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**Department of
Medicaid**

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

March 2024



March is Women's History Month! Across the U.S., various organizations come together to honor and encourage the study, observance, and celebration of the vital role of women in American history.¹ This year's theme celebrates "Women Who Advocate for Equity, Diversity, and Inclusion." It recognizes women nationwide who understand the importance of eliminating bias and discrimination from our lives and institutions for a more positive future.²

Please visit the National Women's History Alliance website [HERE](#) to access various [resources](#) and [events](#) to learn more about Women's History Month!

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 – OAC Updates Effective 01/01/2024
- Education Corner – Appendix K CE Training & LPN/HCA Supervisory Visit Note
- PCG Partner Spotlight – Ultimate Health Care Solutions (UHCS)
- PCG Match – Expand Your Provider Business with PCG Match
- Making a Difference – *Communicating with the Case Manager*

We hope you find this information engaging and helpful!

Rule Updates

OAC Updates Effective 01/01/2024

Due to the recent public health emergency ending, many Ohio Administrative Code (OAC) rules were updated effective January 1st, 2024. PCG, in partnership with ODM, developed a training course to review changes that may impact you. Please see the “Education Corner” section below to access the training!

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: Appendix K Rule Updates

Description: During the state of emergency, the Ohio Department of Medicaid (ODM) utilized Appendix K to make changes to the Ohio Administrative Code (OAC) rules to ensure individuals were still able to receive waiver services. In May of 2023, the federal public health emergency ended, and states could no longer continue with the Appendix K changes. The Centers for Medicare & Medicaid Services (CMS) gave the states until 1/1/2024 to update the rules. This training covers updates that the ODM made to the OAC rules. Some of the flexibility stayed in place and others returned to “pre-pandemic” requirements.

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 6 hours of continuing education for Non-Agency Personal Care Aides (PCAs).*

Provider Toolkit

Not sure how to document your services? The Provider Toolkit is a collection of ODM-approved forms designed to help you streamline your documentation of services provided. 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 **Licensed Practical Nurse (LPN)/Home Care Attendant (HCA) Supervisory Visit Note** that was added to the toolkit in late September 2023. This form can be used to capture all the information that must be maintained in the clinical record according to [OAC 5160-44-22](#) (waiver nursing) and [OAC 5160-44-27](#) (HCA) regarding supervision by an RN.

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

Ultimate Health Care Solutions (UHCS)

Ultimate Health Care Solutions (UHCS) is an Ohio-based organization dedicated to helping individuals achieve their ultimate goals through education. They believe education is founded on the driven intent for success and, therefore, offer various courses to help individuals begin and continue their path to success.

A few relevant courses for providers include:

- [State Testing Nursing Assistant \(STNA\) Course and Certification](#)
- [Home Health Aide \(HHA\) Certification](#)

- [CPR/First Aide Training](#)

Please visit the classes page on their website [HERE](#) to learn more about available courses, class schedules, and costs. You can also subscribe to their mailing list by visiting their website [HERE](#) to hear about upcoming classes.

If you have any additional questions, please contact them using the information below:

Phone Number: (614) 641-7003

E-mail Address: Ultimatehealthcare611@gmail.com

Address: 611 Hamilton Road, Columbus, Ohio 43213

PCG Match

Expand Your Provider Business with PCG Match!

PCG Match was 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're looking to expand your provider business and connect with individuals in need of services near you, we invite you to visit PCGMatch.com to register for an account!

After you register, 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 search for individuals in need of services near you and communicate securely within the system.

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

Communicating with the Case Manager

Many in-home care providers understand the daily impact they have on the lives of individuals receiving services but may not realize the vital role they play within the care team. As a front-line team member, your communication with the team is both valuable and necessary. In this article, we aim to share some simple, promising practices for communicating with the case manager or other required team members such as a supervising RN, if required under [OAC 5160-44-22](#) or [OAC 5160-44-27](#).

Being in direct contact with individuals most often, you are aware of their needs or potential needs as they arise. The Case Manager, as the team coordinator and developer of the person-centered service plan (PCSP), needs timely information to help ensure the accuracy of the individual's plan and the prompt provision of necessary services or resources. This makes your communication with the case manager extremely important, but what information should you share?

As a provider, you are required to review and adhere to the reporting requirements under [OAC 5160-44-05](#) and [OAC 5160-44-31](#), however, there is also other information that would be beneficial to share. Because each individual is unique, the information you need to share may vary, but we have included general ideas to consider and tips on how to share the information successfully.

Information to Consider:

- Is the current service plan still effective? If not, what areas need reviewing and why?
- Is the individual not completing program-required documentation such as signing timesheets?
- Are there financial concerns about the individual being unable to cover basic living expenses?
- Have you noticed a new pattern of behavior from the individual?

Tips for Communication:

- If you notice something odd or concerning, report it; never assume that another person has noticed or reported it.
- Communicate through email to ensure you have written documentation of the information shared, along with the date and time it was sent. If you communicate verbally, follow up with an email summarizing the conversation.
- Document what you have observed.

By following these simple practices, you can help the care team work effectively to ensure the

individual's health and welfare. Your role on the team is vital, not only in assisting with the Individual's in-home care but also in ensuring that other team members are aware and able to address any potential needs quickly.

You are an important and valued part of the care team! Thank you for all you do to support individuals needing services living in the community!

References

1. <https://www.womenshistorymonth.gov/>
2. <https://nationalwomenshistoryalliance.org/2024-whm-theme/>
3. Ohio Department of Medicaid. (2018, July 1). Case management guide - Ohio Home Care Waiver.
https://procure.ohio.gov/static/pdf/CSP900919_MAC001_Supplement%20Two_CaseManagementGuide.pdf
4. *Ohio Home Care Waiver Handbook - Medicaid.ohio.gov*. Ohio Department of Medicaid. (n.d.).
<https://medicaid.ohio.gov/static/Families%2C+Individuals/Programs/HCBS/OHCW+Handbook+2023.pdf>



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