certification test is a paper test. Links to the Standardized Training for PCAs and the PCA Certification Test can be found under the Allied, Community Options or CMAP links in Provider Bulletin PB 18-37. A certification of completion is available on the Community Options, DXC Technology and Allied Web sites.

4. Do PCAs have to take all of the training at the same time?

No, PCAs may pace their training as long as it is completed within the time frame specified in PB18-37.

5. Are agencies going to be financially compensated for the time PCAs are taking to complete the training?

No. Training and supervision are the agency's responsibilities.



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6. Are the PCAs mandated to watch all of the videos?

No. The videos are meant to be a training aid with visuals. Visual learning may help some employees to better understand and retain information. If your agency has other videos on these topics, they may be used instead of the provided videos.

7. Is a Spanish language version of the PCA training available?

No, a Spanish language version of the training is not available at this time. The training will be translated into Spanish at a future date and posted online when completed.

8. Are privately paid PCAs required to take the training?

No, only PCAs providing services to Connecticut Home Care Program (CHC) clients are required to take and pass the training.

9. Can the training be downloaded so employees may take the training outside of the office?

Yes. The training can be downloaded so that employees may take the training outside of the office environment.