

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

February 2024



February is **Black History Month**, a national celebration of the rich and diverse contributions of African Americans to the cultural, social, political, and economic fabric of society. The month serves as a time to reflect on the struggles, achievements, and pivotal moments in Black history, while also highlighting the ongoing pursuit of justice, equality, and inclusivity.

Please click [HERE](#) to learn more about the origin of Black History Month and [HERE](#) to learn more about this year's Black History Month theme "African Americans and the Arts".

In this edition of the monthly newsletter for Ohio Medicaid's in-home care 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 – OAC Updates Effective 01/01/2024
- Education Corner – In-Person Provider Training, Continuing Education (CE) Courses, & Provider Toolkit
- PCG Partner Spotlight – AARP Ohio
- PCG Match – More Than 1000 Users in PCG Match!
- Making a Difference – *Diabetes: Signs, Symptoms, Complications, and Prevention Strategies*

We hope you find this information engaging and helpful!

Rule Updates

Due to the recent public health emergency ending, many rules were updated effective January 1st, 2024. PCG, in partnership with ODM, is finalizing a training course to review changes that may impact you. Be on the lookout for an email in the coming weeks announcing the availability of this training on our website.

To be notified about rule changes as they occur, please sign up to receive email alerts from [Rule Watch Ohio](#).

Education Corner

In-Person Provider Training

PCG is offering another in-person provider training focused on the Ohio Home Care Waiver rules. This session will provide a high-level overview of provider requirements, documentation requirements, the structural review process, and expectations for reporting incidents.

Our next in-person training will be held on:

Date & Time: Thursday, March 7, 2024, from 10:30AM to 12:30PM ET

Location: Dayton Metro Library-Huber Heights Branch
6243 Brandt Pike
Huber Heights, OH 45424

Interested in attending? Register to attend [HERE!](#)

Continuing Education (CE) Course Highlight

Training Name: *Understanding HIPAA and How it Pertains to You as a Provider*

Description: 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.

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

PCG has 11 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 **Medication Administration Record (MAR) for Nurses and Home Care Attendants**. Providers must maintain a record of medication administration for every medication the individual's physician has prescribed per [OAC 5160-44-22](#) for Nursing Services and [OAC 5160-44-27](#) for Home Care Attendant Services. This includes all prescription and over-the-counter medications and treatments. Please refer to [OAC 5160-44-05](#) for a detailed description of reporting requirements for medication errors or misuse.

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](#).

PCG Partner Spotlight

AARP Ohio

AARP is the nation's largest nonprofit, nonpartisan organization dedicated to empowering Americans 50 and older to choose how they live as they age.¹ They aim to strengthen communities and advocates by focusing on health security, financial stability, and personal fulfillment, including supporting caregivers. This month, we're happy to highlight the many resources for providers AARP offers in support of this mission!

Click [HERE](#) to access AARP's **Caregiver Resource Center**, which offers numerous resources to help providers and family caregivers navigate difficult situations.

AARP also offers a free [online caregiving community](#) where providers can connect with other caregivers and learn from experts in the community.

PCG Match

More Than 1000 Users in PCG Match!

We are excited to celebrate that more than 1000 individuals, case managers, and providers have registered for PCG Match since its launch in January 2023!

PCG Match is designed to help 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 are looking to expand your provider business and connect with individuals in need of services, we invite you to register for an account on [PCGMatch.com](#) today!

After registering, update your provider profile with details about yourself, your work experience, and the services you provide, so case managers and individuals can learn more about you. You can also use the system to search for individuals in need of services near you and communicate securely within the system. For more information, please [visit our website](#).

Need help? For step-by-step instructions, 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

Diabetes: Signs, Symptoms, Complications, and Prevention Strategies

In the U.S., 11.6% (37.3 million) of Americans have diabetes, a chronic health condition that occurs when there is too much sugar (called glucose) in the bloodstream.^{3,4,5} There are three different types of diabetes, with Type 2 being the most common (90 – 95% of cases).

Diabetes is the seventh leading cause of death in the U.S. and complications can be severe, including kidney failure, blindness, heart disease, high blood pressure, stroke, nerve damage, and lower limb amputations. Individuals with diabetes are also more vulnerable to other illnesses and uncontrolled diabetes can lead to acute life-threatening events such as diabetic ketoacidosis and hyperosmolar (nonketotic) coma.⁶

As a provider, it's important to be aware of the signs, symptoms, prevention, and management of diabetes so you can best support individuals with diagnosed or undiagnosed diabetes.

Some common signs and symptoms of diabetes include:

- Increased thirst, hunger, and urination
- Unexplained weight loss
- Fatigue
- Blurred vision
- Non-healing sores
- Tingling or numbness in fingers or feet

Consider the following practices that help prevent and manage diabetes:

- **Meal Planning:** Follow dietary guidelines and ensure that meals are balanced with a focus on whole grains, vegetables, and lean proteins.
- **Medication Management:** Help individuals take their medications as prescribed and keep track of any side effects.
- **Regular Monitoring:** Assist with monitoring blood sugar levels as required by the Person-Centered Care Plan.
- **Physical Activity:** Encourage regular exercise, as it helps control blood sugar levels and promotes overall well-being.

By incorporating the above suggestions into your caregiving routine, you can contribute to better health outcomes and an improved quality of life for those you care for!

References

1. <https://asalh.org/about-us/about-black-history-month/>
2. <https://asalh.org/black-history-themes/>
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4. <https://www.mayoclinic.org/diseases-conditions/diabetes/symptoms-causes/syc-20371444>
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7. <https://pib.gov.in/PressReleasePage.aspx?PRID=1944600>
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10. <https://www.nutritionnews.abbott/nutrition-care/chronic-conditions/10-foods-and-drinks-to-help-manage-blood-sugar/>
11. <https://diabetes.org/about-diabetes/statistics/about-diabetes>



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