



2025  
MEMBER  
GUIDE



# 2025 MEMBER GUIDE

TAP INTO A WORLD OF BENEFITS  
TAILORED FOR YOUR AGENCY'S SUCCESS

[www.thinkhomecare.org](http://www.thinkhomecare.org)

# MEMBER BENEFITS CHECKLIST

1

## ONBOARDING

Establish your account on [thinkhomecare.org](http://thinkhomecare.org)

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Set up dues payment

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Subscribe to member-only committees and lists

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2

## DIRECTORY PROFILE

Select "My Info" then select Related Agency to edit your business details or Related Contacts to add your staff

Create or update your agency profile

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Add towns served & services provided

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Add yourself & staff to the agency's account

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3

## ACCOUNT REVIEW/ BENEFITS CHECK-UP

Check & update your agency's profile at  
<https://members.thinkhomecare.org/find-an-agency>

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Review the online Member Benefits page to be sure you are accessing all of your member benefits. We add new ones year-round! <https://www.thinkhomecare.org/membership-benefits>

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# Home Care Alliance of Massachusetts

# Member Benefits



## 2025/2026

The Home Care Alliance of Massachusetts, established in 1969, is a non-profit trade association dedicated to promoting home care & hospice as a vital component of the health care system. Our mission is to "unite people and organizations to advance community health through care and services in the home." Our organization thrives on the passion and involvement of individuals who share our commitment to improving the quality and accessibility of home care & hospice services.

## About the Alliance



The Alliance has a robust network of over 200 Agency Members from across Massachusetts, along with nearly 100 Allied and Individual Members. We deliver essential resources that empower our members to stay informed and thrive.

### Our Mission

Connecting people and organizations to advance the health of communities through equitable access to quality care and services in the home.

### Our Vision

To be the leading voice of the home care & hospice industry in Massachusetts and provide collectively to our members the programs and services which enhance their ability to effectively meet patient and client needs in the ever-changing, complex marketplace. Our capacity to achieve that vision requires a commitment to the pursuit of intentional strategies to welcome and encourage diversity within our membership and our leadership.

### Our Core Values

These core operating values guide our actions, our staff, and our Board of Directors:

- **Responsiveness** – We will meet our members' needs with dynamic programs and services that are current and reflect member input;
- **Integrity** – We will act ethically and honestly with all of our partners and publics;
- **Passion** – We will express and communicate our strong belief in what we do and its value to individuals, families, and society;
- **Continuous Learning** – We commit to the power of shared learning and an approach to care that makes evident our professionalism;
- **Respect** – We welcome open and honest dialogue that respects concurring as well as dissenting viewpoints
- **Inclusivity** – We commit to aligning our culture and business practices to be a model of diversity, equity, inclusion, and belonging for all our members

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# Home Care Alliance of Massachusetts Engagement



2025/2026

## Communication



### Collaboration and Partnerships

The Alliance plays a key role in representing the home care and hospice sectors within the broader community. Our members and staff actively contribute to collaborative efforts by volunteering to serve on boards, commissions, and task forces alongside other healthcare stakeholders, including hospitals, nursing homes, and community organizations. These partnerships not only help drive coordinated care initiatives but also create opportunities for referrals, joint ventures, and advocacy on behalf of the industry. Additionally, members can get involved in fundraising events and advocacy opportunities, further supporting the growth and impact of home care and hospice services in Massachusetts.

### Information & Communication Services

Staying informed about changes in the home care & hospice industry can be challenging, but Alliance members have year-round access to policy and regulatory updates, advocacy alerts, educational newsletters, and more. Members can also stay connected and up-to-date by following us on social media. Additionally, members have exclusive access to 20 specialized group lists, member-only forums, and online networking groups, providing opportunities for collaboration, knowledge-sharing, and staying engaged with industry trends and peers.

### Networking Opportunities

The Alliance facilitates networking through its committees, interest groups, listservs, and board, helping shape the future of home care and hospice in Massachusetts. The board of directors is elected by and from our members. We also sponsor special interest groups for key management team members to foster information sharing and collegial support. For in-person and online group meetings visit [thinkhomecare.org/community-calendar](https://thinkhomecare.org/community-calendar), and for email collaborations, visit the member hub by logging in: [www.thinkhomecare.org/member-login](https://www.thinkhomecare.org/member-login).

### Speakers Bureau

Volunteer to be part of our Speakers Bureau! The Alliance frequently receives requests from community organizations, colleges, and civic groups seeking information about home care and hospice. By joining our Speakers Bureau, you can share your expertise by leading workshops, speaking at conferences, or hosting events. We can provide talking points, printed resources, and materials to help you effectively communicate the value and impact of home care and hospice services. Elevate your voice, enhance your visibility, and strengthen connections within the industry while raising awareness in your community.

### Weekly Update E-Newsletter

Our Weekly Members-Only Newsletter, Update, is designed specifically for home care & hospice agencies in Massachusetts. As a valued member, you'll stay informed on the latest state and federal policies and regulations, ensuring compliance and keeping you ahead of legislative changes. Our newsletter also offers industry-specific business insights, including expert analysis, strategies, and best practices tailored to the unique needs of providers in Massachusetts. You'll benefit from in-depth articles, case studies, and interviews with industry leaders, as well as information about upcoming events, webinars, and training sessions to enhance your skills and expand your professional network.



## INTEREST GROUPS

### MEETINGS FOR HOME CARE & HOSPICE

A key benefit of Home Care Alliance membership is the opportunity to network and share best practices. Through regular Zoom meetings, members connect with peers statewide for advocacy updates, industry discussions, and guest speaker briefings. These small, focused groups foster collaboration and specialized knowledge, strengthening support within the Alliance community.

Join the list in the [Member Hub](#) for meeting links and updates.

**Clinical Directors & Supervisors Group:** Offers clinical directors & supervisors a space to collaborate on clinical management issues, discuss patient care strategies, and share leadership experiences to enhance the quality of care provided and discuss ways to support their clinical teams effectively.

**Educators Networking Group:** Brings together those involved in training and educating home care professionals, facilitating the exchange of teaching methods, curriculum ideas, and continuing education opportunities.

**Hospice Care Group:** Focuses on issues specific to hospice care, providing a forum for members to discuss challenges, share best practices, and stay informed on regulatory updates and innovations in hospice care.

**Human Resource Managers Networking Group:** Tailored for HR managers, this group covers recruitment, retention, employee relations, and HR best practices specific to the home care industry.

**Leadership Circle for New Agency Development:** A supportive network for new agency owners to connect, share experiences, and access resources. Monthly meetings alternate between in-person and virtual and focus on business growth strategies, industry trends, and practical advice from seasoned leaders to help accelerate success.

**Private Care Networking Group:** Focuses on the unique needs of private care providers, facilitating discussions on business strategies, client management, and regulatory issues pertinent to private home care services.

**Quality Improvement (QI) Directors Meeting:** Dedicated to QI directors, this group focuses on quality improvement initiatives, performance metrics, and strategies for enhancing care quality and compliance within home care organizations.

**Rehab Directors Networking Group:** Connects directors of rehabilitation services to discuss therapy programs, share innovations in rehabilitation care, and address administrative and clinical challenges specific to rehab services.

Home Care Alliance of MA



Member Hub

## MEMBER HUB

E-MAIL LISTS FOR HOME CARE & HOSPICE

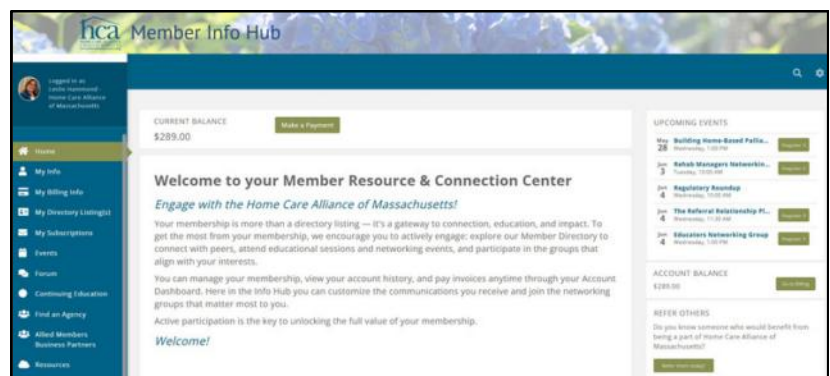
For the most up-to-date information be sure your employees have signed up for the Alliance's email list serves. Send an email to [info@thinkhomecare.org](mailto:info@thinkhomecare.org) to be added to any of these groups.

## Get Connected with the Member Hub!

### Two Quick Steps to Enhance Your Member Experience:

Log into the Member Hub then head to **"My Info"** on the right side of the Member Hub Dashboard. Click the + icon across from the words Lists/Committees. Click on all the groups that interest you.

Then navigate to **"My Subscriptions"** to join the e-mail lists that interest you.



## Groups & Email Lists



### Committees, Interest Groups, and Member Collaboration

The Alliance's committees, interest groups, e-mail lists, and board drive much of our work, empowering members to influence the future of home care and hospice in Massachusetts. Additionally, we offer special interest groups for key members of your agency's management team, promoting knowledge exchange and peer support. Join these groups and stay informed by signing up for notifications in the Member Hub at [thinkhomecare.org](http://thinkhomecare.org)

#### Administrative/General

- Advocacy
- Electronic Visit Verification
- Emergency Preparation
- Information Systems Managers
- Legislative Advocacy
- Monthly Education Update
- Public Relations/Public Affairs
- Regulatory Updates
- Training Newsletters for Aides
- Workforce Issue Task Force
- Update Newsletter (weekly)

#### Clinical & Staff

- Clinical Directors
- Clinical Supervisors
- Continuous Skilled Nursing
- Educators
- Home Care Aide Managers
- Hospice Directors
- Human Resource Managers
- Infection Control
- Palliative Care
- QI/QA Managers
- Rehab Managers
- Social Work Managers

#### Executive Groups

- Chief Executive Officers (restricted; must be a CEO, president, or equivalent)
- Chief Financial Officers
- Chief Operations Officers
- Chief Compliance Officers
- Mass Health Advisory Committee
- New Agency Leaders Circle
- Private Care Group
- Allied Members



# Member Forums

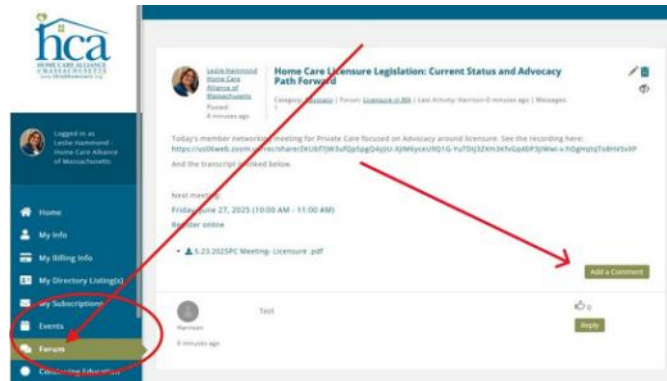


## Engage, Connect, and Share: Join the New Member-Only Forums on the Member Hub!

We're excited to introduce the new member-only forums on the Member Hub for 2025-2026!

These forums provide a unique space for you to connect with peers, share insights, and discuss key topics shaping the home care and hospice industry. Whether you're looking for advice, best practices, or simply want to engage with others in your field, the forums are an invaluable resource for collaboration and support.

Join today to start conversations, ask questions, and tap into the collective knowledge of your fellow members!



Many threads have already been started. Contact us to suggest additional topics and keep the conversation going!

# Recruitment



## Staff & Professional Search

Agencies seeking top talent rely on the Alliance's New England Home Care Career Center, the region's leading home care and hospice job site. Member agencies enjoy a 20% discount on all job postings, with opportunities for additional savings. Be sure you are taking full advantage of your membership with our reduced price for job postings on the Home Care Alliance's website. Members save! Use coupon code: ALLMA20 to save 20% and reach the exact candidate you are looking for!

## Post Your Open Positions:

1. Visit the New England Home Care Career Center.
2. Navigate to the "Employers" section. Sign in as a member to access your free listings!
3. Log into your account and select Employers > My Account > Post a Job.
4. Follow the user-friendly instructions to submit your job openings. Tips and guidelines for each section are provided for your convenience.
5. Once completed, submit your listing.

## Member Discount

Alliance members enjoy a 20% discount when posting to our jobs board! Simply visit [hcare.ma.associationcareernetwork.com](https://hcare.ma.associationcareernetwork.com), and use code: ALLMA20 at check out.

## Need Help?

For assistance or inquiries, please contact:  
Jillian Allen, Sales Development Representative  
Email: [Jillian.Allen@communitybrands.com](mailto:Jillian.Allen@communitybrands.com)  
Phone: 860-650-1870

# Publications



The Alliance publishes annual print directories, which are distributed to 7,000 healthcare professionals and consumers across Massachusetts each year. These directories serve as a comprehensive resource, listing member agencies and allied business members, and providing valuable information about the services and products they offer. By being featured in our directories, members gain enhanced visibility and credibility within the healthcare community, facilitating connections and fostering growth opportunities.

Hundreds of users a month access our online directory at [thinkhomecare.org/agencies](http://thinkhomecare.org/agencies), to find agencies based on geographic, payment and service criteria. Be sure your agency profile reflects your current offerings. Primary account holders can edit the agency profile by logging into the **Member Hub**, selecting **"My Info"** from the left menu, then click **"Related Businesses"** from the middle grey tab, from there, scroll down and update the details. Contact us for assistance.

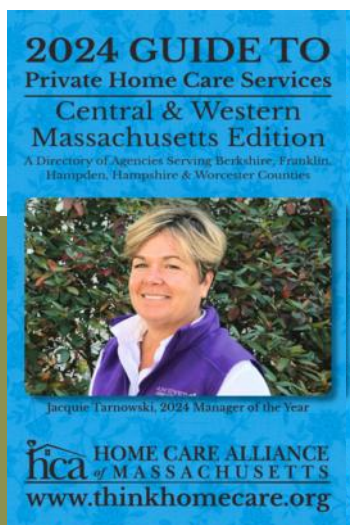


## "INDISPENSABLE... IT'S THE BIBLE FOR CARE AT HOME IN MASSACHUSETTS"

*Gina Martin, RN, CCM*

**Massachusetts Care at Home Resource Directory:** Trusted by medical and social service professionals, councils on aging, and state legislators. It features comprehensive profiles of Alliance members and an unmatched city-by-city cross-reference.

**Guides to Private Home Care Services:** Designed for patients and families seeking private pay home care services, published in three regional editions: Boston-North, South-of-Boston, and Central and Western Massachusetts. These guides include member profiles, essays on finding and paying for home care, and tips on evaluating agencies.



Search the member database and order directories at [thinkhomecare.org](http://thinkhomecare.org)





2025/2026

## Advocacy



The Home Care Alliance of Massachusetts advocates for the interests of all home care and hospice agencies at the national and state levels. Our professional advocates represent members' concerns to policymakers, regulatory bodies, and legislators, helping shape regulations and legislation that affect the industry.

Stay informed and engaged by subscribing to our monthly legislative recap and Advocacy articles in the weekly *Update* newsletter. Join us for Advocacy Day on Beacon and Capitol Hill, where members unite to voice concerns and promote positive change. Additionally, HCA members have the unique opportunity to testify, lending their voices directly to the issues that matter most.

Membership makes you a insider at state and federal levels, helping you plan for the future, adapt to changes,

and learn about grants and projects to keep your agency at the forefront of care services. We also offer conference calls and webinars on legislative issues, new regulations and funding opportunities.

### ***Get involved!***

For a firsthand look at the impact of home care and hospice, invite a legislator to join a caregiver on a home visit. It's a powerful way to show the daily dedication and vital work involved in caring for patients at home.

Follow the Advocacy News Feed and Advocacy Alerts, plus volunteer to lobby and participate in our Legislative Days on Beacon and Capital Hill. Contact us for details; [info@thinkhomecare.org](mailto:info@thinkhomecare.org).

## Regulatory Assistance



The Alliance stays on top of the ever-changing regulatory landscape for home care & hospice providers in Massachusetts. Login to your member account to find answers to regulatory, clinical, billing questions as well as Medicare & Medicaid assistance, employment law, education requirements, and more.

Members have access to resources such as industry research, regulatory updates, and educational materials. This helps agencies stay informed about changes in the field and adapt their practices accordingly.

### ***New this year!***

**Regulatory Round Up** – a monthly webinar designed to answer all your regulatory questions, provide updates on what's new, and forecast upcoming changes. Join us to stay ahead of the curve and ensure your agency stays compliant. Watch for the events on our education calendar and subscribe to the Regulatory Update list to receive the link each month.

Contact us at [info@thinkhomecare.org](mailto:info@thinkhomecare.org) to find out more.

# Home Care Alliance of Massachusetts Advancement



2025/2026

## Education



The Alliance, through its education affiliate, the Foundation for Home Health, offers a variety of educational programs for roles including CEOs, financial managers, clinicians, and private care managers. Alliance members benefit from reduced prices, with education dollars supporting other activities. For upcoming events, visit [www.members.thinkhomecare.org/community-calendar](http://www.members.thinkhomecare.org/community-calendar). Stay up to date by subscribing to our education newsletter!

### On-Demand Webinars

Pre-recorded webinars about clinical and business topics, including EVV, staff retention & burnout, sales and marketing tips, compliance, Value-Based Purchasing, and more are available for viewing on your own time, either in the office or at home.

### Live & Recorded Webinars

Alliance's online educational webinars serve up everything from coding to compliance. If you're a member, make sure to sign-in the website to receive your member discount. Recent topics have included EVV, PEPPER Reports, QAPI and Value Based Purchasing, Hospice Hot Topics, Restrictive Covenants and Increasing Profits for Home Care Owners. See the full calendar at: [www.thinkhomecare.org](http://www.thinkhomecare.org).

### Monthly Caregiver Newsletters

A monthly newsletter for in-home aides, complete with post-test, answer key and certificate. Use as part of your complete year-round training for all direct care staff.

Subscribe on the [Member Hub](http://www.thinkhomecare.org), [www.thinkhomecare.org](http://www.thinkhomecare.org).

### Onsite Trainings & Certification

Elevate your expertise in home care and hospice through immersive workshops and seminars. Delve into vital topics like OASIS, EVV, and emergency preparedness. Onsite education promotes sharing and networking while sharing best practices with peers and experts. The Alliance has also hosted annual trainings and certifications. **Annual programing subject to interest and availability.**



Events Calendar

# Professional Development



Training programs, seminars, and certification courses designed to enhance the skills and knowledge of home care and hospice professionals are at the heart of what the Alliance offers members year-round. Targeted, industry-specific, professional development can improve the quality of care provided by member agencies and contribute to professional growth.

## Annual Conferences

**Financial Managers Conference:** Onsite fall event with guest speakers, interactive workshops, and valuable networking opportunities designed specifically for financial professionals. Topics include strategic financial planning, risk management, regulatory compliance, and the latest financial technologies.

### HCA Quality & Compliance Conference

Annual single day event focused on navigating regulatory compliance and industry best practices. This conference features presentations on audits, MassHealth regulations, achieving Care Compare 5-Star ratings, and insights from national industry leaders, offering practical strategies to enhance your agency's compliance and operational success.

### New England Home Care and Hospice Conference &

**Trade Show:** Annual spring conference with all six New England home care associations, featuring dozens of speakers, over 20 workshops by national experts, and more than 70 exhibitors showcasing industry innovations.

**Northeast Home Health Leadership Summit:** This multi-day, mid January conference in Boston is aimed at executives and emerging leaders who are focused on future trends in health care and management. This event brings together thought leaders from the business and policy sectors. Enhance your expertise, gain actionable insights and connect with peers to drive.

### Blueprint for OASIS Accuracy

The Blueprint for OASIS Accuracy is a 2-day, 13-hour workshop that keeps home health clinicians up to date on OASIS data collection rules, providing tools and documents for accurate outcomes and reimbursement. Led by COS-C certified instructors, this workshop also serves as a preparatory review for the COS-C exam.

**Home Care Symposium:** full-day multi-state conference on best practices for business practices, patient care, regulatory updates, innovative care technologies, and strategies for business growth.

# Alliance Accreditation



Massachusetts does not specifically license private pay home care agencies. To address this, the Alliance launched the Home Care Agency Accreditation Program in 2010, setting operational and quality standards equivalent to licensure. Application is free for members, while non-members pay a fee.

The program includes 15 standards covering client rights and privacy, abuse protections, fair employment practices, caregiver background screening, competency, training and supervision, insurance coverage, and compliance with federal, state, and local laws. Alliance staff thoroughly review applications and award accreditation only to agencies meeting all 15 standards. Accredited agencies are highlighted in our online and print directories.

More information and applications are available at [thinkhomecare.org/accreditation](http://thinkhomecare.org/accreditation).



# Home Care Alliance of Massachusetts Group Purchasing & Preferred Vendors



## 2025/2026

Joining the Alliance provides access to group discounts on essential goods and services from thoroughly vetted companies. As a group we are able to negotiate on members' behalf for discounts on products and services commonly used by home care agencies, such as software systems, insurance, and medical supplies. This can help get the best service on vetted products and save money and improve the bottom line.

## Accreditation

The Alliance has partnered with nationally recognized accreditation agencies, as well as our own member benefit:

**Accreditation Commission for Health Care (ACHC):** At ACHC, we take pride in our collaborative and educational approach to accreditation. We equip each agency with program-specific insights, comprehensive resources and clinical support before, during and after their survey to help them sustainably deliver high quality home-based care. Whether you offer home health, home care/private duty, or hospice services, you can count on ACHC's experienced and personable staff to quickly answer questions, direct you to relevant resources, and deliver an accreditation solution tailored to your agency's unique needs. Members receive a \$500 discount on ACHC accreditation and a \$50 discount on ACHCU resources. Use the discount code: **HCA317**

**Community Health Accreditation Program (CHAP):** CHAP, a nationally approved accrediting organization with "deeming" authority from CMS, offers Alliance members a 50% waiver on the Accreditation Deposit fee for initial accreditation or renewal as well as 10% off all educational services. Use code **HCMA17**. Contact David Arroyo, Senior Accreditation Specialist, [david.arroyo@chapinc.org](mailto:david.arroyo@chapinc.org).

**Alliance Accreditation:** The Home Care Alliance of Massachusetts' Accreditation Program sets high operational and quality standards for private pay home care agencies, ensuring they meet criteria like client rights, caregiver training, and legal compliance. Agencies must meet all fifteen standards to be awarded Accreditation, with a \$750 fee for non-members and a two-year renewal fee of \$1,250. **Accreditation review fees are waived** for Alliance members. Contact [info@thinkhomecare.org](mailto:info@thinkhomecare.org) for details

## Auto Leasing

**Enterprise Fleet Management** offers members cost control and improved recruitment and retention, whether leasing a few cars or a fleet of 100. Contact Aaron Duguay at [Aaron.R.Duguay@efleets.com](mailto:Aaron.R.Duguay@efleets.com).

## Benchmarking & Data

**HCS Home Care and Hospice Salary & Benefits** studies, offers comprehensive data on staffing challenges, salary rates, and turnover in the home health and hospice sectors. The reports cover job data by region, salary type, and agency size, along with details on fringe benefits, sign-on bonuses, and planned salary increases. To participate and receive a 50% discount on the report, contact [Rosanne Zabka at rzabka@hhcsinc.com](mailto:Rosanne.Zabka@hhcsinc.com).

**Activated Insights** is the industry leader in quality assurance, benchmarking, and caregiver training. Alliance members save 15% off digital purchases by using discount code of **bmr25fifteen**—which offers 15% off digital purchases. Contact Wendy St. Hilaire at 877-307-8573 or [wendy.sthilaire@activatedinsights.com](mailto:wendy.sthilaire@activatedinsights.com).

## Discover the Full Range of Member Benefits

Scan the QR code to explore all the exclusive benefits available to Home Care Alliance members on our Member Perks page.



## Business Tools & Development

**Call Center Connect** is an off-premise based call center whose goal is to provide the best customer service to its clients by becoming an extension of you. We service a diverse range of businesses and industries, but specialize in the medical industry. For HCA of MA members, we are offering a Free setup fee (\$150 value) and \$20 off your first month's bill. Please call 610-449-2657 for your quote today! Contact Mary Kief, [mak@callcenterconnect.com](mailto:mak@callcenterconnect.com).

**Littler Home Care Toolkit:** Provides materials for the entire employment lifecycle, from onboarding to end of employment. Home Care Alliance of MA members discounted initial subscription price of \$4,500, annual renewal price \$2,000. Contact Joshua Vaughn at 214-880-8169 or [JV Vaughn@littler.com](mailto:JV Vaughn@littler.com).

**POM Partners, Inc.** provides 24/7 emergency dispatch, two-way communication, and proactive safety features like timed check-ins, silent alerts, and fake phone calls to enhance caregiver security. The platform also includes a Safety Hub for real-time risk assessment, compliance support, and incident reporting. Home Care Alliance members receive a **50% discount on their personal safety devices and a 25% discount** on related app and software services. To access this offer, contact POM Partners, Inc. at [info@getthepom.com](mailto:info@getthepom.com)

## Clinical & Medical Supplies

**BTTN** offers an e-commerce solution for PPE supplies with savings of 20-40% per purchase and faster shipping times. Use coupon code "**HCA savings1**" for a 10% discount on your next order. Contact Daniel P. Black at [daniel.black@bttntusa.com](mailto:daniel.black@bttntusa.com) or 206-944-1108.

## Clinical Procedures Manual

**LeadingAge** provides HCA members with a 12% discount on the LeadingAge *Clinical Procedure Manual*, a comprehensive resource featuring over 300 clinical procedures essential for delivering high-quality and consistent care in home health and hospice settings. To access this discount, members must be affiliated with HCA and not LeadingAge. For more information, contact Burt Hudson at [BHudson@leadingage.org](mailto:BHudson@leadingage.org).



## Boston Parking Placard Program

The City of Boston, in collaboration with the Home Care Alliance of Massachusetts, offers a limited number of parking placards to assist members in serving patients across Boston's neighborhoods.

To participate, agencies must submit the required documents, including a completed census form, signed executive and staff forms, supporting vehicle and staff documentation, and a parking placard distribution form. A onetime fee of \$350, as well as \$100 each year to renew, is required along with the completed packet. Upon review, a confirmation letter will be sent. For more information or any questions, please contact Janetsy Diaz at 617-482-8830.

## Human Resources & Employee Benefits

**ADP** is a trusted provider of payroll and HR solutions that help home healthcare agencies simplify workforce management, ensure compliance, and focus more on patient care. With intuitive tools and expert support, ADP enables agencies to handle Onboarding, Payroll, and Employee Records efficiently—all in one place. ADP offers 40% discount & 6 months of free payroll services to Alliance members. Contact [jeremy.lisch@adp.com](mailto:jeremy.lisch@adp.com) for details.

**The CIP Group** provides a comprehensive range of employee benefits, including medical, dental, life, disability, accident, and voluntary insurance programs. Their services also encompass online benefits enrollment and communication platforms, as well as benefit administration for COBRA, FSA, and HRA. They also offer HR tools such as compliance resources, handbooks, payroll, policies, and procedures. For inquiries, contact Robert McGowan at [insurance@askcip.com](mailto:insurance@askcip.com) or (617) 354-0866.

**DISA Global Solutions, Inc.**, formerly Global HR Research, offers a comprehensive range of applicable background screening services, including nationwide CORI reports. Contact Jeremy Pollard at (800) 790-1205 x21122 or [jpollard@ghrr.com](mailto:jpollard@ghrr.com).

**Insperity** offers Home Care Alliance members access to comprehensive HR services, including payroll, benefits administration, and compliance support. This partnership helps agencies streamline operations, reduce administrative burdens, and focus on delivering high-quality care. Contact Joe Broderick at [Joe.Broderick@insperity.com](mailto:Joe.Broderick@insperity.com)

**MP-HR** offers comprehensive HR and payroll solutions, including applicant tracking, benefits administration, time & attendance, and compliance support. Members benefit from discounted services and a complimentary detailed HR audit. With advanced technology and dedicated support teams, MP aims to enhance the employee experience. Contact Lauren Thompson at (508) 335-0921 or [lauren.thompson@mp-hr.com](mailto:lauren.thompson@mp-hr.com).

**Mutual of America** specializes in institutional retirement benefit plans, offering tailored solutions for member agencies. From establishing new retirement programs to enhancing existing ones, MoA provides cost-effective and IRS-compliant solutions to help employees save for retirement. Contact Joe Gerardi at (401) 470-7095 or [joseph.gerardi@mutualofamerica.com](mailto:joseph.gerardi@mutualofamerica.com).

**National Enrollment Services (NES)** offers Home Care Alliance of Massachusetts members comprehensive employee enrollment services, including voluntary benefits programs and tax credit assistance. For more information, contact Howard Labow at [hlabow@nationalenrollmentservices.com](mailto:hlabow@nationalenrollmentservices.com).

## Insurance

**Fred C Church Insurance:** Fred C. Church Insurance offers competitive workers compensation, corporate property & casualty insurance products. Contact Jim Maher at (978) 322-7283 or [jmaher@fredcchurch.com](mailto:jmaher@fredcchurch.com).

**The Unemployment Services Corporation:** The Unemployment Services Corporation provides expert consulting and claims management to minimize losses for members. Access expert consulting & claims management to minimize losses. Contact Michael Flanagan at [mflanagan@uscorp.com](mailto:mflanagan@uscorp.com).

## Interpreter Services

**Propio Language Services** is a U.S.-based provider of professional interpreting and translation solutions, serving healthcare, legal, education, and public service sectors. With over 25 years of experience, Propio offers on-demand and scheduled services across 300+ languages, including video remote, over-the-phone, on-site interpreting, and document translation. Contact Toby Leach, [tlease@propio.com](mailto:tlease@propio.com) for details on

**Universal Language Services** provides professional interpretation and translation solutions to support clear communication across healthcare, legal, and public service settings. Services include on-site, video, and phone interpretation in a wide range of languages. Contact Josh Chmilariski, Vice President of Sales, 407-389-9963, [josh.chmilariski@ulsonline.net](mailto:josh.chmilariski@ulsonline.net).

## Expand Our Group Purchasing Program

The Alliance is always looking to expand the group purchasing program to offer even more valuable discounts on essential goods and services to our members. Please share recommendations for companies that could provide beneficial products or services to members, with our membership team at [info@thinkhomecare.org](mailto:info@thinkhomecare.org). Together we can negotiate better deals and improve the collective bottom line.



# Home Care Alliance of Massachusetts Educational Services



## 2025/2026



## General Education

The **Accreditation Commission for Health Care (ACHC)** offers educational programs at a discount to Alliance members, contact Alisha Morrison at [AMorrison@ACHC.org](mailto:AMorrison@ACHC.org) or (919) 234-6399, extension 219.

**Community Health Accreditation Partnership** provides members with 12% off annual accreditation fees and 10% off site visit fees for educational services. CHAP also offers members access to the [Standards Monitor](#), providing up-to-date Standards of Excellence and state-specific compliance details. Use Coupon Code: HCA17 and save on CHAP products and services. Contact [David Arroyo](#) for details, (202) 218-3701

## Clinical Education

**WellSky**, a leading healthcare tech company, offers top tier training for home health and hospice professionals through its Learning Center, featuring 750+ courses and CE hours. Alliance members get 30% off the COQS Exam and full training bundle with code COQSMA. Courses cover OASIS, PDGM, leadership, value-based care, and more - email [learning@wellsky.com](mailto:learning@wellsky.com) or [SHaron.Seaton@WellSky.com](mailto:SHaron.Seaton@WellSky.com) to get started.

**Oasis Answers** provides expert guidance and support to help navigate the complexities of the OASIS (Outcome and Assessment Information Set) requirements, ensuring accurate data submission, compliance, and improved patient outcomes. The Alliance partners with OASISAnswers for discounts on onsite and online education & exams.

## Palliative Care

**Center to Advance Palliative Care (CAPC)**, the leader in Palliative Care Education offers HCA-MA members a 15% discounted membership rate. Additionally, members can avail themselves of discounted rates for CAPC's National Seminar and pre-conference sessions. For inquiries, contact [membership@capc.org](mailto:membership@capc.org).

## Wound Care

**Relias** offers HCAM members access to Relias Wound Care, an educational and tools platform designed to enhance wound care practices. Alliance members can receive discounts on services. For more information, contact Amber Jones Stephenson at [amjones@relias.com](mailto:amjones@relias.com).

## Direct Care

**Corridor:** Alliance member agencies receive maximum discounted rates on Corridor Campus, an on-demand e-Learning service. Contact Jonathan Woodham at [jwoodham@corridorgroup.com](mailto:jwoodham@corridorgroup.com). Visit their website for a complete course list: [www.corridorgroup.com](http://www.corridorgroup.com).

**Cinematic Health Education ReadyHHA:** Experience the transformative power of online didactic education tailored for home health aides. The curriculum harnesses the effectiveness of story-based learning, with pre-configured materials and emphasizes the mastery of essential soft skills vital for caregiver excellence. Contact Melissa at [melissa@cinematichealtheducation.com](mailto:melissa@cinematichealtheducation.com) or 570-710-0297.

**CareAcademy** offers a portable, online educational platform for certifying, onboarding, and in-servicing caregivers. With video-based micro-learning, caregivers can access training conveniently on smartphones, tablets, or computers. For more information, visit [www.careacademy.com](http://www.careacademy.com) or contact [sales@careacademy.com](mailto:sales@careacademy.com) or (866) 227-3895 x3.

**Nevvon** is an innovative e-training platform designed specifically for caregivers. As a Home Care Alliance member, you can access exclusive pricing on Nevvon's comprehensive online training programs using the discount code NevvonMA2025. To get started or learn more, email [sales@nevvon.com](mailto:sales@nevvon.com) and mention your Alliance membership

## Free Aide Trainings Delivered to Your Inbox Each Month

The Aide Training Materials are a part of your member benefit. These materials, including newsletters, quizzes, and customizable certificates, are designed to support home care aides in meeting CMS required training hours and improving their caregiving skills.

To access these resources, log into the Member Hub and subscribe to the "Partnership in Quality Care" subscription list. To end the service, simply unclick!

# YOUR TEAM at the Alliance



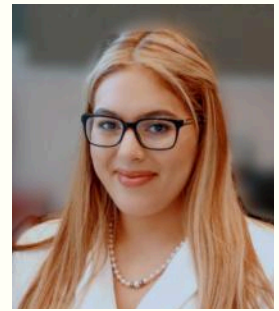
**Jake Krilovich**  
Executive Director



**Colleen Pierro**  
Director of Regulatory &  
Clinical Affairs



**Harrison Collins**  
Director of Legislative &  
Public Affairs



**Janetsy Diaz**  
Admin & Member  
Services Assistant



**Phillip Dunn**  
Director of Business  
Operations



**Leslie Hammond**  
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**Cynthia Holloway**  
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