



Connecticut Medical Assistance Program
Policy Transmittal 2026-26

Provider Bulletin 2026-43
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Andrea Barton Reeves, J.D., Commissioner

Effective Date: Ongoing
Contact: See Responsible Unit Section

TO: Home Health Agencies and Access Agencies

RE: Hiring Family Members for the Provision of Home Health Services

The purpose of this provider bulletin is to reaffirm the Department of Social Services' (DSS) policy regarding the provision of home health services to a family member under the Connecticut Medical Assistance Program (CMAP).

This provider bulletin (PB) supersedes *PB 2013-52 Agency Employed Nurses Providing Skilled Services to Family Members*.

Skilled Nursing Services:

The Department of Social Services (DSS) reaffirms its general policy that CMAP does not reimburse skilled nursing services rendered to an immediate family member by an RN or LPN employed by the home health agency. Immediate family members include but are not limited to children, adopted children, spouse, siblings, parents, or grandparents.

It is DSS' expectation that nurses will be able to provide objective and unbiased nursing care in all care settings. Consistent with the American Nurses Association's national practice standards, professional nurses are discouraged from providing direct care to immediate family members as emotional involvement may compromise clinical judgement, impair decision making, and inhibit patient autonomy.

Complex Nursing Services:

For complex nursing services, when a home health agency is unable to secure an adequate number of qualified non-related nursing staff to provide all previously authorized skilled nursing hours, the home health agency should

contact DSS via email at DSS-LCAclaims@ct.gov to request a consideration of an exception.

Requests will be reviewed on a case-by-case basis. In determining whether an exception is appropriate, DSS may consider the availability of qualified non-related nursing staff, the member's individual needs, the agency's documented efforts to secure appropriate staff, and whether denial of the exception could jeopardize the member's health or safety or create a serious risk of institutionalization.

Nothing in this policy is intended to reduce or limit a member's authorization for medically necessary Medicaid-covered nursing services or to prevent a member from receiving services in the most integrated setting appropriate to the member's needs.

Home Health Aide Services:

DSS reaffirms the continuation of the policy that allows family members of a HUSKY Health member to be hired and paid by a home health agency to serve as the home health aide to their own family member.

This policy is allowed with the understanding that the home health aide service provided by the family member is supervised by a nurse or other qualified supervisor. Home health aides assist HUSKY Health members with activities of daily living and, unlike nurses, are not directly responsible for performing and documenting patient centered assessments, managing the individualized care plan,

carrying out provider's orders, training and educating members and caregivers, and delegating care.

Posting Instructions: Policy transmittals can be downloaded from the Web site at www.ctdssmap.com.

Distribution: This policy transmittal is being distributed to providers of the CMAP by Gainwell Technologies.

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