

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

February 1, 2023



Happy National Heart Month! We hope you are able to dedicate some time this month to reflect on ways to keep your heart healthy! 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 – February
- Provider Resources – Help with Billing
- PCG Partner Spotlight – Ohio Urban Community Action Network (OUCAN)
- PCG Match – Have you registered for PCG Match?
- The Provider Toolkit – Toolkit Highlight & Update
- Help Needed! – Emergency Service Needs Around the State
- Making a Difference – *From Our Heart to Yours: February is National Heart Health Month*

We hope you find this information engaging and helpful!

### **Rule Updates**

There are no rule updates to share this month. To be notified about rule changes as they occur,

please sign up to receive email alerts from [Rule Watch Ohio](#).

## Monthly Continuing Education (CE) Courses

Please see the upcoming 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.

### 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](#).

## Provider Resources

### *Help with Billing*

During our recent IP Mentorship Program application process, many providers emphasized billing as an area where they would like more guidance. We understand billing as a provider can sometimes be overwhelming and confusing, so we thought it would be helpful to highlight some billing resources that are available to help you succeed as a provider!

The October CE training [Managing Your Provider Business](#) is available on our [website](#) to help providers with various activities including billing procedures, record keeping, and waiver tax requirements. Below, we have also included contact information for the ODM Provider Assistance team who is available to assist with billing-specific questions. For information regarding billing for managed care plans, please visit this [link](#) for managed care plan-specific contact information.

ODM Provider Assistance: 1-800-686-1516

## PCG Partner Spotlight

### *Ohio Urban Community Action Network*

This month, PCG would like to highlight the [Ohio Urban Community Action Network \(OUCAN\)](#), whose vision is to break the cycle of poverty in urban Ohio. Their mission is to empower Ohio's Urban Community Action Agencies which represent the largest urban counties throughout the state.

These nine agencies are a voice of low-income communities and have established collaborative relationships with organizations and decision-makers across the state to strengthen the social and economic security of families and their communities. They work hard to ensure residents are treated with dignity and have the resources to prosper in their everyday lives.

The Community Action Agencies can support providers and individuals receiving Waiver services through their programming, which includes support with the following:

- Assistance with rent
- Heating/cooling and utility assistance
- Career and workforce development programs
- Support programs for entrepreneurs and post-incarcerated individuals
- Financial literacy programs
- Childcare assistance
- Head Start programs

PCG is working with OUCAN to discuss ways to partner and help expand Ohio's Home and Community-Based Services provider network. To learn more about OUCAN, their resources, and what they're doing in Ohio urban communities, visit their website at <https://ohioucun.com/>.

## PCG Match

### *Have you registered for PCG Match?*

PCG Match is now live and available to help providers find individuals to serve! Visit [PCGMatch.com](http://PCGMatch.com) to register for an account and update your provider profile with details about yourself, your work experience, and the services you provide! Both independent and agency providers can search for job posts and communicate securely within the system to locate individuals in need of services near them.

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

## 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 **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.

**Toolkit Update:** An updated version of the **Request to Waive 30-Day Requirement to Provide Services Document for Personal Care Aides, Home Care Attendants, and Nurses** is now available. Those who previously registered for the toolkit were made aware of this new document in January. As a reminder, this document includes language that can be used in an email request to the Ohio Department of Medicaid (ODM) to terminate services prior to completing the required 30 days post-notification delivery period as required by OAC 5160-44-31.

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
Greene	Nursing	Monday, Wednesday, & Friday, overnight	Ohio Home Care Waiver
Franklin	Nursing	Saturday – Sunday, anytime Monday – Friday, evenings/overnight	Ohio Home Care Waiver - CareStar
Mercer	Nursing	Any (112 hrs. per week)	Ohio Home Care Waiver - CareStar
Fayette	Nursing	Monday – Sunday, anytime	Ohio Home Care Waiver
Delaware	Nursing	Monday – Friday, morning, afternoon & evening	Ohio Home Care Waiver
Pickaway	Nursing	Monday – Sunday, day & overnight	Ohio Home Care Waiver
Hamilton	Nursing	Sunday, day Monday – Sunday, overnight	Ohio Home Care Waiver
Butler	Personal Care Aide & Nursing	35 hrs. per week PCA & 34 hours per week nursing	Ohio My Care Waiver - Aetna
Warren	Nursing	3 days a week for 8 hrs./day	Ohio Home Care Waiver - CareStar
Harrison	Personal Care Aide	Any (56 hrs. per week)	Ohio Home Care Waiver - CareStar

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](mailto:rbennington@pcgus.com).

### Making a Difference

#### *From Our Heart to Yours: February is National Heart Health Month*

Every year at least 200,000 heart attacks are preventable according to the Centers for Disease Control.<sup>1</sup> Ensuring that both you and the individuals you serve focus on maintaining a heart-healthy lifestyle can help decrease the likelihood of experiencing heart problems while also preventing other serious chronic conditions such as type 2 diabetes and some kinds of cancer.<sup>1</sup>

These lifestyle choices promote heart health and can be included in both you and your individual's daily routine:

- Balanced diet
- Regular exercise
- Quitting smoking
- Adequate sleep
- Diabetes control
- Healthy blood pressure maintenance

Home health care providers can also help save an individual's life by learning and recognizing the signs and symptoms of heart attacks, strokes, and cardiac arrest, and providing care and support until help arrives.

According to the American Heart Association (AHA), warning signs of a heart attack include:

- **Chest discomfort.** Most heart attacks involve discomfort in the center of the chest that lasts longer than a few minutes – or it may go away and then return. It can feel like uncomfortable pressure, squeezing, fullness or pain.
- **Discomfort in other areas of the upper body.** Symptoms can include pain or discomfort in one or both arms, the back, neck, jaw, or stomach.
- **Shortness of breath.** This can occur with or without chest discomfort.
- **Other signs.** Other signs include breaking out in a cold sweat, nausea, or lightheadedness.<sup>2</sup>

Stroke symptoms include:

- **Face drooping** Does one side of the individual's face droop or is it numb? Ask the individual to smile.
- **Arm weakness** Is one arm weak or numb? Ask the individual to raise both arms. Does one arm drift downward?
- **Speech difficulty** Is speech slurred, are they unable to speak, or are they hard to understand? Ask the individual to repeat a simple sentence, like "the sky is blue." Is the sentence repeated correctly?<sup>2</sup>

Cardiac arrest symptoms include:

- **Sudden loss of responsiveness** No response to tapping on shoulders.
- **No normal breathing** Individual does not take a normal breath when you tilt the head up and check for at least five seconds.<sup>2</sup>

It is recommended that you call for help immediately if you or someone in your care experiences any warning signs of a heart-related ailment. Heart attacks can be sudden and intense, or start slowly, with mild pain or discomfort. Pay attention and call 911 if you recognize or suspect these symptoms.

Caregiver response can be key to both a successful outcome after a heart attack and the prevention of readmission to the hospital. Knowing the person you are providing care for and monitoring their recovery is a crucial step in preventing relapse.

PCG recognizes the value that caregivers provide every day and thanks you for making our communities healthier and happier! Happy Heart Health Month!

## References

1) Preventable deaths from heart disease & stroke. Centers for Disease Control and Prevention. <https://www.cdc.gov/vitalsigns/heartdisease-stroke/index.html>. Published September 3, 2013. Accessed January 12, 2023.

2) Warning Signs of a Heart Attack. American Heart Association. <https://www.heart.org/en/health-topics/heart-attack/warning-signs-of-a-heart-attack>. Published December 5, 2022. Accessed January 12, 2023.



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