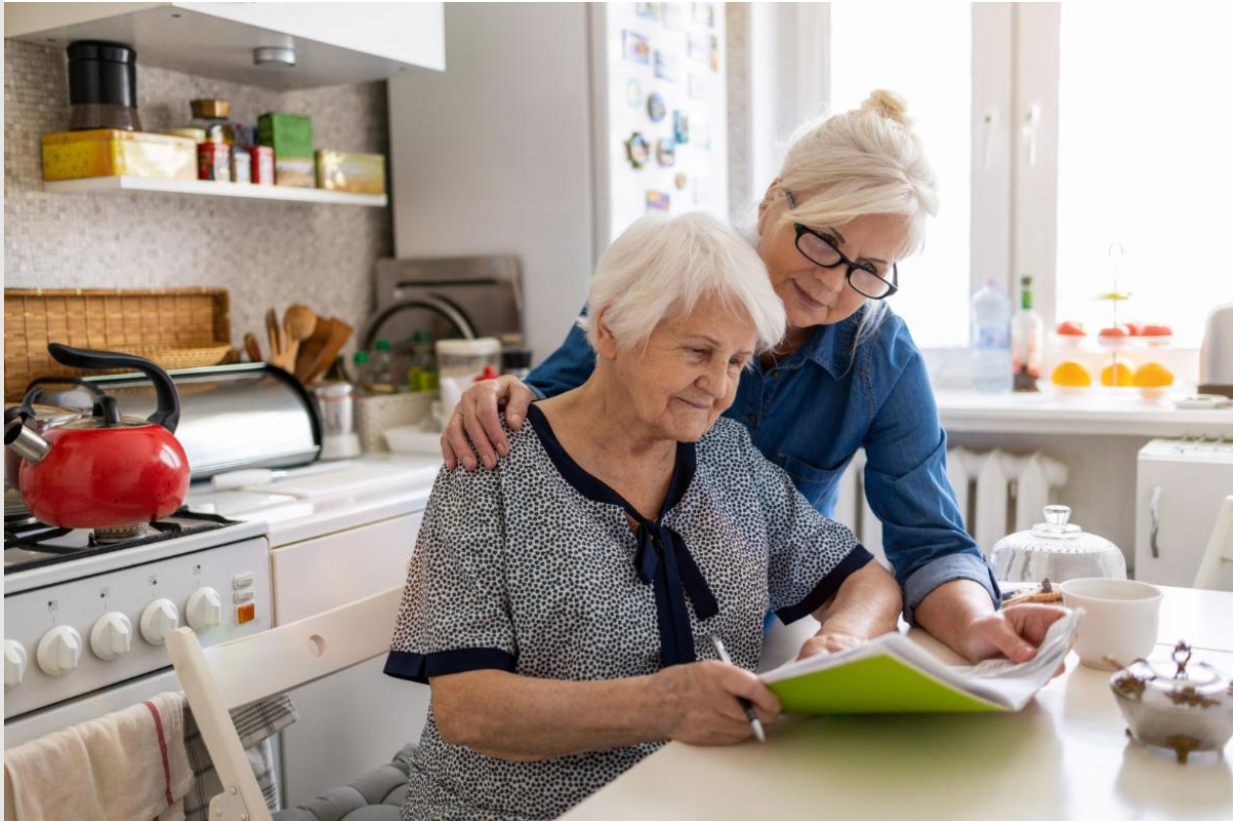


Our Healthcare Journey: A Monthly Bulletin for Ohio Medicaid's In-Home Service Providers

March 1, 2023



Happy National Nutrition Month[®]! Every March, the Academy of Nutrition and Dietetics focuses attention on the importance of making informed food choices and developing sound eating and physical activity habits. We hope that you are able to spend some time thinking about how nutrition plays a role in your responsibilities as a provider.

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:

- Continuing Education (CE) Course – March
- Provider Opportunity – Ohio CANS Assessors Needed
- Provider Resources – Next Generation Launch
- PCG Match – Find additional service hours
- The Provider Toolkit – Highlight & Update
- Partner Spotlight – National Center for Urban Solutions
- Help Needed! – Emergency service needs around the state
- Making a Difference – *Ways to Handle Conflict with Individuals*

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.

Trauma Informed Care: What to Know When Working with Individuals Who Have Experienced Trauma

Wednesday, 3/29/23, at 2:00 p.m. via Teams Webinar

Understanding how an individual has experienced trauma in their life helps you adopt a trauma-informed approach to services that supports a feeling of safety and avoids actions that could retraumatize the individual. This training will define trauma and provide an overview of the assumptions and driving principles of trauma informed care. You will learn examples of harmful vs. helpful responses to common trauma related behaviors to use when interacting with individuals who have experienced trauma in their life.

Following this training, participants will be able to:

- Define trauma
- Identify the “3 E’s” of trauma-informed care
- Identify the “4 R’s” of trauma-informed care
- Identify the 6 Guiding Principles of trauma-informed care
- Give examples of harmful vs. trauma-informed responses to common trauma-related behaviors
- Apply the knowledge learned when working with individuals

Interested in joining this training on 3/29/23? Please register [HERE](#) by 2:00 p.m. ET on 3/29/23. 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 Opportunity

Ohio CANS Assessors Needed

In July 2022, the Ohio Department of Medicaid (ODM) launched [OhioRISE \(Resilience through Integrated Systems and Excellence\)](#), a specialized managed care program for youth with complex behavioral health and multisystem needs. This program is currently seeking Child and Adolescent Needs and Strengths (CANS) assessors to help determine a child or youth’s eligibility for OhioRISE.

Please consider attending the one-day, live virtual training and certification exam at no cost to you! By completing this training, you can receive continuing education credits and eligible providers can bill Medicaid. Nurses, Home Care Attendants, and Personal Care Aides are all eligible to become certified Ohio CANS assessors.

To become a certified Ohio CANS assessor, you must complete a full-day CANS training session with the Child and Behavioral Center of Excellence (COE), and then register on the Praed Foundation’s [website](#) to complete the certification exam. The COE will provide you with a coupon code to waive the cost of the exam after you have completed the CANS training session. After obtaining certification, you will be able to register in the [CANS IT System](#) and complete a

CANS assessment with a child or youth.

CANS training sessions are offered on various days each month from 8:30 a.m. – 3:30 p.m. Check out the [CANS Resources page](#) of the OhioRISE webpage for more information on how to get certified and how to bill Medicaid for CANS assessments!

Provider Resources

Launch of the Next Generation of Ohio Medicaid Program

The Next Generation of Ohio Medicaid program is focused on implementing innovative changes that center around the individual and improving the provider experience. In this implementation, Ohio Department of Medicaid is working to:

- Improve wellness and health outcomes
- Emphasize a personalized care experience
- Support providers in better patient care
- Improve care for children and adults with complex needs
- Increase program transparency and accountability

The February 1 phase launch of the program included the implementation of the Next Generation managed care plans, the new Electronic Data Interchange, and the Fiscal Intermediary. ODM developed several resources to support providers throughout the implementation process including a February 1 launch [fact sheet](#), a [provider FAQ](#), and a [question-specific contact sheet](#).

On January 19th, the Ohio Department of Medicaid (ODM) conducted a webinar for providers to learn more about the February 1 launch phase. This webinar included an overview of the transition to the Next Generation managed care plans, Electronic Data Interchange, and Fiscal Intermediary. The PowerPoint presentation and recording are available for review [here](#).

Please note that the Next Generation managed care plan changes and EDI trading partner transactions do not apply to MyCare Ohio plans. Please contact ODMNextGen@medicaid.ohio.gov if you have any remaining questions.

PCG Partner Spotlight

National Center for Urban Solutions

The National Center for Urban Solutions (NCUS) serves 12 urban communities through efforts focused on moving individuals affected by the negative impacts of urban poverty to socioeconomic self-sufficiency. They maintain a grassroots philosophy that is driven by their NCUS model focused on workforce development, education, and health & wellness.

NCUS provides certified job training, workplace readiness, and career coaching that prepares individuals to secure and retain employment with a focus on lifelong personal and professional development. They also partner with Ohio To Work to expand access to their free career counseling, tools, and resources. Providers seeking support can utilize the services offered by NCUS and their partners including training focused on:

- Work readiness & soft skills
- Resume development
- Mock interviewing
- Online job search
- Financial literacy
- Computer basics
- Customized employer workshops
- Motivational workshops

To get access to these resources and support from Ohio To Work and NCUS, complete their

[contact and interest form](#). To learn more about NCUS and the work they do, please visit their website at <https://ncusolutions.org/>.

PCG Match

Find additional service hours!

PCG Match is now live and available to help providers find individuals to serve! There are over 35 open job posts from individuals and case managers looking for providers near them. Visit [PCGMatch.com](https://pcgmatch.com) to register for an account and update your provider profile with details about yourself, your work experience, and the services you provide! Once your profile is complete, you can search for job posts within your area and communicate securely with individuals and case managers.

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. Additionally, the January CE training [How to Make the Most of Your Provider Toolkit](#) is accessible on our [website](#) to help providers determine what forms to use depending on the service provider type and when and how to use the various forms available.

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.

We hope you find these forms (and the entire toolkit) to be 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
Franklin	Nursing	Any (112 hrs. per week)	Ohio Home Care – CareStar
Green	Personal Care Aide	Any (96 hrs. per week)	Ohio Home Care – CareStar
Harrison	Personal Care	Any (56 hrs. per	Ohio Home Care –

	Aide	week)	CareStar
Lorain	Personal Care Aide	Any (38 hrs. per week)	Ohio Home Care – Care Source
Mercer	Personal Care Aide	Monday – Friday (35 hrs. per week)	Ohio Home Care – Care Source
Mercer	Nursing	Any (96 hrs. per week)	Ohio Home Care – 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.

Making a Difference

Ways to Handle Conflict with Individuals

Even when you are working in a role that you value, there can be times when it is emotionally challenging. Additional life stressors, such as increased financial obligations or chronic illnesses, can add to the challenge of handling conflict with those you serve. Your stress can be compounded when the behavior of the individual you serve makes it difficult for you to provide the care they need.

For example, the individual you serve may have dementia or another mental health issues that results in erratic behaviors such as yelling or refusing care. Or the individual may have a conflict with a family member who lives with them causing friction while you provide care. These situations can be unsettling and leave you unsure of how to proceed.

These tips below can help guide you through handling conflict with the individuals you serve:

- **Stay calm.** When the individual becomes agitated and pivots their emotions toward you, remember that you are there to help them. Try not to take their outbursts personally. Take a few slow deep breaths and count to ten to allow your blood pressure and heart rate to slow down. This will help you calm down and remain professional while addressing the individual's agitation.
- **Avoid asking WHY questions.** This can put the individual on the defense. Instead, ask WHAT and HOW questions. For example, if the individual is agitated and tells you that she is angry with her daughter who lives with her, instead of asking, "Why are you angry with your daughter?", word your question, "What happened that made you angry with your daughter?". This allows the individual to explain without feeling the need to justify her anger.
- **Use "I" Statements.** If the individual is displaying anger towards you, use "I" statements. Taking ownership of your feelings can help reduce the individual's defensiveness. For example, if the individual is refusing to allow you to change a soiled incontinent pad, you might say to the individual "I am worried that if you do not allow me to change your incontinent pad you could get an infection. I am trying to help you." Explaining to the individual why you are trying to help will show respect and patience. If you had instead said, "You need to have your incontinent pad changed," this could increase the individual's tension and resistance to receiving help because they feel like they're being controlled.
- **Empower the individual.** Often individuals in need of care feel they have lost independence in their lives, sometimes resulting in conflict with their caregivers. However, there are steps you can take to help them feel more independent. Engaging the individual in their care regimen and encouraging them to make decisions in their routine can help the individual feel empowered and reduce resistance and conflict. For example, including the individual in meal selections (from available items and within their dietary restrictions) or asking them the order in which they would like to do their daily activities (e.g., shower, eat breakfast, etc.) can help the individual feel more self-sufficient. Additionally, using

empowering language that is positive and respectful can help the individual you serve feel supported and more independent.

- **Communicate with the care team.** If you notice the individual's erratic behavior is increasing in frequency or intensity, reach out to the care team to communicate your observations. Independent providers can reach out to the individual's care manager, and agency providers can communicate with their supervisor or agency-identified team member to address the issue occurring with the individual. Remember to document any observed behavior changes in your progress notes to ensure continued coordination with the care team and adherence to documentation requirements.

We appreciate the continued patience and care you show for the individuals you serve. Thank you for continuing to help individuals remain in their homes and live independent lives!



Ohio

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