

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

January 11, 2023



Happy New Year! We hope you enjoyed time with family and friends over the holidays and are looking forward to all that's to come this year. In this edition of the monthly newsletter for Ohio Medicaid's in-home care providers, PCG is delighted to share a roundup of the resources, training, and support available to help ensure your ongoing success.

In this issue you will find:

- Monthly Continuing Education (CE) Courses – January and February
- New Initiatives – PCG Match
- PCG Partner Spotlight
- Provider Toolkit – Documenting Your Services
- Help Needed – Emergency Service Needs Around the State
- Making a Difference – The Cost of Being an Unpaid Caregiver

We hope you find this information engaging and helpful!

Rule Updates

There are no rule updates to share this month. Please continue to review the monthly bulletin for future rule updates.

Monthly Continuing Education (CE) Courses

Please see the upcoming CE training topics and times below. As a reminder, licensed professionals (social workers, counselors, and RNs) **MUST attend the LIVE training sessions in full** to receive professional CEs. Non-licensed providers can attend either live or recorded training. To receive a certificate, you **MUST attend at least 55 minutes of the 1-hour long CE training session.**

How to Make the Most of Your Provider Toolkit

Wednesday, 1/25/23, at 2:00 p.m. via Teams Webinar

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 difficult and time-consuming 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 as well as offer insight into how to make the most of the toolkit! Following this training, participants will be able to:

- Locate and sign up for initial access and ongoing updates to the Provider Toolkit
- Determine what forms to use depending on the service provider type
- Determine when and how to use the various forms available
- Understand how to accurately complete the forms to help ensure successful structural reviews

Interested in joining this training on 1/25/23? Please register [HERE](#) by 2:00 p.m. ET on 1/25/23. This course meets the requirements for 1 hour of credit towards ODM's required annual 12 hours of continuing education.

Understanding HIPAA and How This Pertains to You as a Provider

Wednesday, 2/22/23, at 2:00 p.m. via Teams Webinar

As a provider, you are responsible for understanding and complying with both federal and state rules and regulations regarding HIPAA and privacy. In this course, we will define HIPAA and the Waiver rules that follow HIPAA. Additionally, we will discuss an individual's right to privacy, how to safeguard Protected Health Information (PHI), and highlight what types of PHI can be shared and what information needs to be kept confidential. Finally, we will share real examples of investigations into potential HIPAA violations to give you a sense of what constitutes a violation. Following this training, participants will be able to:

- Define HIPAA, its parts, and how they work
- Recognize why HIPAA is important as a provider
- Identify safeguards that can be put in place to continually comply with HIPAA
- Identify and understand Protected Health Information (PHI)
- Recognize what PHI can be shared and what needs to be kept confidential

Interested in joining this training on 2/22/23? Please register [HERE](#) by 2:00 p.m. ET on 2/22/23. This course meets the requirements for 1 hour of credit towards ODM's required annual 12 hours of continuing education and 1 hour of credit for licensed professional CEs.

Past CE Trainings: Thank you to everyone who attended our previous CE training

courses! If you were unable to attend any of the previous sessions, you can view them [here](#).

New Initiatives

PCG Match

We are excited to announce that PCG Match, our secure, online provider and individual matching platform, is now available to providers, individuals, and case managers! We know it can be challenging to safely find individuals to serve so PCG Match was created to make it easier for you to connect with individuals near you.*

PCG Match helps facilitate connections between in-home service providers and individuals receiving Ohio Home Care or MyCare Ohio Waiver services and/or Medicaid State Plan services. If you're interested in finding more individuals to serve, simply register as a provider and complete your profile with details about yourself, your work experience, and the services you provide. Individuals and case managers looking for providers with your experience and skill set can view your profile and message you to determine if you are a good match. Using PCG Match, you can also search for job postings from individuals and case managers. Once you've found a match, you must complete all normal authorization processes prior to rendering services.

Accessing PCG Match:

To register for an account, please visit PCGMatch.com.

For step-by-step instructions on how to use PCG Match, look out for the provider Quick Reference Guide, available on our [website](#).

**Only the data PCG Match users choose to share, including personal information (PI) and protected health information (PHI), will be made available to view by other PCG Match system users.*

PCG Partner Spotlight

Join us as PCG shines a light on Home and Community-Based Service partners throughout the state. Beginning in February, we will highlight a provider, agency, association, or other colleague to share more about them and the quality services they provide!

Provider Toolkit

Have you signed up to receive your Provider Toolkit? The Provider Toolkit is a collection of forms approved by ODM that can help you maintain your compliance with documentation requirements. There are toolkits available for Personal Care Aides, Home Care Attendants, and Nurses.

Click here to [sign up](#) to receive the provider toolkit. By signing up, you will receive notifications when updates are made to existing forms and when new forms are available for your use.

Toolkit Highlight: This month, we're highlighting the **Home Care Attendant and Personal Care Aide Visit Documentation Form** and the **Skilled Nursing Progress Note** which can be used to document daily service visits with an individual as required by OAC 5160-46-04, OAC 5160-44-27, and OAC 5160-44-22 for Home Care Attendants, Personal Care Aides, and Nurses, respectively. These forms should be used to document only one visit per day. If you have multiple visits on a given day, use multiple copies of the document for each additional visit. We hope you find these forms, and the entire toolkit, useful in completing your documentation.

Help Needed!

Emergency Provider Recruitment Efforts

ODM has partnered with PCG to identify appropriate providers for individuals in urgent need of support so they can safely remain in their homes. As a part of this effort, we would like to make you aware of the following needs:

County	Service Type	Schedule	Waiver Plan and MCO, if applicable
Fayette	RN Supervisor	Any hours	Ohio Home Care Waiver
Deleware	Skilled Nurse	Monday – Friday, any hours	Ohio Home Care Waiver
Pickaway	Skilled Nurse	Saturday – Sunday, any hours	Ohio Home Care Waiver

If you are able to fill this need and would like to be connected to the case manager to learn more, please reach out to PCG's Ohio Provider Expansion Recruiting Team at rbennington@pcgus.com.

Making a Difference

The Cost of Being an Unpaid Caregiver

As a provider, you may have heard the term “informal support(s)” and wondered what it means. The term informal support(s) refers to unpaid caregivers who provide essential care to individuals when their paid provider is not available.^{1,2} In 2017, AARP reported that an estimated 1.5 million unpaid caregivers in Ohio provided support to someone close to them.³ This is more than 9 times the number of providers supporting individuals receiving Ohio Home Care and MyCare Ohio Waiver services.⁴ Just like paid providers, informal supports are an integral part of an individual's care team, and it's imperative that both paid and unpaid caregivers are supported. Below you will learn more about what unpaid caregivers experience and how you may help them.

The Centers for Disease Control and Prevention (CDC) describes caregivers as the backbone of long-term care provided in people's homes, and although caregiving can be satisfying and greatly strengthen relationships, caregivers of all kinds may be at a higher risk of experiencing negative health outcomes, including elevated levels of depression and anxiety, decreased self-reported physical health, compromised immune function, and increased use of psychoactive medications.¹ Consequently, more than 50% of caregivers noted that a decline in their overall health status greatly reduced their ability to provide care.¹

Informal supports also often experience an increased financial burden due to out-of-pocket expenses related to caring for their loved ones, and increased expenses are often correlated with increased levels of stress and anxiety, contributing to an overall decrease in well-being.^{1,5,6} According to the AARP, unpaid caregivers spend an average of 26% of their income on caregiving-related expenses including groceries, transportation, home modifications, and medical expenses.^{4,5} Additionally, approximately one-third of caregivers reported facing two or more work-related stressors resulting from trying to manage their caregiving and work responsibilities simultaneously.⁵ Many reported lost

wages due to last-minute changes in their work schedule, taking a day off work, or taking a leave of absence in order to care for their loved ones.^{5,6}

Caregiving is an essential emotionally and physically demanding job, and as our population ages and as more individuals opt to receive care in their homes, the need for more caregivers will only grow.¹ As a paid provider, you can ease the burdens unpaid caregivers face. Preserving the health and well-being of unpaid caregivers ensures that an important source of long-term care remains a viable option for the individuals that you support. Additionally, healthy unpaid caregivers enable you to take the time off needed to maintain your health and, ultimately, continue providing services to individuals.¹

Follow some of the tips below to help support unpaid caregivers in your network:

- **Commit to a schedule and communicate absences to the individual and case manager as soon as possible.** This allows them the time to find alternative care and allows the unpaid caregiver time to make work arrangements if necessary. Appropriate notice ensures that planned absences and unexpected absences can be more easily accommodated without putting strain on the unpaid caregiver's work schedule or personal appointments.
- **Connect internal supports to resources.** Unpaid caregivers may not be aware of the resources that are available to help them in their role of caring for a loved one. The Ohio Department of Aging offers resources and support for both paid and unpaid caregivers including training, information, and support groups to ensure caregivers have adequate support services to provide sufficient care while also taking care of their personal needs.
- **Help the unpaid caregiver become an enrolled provider, if they are interested.** Unpaid caregivers also have an opportunity to become approved as independent providers, potentially alleviating some of the financial burden associated with unpaid caregiving! If you know any unpaid caregivers who are interested in becoming independent providers, please urge them to visit the Provider Enrollment tab on our website to learn more about enrolling as a provider.
- **Encourage eligible individuals receiving unpaid care to request enrollment in a Medicaid Home and Community-Based Services (HCBS) Waiver.** Not only could this alleviate strain on their unpaid caregiver, but it also presents an opportunity for you to increase the number of individuals available for you to serve and grow your business. To request an Ohio Home Care Waiver, individuals (or their caregivers) must complete the ODM 2399 Waiver application and submit it to their local county Health Department of Job and Family Services. Please note that in order to be approved for a Medicaid HCBS Waiver, the individual must be enrolled in Medicaid. More information on how to apply can be found on the Ohio Department of Medicaid website.

These steps, and more, can help improve outcomes for individuals and alleviate some of the burden that their internal supports face. The work you do as an Independent Provider not only increases individuals' quality of life but also makes an impact on the life of their unpaid caregivers. Thank you for your commitment to making a difference!

References

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3) Ohio Family Caregivers Provide \$16.8 Billion in Unpaid Care to Family, Friends at Home. AARP. <https://states.aarp.org/ohio/ohio-family-caregivers-provide-16-8-billion-in-unpaid-care-to-family-friends-at-home>. Published December 2, 2019. Accessed December 19, 2022.

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5) Rainville C, Skufca L. Caregiving Can Be Costly — Even Financially. AARP. <https://www.aarp.org/research/topics/care/info-2016/family-caregivers-cost-survey.html>. Published June 2021. Accessed December 8, 2022.

6) Rainville C, Skufca L, Mehegan L. *Family Caregiving and Out-of-Pocket Costs: 2016 Report*. November 2016:1-56. doi:10.26419/res.00138.001



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