

Our Healthcare Journey: A Monthly Bulletin for Ohio Medicaid's In-Home Service Providers

January 2024



Happy New Year!

January is Cervical Health Awareness Month. More than 13,000 women in the U.S. are diagnosed with cervical cancer every year.¹ Both in the U.S. and internationally, this disease disproportionately affects vulnerable populations, particularly those without adequate access to health care.¹

However, with proper vaccinations and appropriate screenings, cervical cancer is preventable. Many cases of cervical cancer are caused by human papillomavirus (HPV) infection. There are vaccines available that can prevent most strains of this virus. Additionally, regular Pap tests can catch—and lead to the treatment of—the disease in its early stages. To learn more about cervical cancer and how you can help advocate for increased screenings and vaccinations, please visit the National Cervical Cancer Coalition's website [HERE](#).

In this edition of the monthly newsletter for Ohio Medicaid's in-home service providers, PCG will share a roundup of the resources, training, and support available to help ensure your ongoing success.

In this issue you will find:

- Rule Changes – HCBS Provider Rate Increases
- Education Corner – CE Training Highlight, Provider Toolkit Highlight, & Provider Learning Management System
- Ohio Medicaid Invites You to Take Part in Improving the State's Self-Direction Program
- PCG Match – Individuals Seeking Services!

- Making a Difference – Addressing Conflict Between the Individual and Family

We hope you find this information engaging and helpful!

Rule Updates

Effective January 1, 2024, substantial enhancements to reimbursement rates are being implemented in Ohio Medicaid for nurses, personal care aides, and home care attendants. These rate increases are being implemented to support providers in their efforts to maintain and improve access to care for some of Ohio's most vulnerable populations.

For more information, please review the Ohio Department of Medicaid's (ODM) letter regarding this change [HERE](#). Additional information can also be found [HERE](#).

For specific information about services administered for Level 1, Individual Options, and SELF waivers, please see the Department of Developmental Disabilities website [HERE](#). For more information on assisted living provider rate updates, please visit the Ohio Department of Aging's website [HERE](#).

Education Corner

Continuing Education (CE) Course Highlight

Training Name: *How to Make the Most of the Provider Toolkit*

Description: As a provider, you are responsible for maintaining documentation that meets current requirements in order to comply with Waiver regulations. However, searching for or creating compliant forms can be a time-consuming and difficult barrier for many providers. Now that you have access to the provider toolkit, a collection of forms to help providers remain in compliance with documentation, we hope this responsibility will be a bit easier. This training will orient providers to the Provider Toolkit forms available to nurses, home care attendants, and personal care aides and offer insight into how to make the most of the toolkit!

To register for this course, click [HERE](#). To view the other CE courses available on our website, click [HERE](#).

*PCG has 12 courses posted on [our website](#) that meet the requirements for **1-hour** of credit towards the Ohio Department of Medicaid's (ODM) required annual 12 hours of continuing education.*

Provider Toolkit

The Provider Toolkit is a collection of forms approved by ODM that can help you maintain your compliance with documentation requirements. Each document contains a fillable form and step-by-step instructions on how to accurately fill out the form.

Toolkit Highlight: This month, we're highlighting the **Plan of Care Documentation Form for Nurses** which can be used to document the care needs and nursing services provided to the individual. The Plan of Care must be authorized by the individual's treating physician as required by **OAC 5160-44-22**.

Click [HERE](#) to sign up to receive the provider toolkit, available for Personal Care Aides, Home Care Attendants, and Nurses. Want to learn more about the toolkit? Review the CE training [How to Make the Most of Your Provider Toolkit](#) highlighted above!

Provider Network Management Training and Learning Management System

In partnership with ODM, Maximus – the Provider Network Management (PNM) module vendor – offers a variety of training sessions to educate providers on the PNM module and centralized credentialing. These sessions are available on demand, allowing providers to conveniently access them. Maximus plans to add additional training in the future, including targeted sessions tailored for specific users.

To access self-paced training and resources or to sign up for future scheduled sessions, click [HERE](#) to login into Absorb, the learning management system (LMS). You must create an account in the LMS to access training sessions and PNM resources. Visit the [Provider Absorb LMS & Training Sign Up Quick Reference Guide](#) for instructions on creating your account and accessing PNM training.

The latest PNM training resources, including step-by-step guides, are accessible within the ['Learning'](#) tab on the PNM toolbar. If you need additional assistance, please reach out to Maximus via email at ohiotrainingteam@maximus.com or PCG's Call Center at 1-800-908-1746.

Ohio Medicaid invites you to take part in improving the state's self-direction program.

Less than a year ago, the Ohio Department of Medicaid implemented a new approach to managed care that puts the individual served at the center of our focus. Committed to serving Ohioans better, the department is assessing Medicaid's current self-direction program, looking for ways to simplify participation and strengthen support for those interested and enrolled.

Self-directed care is a service model that empowers participants, such as yourself or your loved one, with choice and control over the long-term services and support needed to live at home.

Ohio Medicaid invites you to take part in improving the state's self-direction program.

Over the next months, Ohio Medicaid will host a series of public forums and workgroups to gain insight into your experiences, homing in on key opportunities and barriers impacting member participation. While our initial efforts will focus on self-direction for Ohio Home Care waiver enrollees, your feedback will also shape self-direction improvements across all applicable Medicaid programs.

To join us on this journey, **we've created a self-direction listserv you can sign up for on [Ohio Medicaid subscription news](#)** page. Subscribers will receive the latest insights on Ohio's self-direction program.

In the coming days we will also introduce a self-direction web section on Ohio Medicaid's website to provide access to information, key contacts, resources and more. If you have any questions about this effort, please email us at SelfDirection@medicaid.ohio.gov.

Ohio Medicaid is committed to serving our members better. Understanding your experiences is key to that promise. We can't get there without hearing from people like you.

Thank you,
Ohio Department of Medicaid

PCG Match

Individuals Seeking Services

There are currently 82 individuals and case managers looking for Home Care Attendant, Nursing, and Personal Care Aide services across the State of Ohio!

Visit PCGMatch.com to register for an account and search for job postings from individuals and case managers near you! For step-by-step instructions on how to use PCG Match, view the Provider Quick Reference Guide, available [HERE](#).

For technical assistance, please call 1-800-908-1746 or email ohiohcbs@pcgus.com. Our team is available Monday – Friday from 7:30 A.M. – 5:30 P.M. EST.

Making a Difference

Addressing Conflict Between the Individual and Family

When providing services, you may encounter conversations that are combative or argumentative, with displays of anger or frustration from the individual you are providing services for or their family. If these situations occur, it's important to understand that these behaviors may stem from various reasons such as stress, vulnerability, anxiety, concerns about the individual, or past dissatisfaction with services.

Be attentive to potential conflicts, especially verbal ones within the family. If verbal conflict is occurring between family members, avoid becoming involved unless you perceive the situation is adversely impacting the individual.

- Pay attention to escalating situations, including raised voices, body language, gestures, eye contact, and physical proximity.
- Maintain professional boundaries if family members attempt to involve you, staying patient and taking a moment to calm yourself before responding neutrally.
- If you feel disrespected, communicate this and state what is acceptable and unacceptable behavior.
- As required under your provider rule, be sure to communicate any concerns to the individual's case manager immediately.
- If violent behavior occurs, stay calm, maintain a safe distance, position your body sideways, and stay close to an exit. If you feel unsafe, leave the room and seek help

immediately.

If the individual's family is upset that you are unable to provide services you are not authorized to perform, acknowledge their concern in a professional manner and communicate your role limitations. Suggest they contact the case manager to discuss the individual's person-centered services plan (PCSP). This will demonstrate your genuine support and concern for the individual.

When discussing the individual's care, be sure to maintain confidentiality and only disclose information with the individual's or their authorized representative's consent. Explain your commitment to maintaining the individual's confidentiality.

It's also important to consider how ethnicity, religion, and cultural factors can affect family dynamics and your relationship with the individual.

- **Communication Styles:** Different ethnic and cultural backgrounds often come with distinct communication styles. Understanding and respecting these styles is crucial for effective communication between the provider, the individual, and their family.
- **Beliefs About Health and Illness:** Cultural and religious beliefs can significantly influence perceptions of health and illness. Some cultures may prefer traditional or alternative healing methods, while others rely on Western medicine. It's important for providers to be aware of and sensitive to these differences to ensure the individual receives culturally competent care.
- **Roles and Hierarchies:** Cultural and religious values often dictate family roles and hierarchies. Understanding these dynamics helps providers navigate discussions about care plans and the involvement of family members. Some cultures may prioritize the eldest family member's opinion, while others may have more open structures.
- **Trust and Rapport Building:** Cultural competence is crucial for building trust between the provider, the individual, and their family. Being sensitive to cultural nuances, demonstrating respect for diverse beliefs, and adapting communication styles can foster a trusting relationship.

Considering these factors can help you better navigate conflict that may arise from differing opinions or beliefs. If an issue arises that conflicts with the individual's PCSP, immediately communicate the issue to the case manager to determine the best way to proceed.

Navigating challenging situations with the individual and their family requires effective collaboration that takes into account the various emotions and cultural factors at play. By acknowledging and addressing these considerations, providers can foster trust, mitigate conflicts, and contribute to a more supportive and culturally competent healthcare environment that results in improved care for the individual and increased satisfaction for their family.

References

1. <https://www.nccc-online.org/cervical-health-awareness-month/>
2. <https://www.aafp.org/pubs/afp/issues/2011/1001/p780.html>
3. <https://milnepublishing.geneseo.edu/nursingcare/chapter/nurse-patient-family-communication/>
4. <https://www.ahrq.gov/hai/cusp/modules/patient-family-engagement/notes.html>
5. <https://myallamericancare.com/blog/2019/03/16/5-tips-to-communicate-effectively-with-family-of-patients/>
6. <https://www.avant.org.au/Resources/Public/Managing-difficult-interactions-with-patients/>
7. <https://www.physicianspractice.com/view/dealing-patients-disruptive-family>



Department of
Medicaid

Contact Us

info@pcgus.com
www.publicconsultinggroup.com

[Update Profile](#) | [Constant Contact Data Notice](#)

Sent by byohiohcb@pcgus.com powered by



Try email marketing for free today!