

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

April 3, 2023



Happy Earth Month! Every April, leaders and environmental activists unite to create sustainable development and offer climate solutions to minimize our carbon footprint and prevent further harm to our planet's natural resources. Please visit <https://nationaltoday.com/earth-month/> to learn more about Earth Month and how you can participate in raising environmental awareness and creating consciousness around climate change!

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 – April
- Provider Resources – Electronic Visit Verification
- PCG Partner Spotlight – Brown and Clermont Adult Career Campuses
- PCG Match – Develop your provider business!
- The Provider Toolkit – Toolkit Highlight & Update
- Help Needed! – Emergency Service Needs Around the State
- Making a Difference – *How to Build a Strong Working Relationship with the Individuals You Serve*

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 topic and time 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.

Setting and Maintaining Professional Boundaries

Wednesday, 4/26/23, at 2:00 p.m. via Teams Webinar

Professionalism is the competence or skill expected of a professional. It involves the use of communication, knowledge, technical skills, emotions, values, and reflection in daily practice that benefits the individual and community being served. Professional boundaries define where we go, what we should do, and how close we get to people both physically and emotionally. In this training, we will discuss professionalism and professional boundaries. You will learn why boundaries are important, how to maintain professional relationships with individuals, review unprofessional behavior scenarios, and discuss how the situations could have been handled better.

Following this training, participants will be able to:

- Define professionalism
- Identify professional boundaries for caregivers
- Describe why professional boundaries are important
- Recognize Ohio Administrative Code rule prohibited behaviors
- Maintain a professional relationship with individuals
- Identify unprofessional behaviors and describe professional alternatives

Interested in joining this training on 4/26/23? Please register [HERE](#) by 2:00 p.m. ET on 4/26/23. 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

Electronic Visit Verification

Under the [21st Century Cures Act](#), state Medicaid programs are required to implement Electronic Visit Verification (EVV) for certain HCBS services to document the start and end times of services. The Ohio Department of Medicaid (ODM) made the Sandata EVV system available at no cost to providers in order to help providers satisfy this requirement. There are multiple resources available to support providers in the use of EVV, including:

- [EVV Fact Sheet](#)
- [EVV FAQ](#)
- [Sandata Training PowerPoint](#)
- [EVV Contact Information](#)

Additionally, every month ODM distributes an EVV-focused newsletter. The newsletter contains helpful resources and guidance for EVV success. To subscribe to the ODM EVV Newsletter,

register [HERE](#) and subscribe to the EVV entity that applies to you (EVV agency providers or EVV non-agency providers).

PCG Partner Spotlight

Brown and Clermont Adult Career Campuses

The Brown and Clermont Adult Career Campuses (BCACC) provide leading career certification programs that aim to prepare adults to match workforce needs both now and in the future. They are focused on career technical training that meets the needs of Ohio's communities by equipping adults with the specialized skills and knowledge required to secure and maintain employment.

The Brown and Clermont Adult Career Campuses offer a variety of highly interactive online courses relevant to providers including both instructor-led and self-paced courses to accommodate various schedules and learning paces. These include courses on:

- Basic computer skills
- Languages including Spanish and Sign Language
- Achieving Success with Difficult People
- Knowledge and skills to help effectively care for and work with aging populations

BCACC also offer a variety of career growth opportunities in healthcare including:

- State Tested Nursing Assistant Program – Total cost: \$850 (includes books, pre-requisite test, and state exam)
- Licensed Practical Nurse Program – Total cost: \$17,948 (includes books, supplies, course testing, and laptop)

Two additional programs are also available to individuals who did not complete their high school education and are looking to earn their high school diploma. These include:

- **Adult Diploma Program** is open to individuals who are 20 years of age and older. These individuals have the opportunity to earn both an industry-recognized credential and State Board-issued diploma.
- **Adult 22+ High School Diploma Program** for individuals who are 22 years of age and older. There is no minimum number of high school credits required to enroll, and individuals receive a locally issued high school diploma at the end of the program.

Although there are costs associated with the above courses, Brown and Clermont Adult Career Campuses provide opportunities for financial assistance. For additional information on available options, or to schedule an appointment with the Financial Aid Advisor, please call (937) 378-6131, ext 401.

For more information about the Brown and Clermont Adult Career Campuses and the courses they offer, please visit <https://www.bccareer.org/>.

PCG Match

Develop your provider business!

PCG Match is now live and available to help you develop your provider business! There are over 117 individuals and 132 case managers looking for providers near them. Visit [PCGMatch.com](https://www.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 opportunities 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 [here](#).

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.

Toolkit Highlight: This month, we're highlighting the **30-Day Service Termination Letter** for **Personal Care Aides, Home Care Attendants, and Nurses**. This letter should be used to give written notice to the individual and case manager at least 30 days prior to the anticipated last day of service per **OAC 5160-44-31**. Please note that you are also required to maintain a copy of your completed 30-Day Termination Letter in your clinical records.

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. Want to learn more about the toolkit? Review the CE training [How to Make the Most of Your Provider Toolkit](#). 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
Butler	Personal Care Aide & Nursing	Any (35 hrs. PCA & 34 hrs. Nursing)	Ohio My Care – Aetna
Clermont	Nursing	Any	Care Source – DODD
Fayette	Nursing	Any (112 hrs. per week)	Ohio Home Care – Care Source
Franklin	Nursing	Any (112 hrs. per week)	Ohio Home Care – CareStar
Franklin	Nursing	Any (49 hrs. per week)	Ohio Home Care – Care Source
Greene	Personal Care Aide	Any (96 hrs. per week)	Ohio Home Care – CareStar
Greene	Nursing	Any (40 hrs. per week)	Ohio Home Care – Care Source
Hamilton	Nursing	Any (112 hrs. per week)	Ohio Home Care – CareStar
Harrison	Personal Care Aide	Any (56 hrs. per week)	Ohio Home Care – CareStar
Harrison	Personal Care	Any (56 hrs. per	Ohio Home Care –

	Aide	week)	CareStar
Harrison	Personal Care Aide	Any (56 hrs. per week)	Ohio Home Care – CareStar
Lorain	Personal Care Aide	Any (38 hrs. per week)	Ohio Home Care – Care Source
Lorain	Personal Care Aide	Any (38 hrs. per week)	Ohio Home Care – Care Source
Lorain	Nursing	Any (98 hrs. per week)	Ohio Home Care – Care Source
Mercer	Nursing	Any (96 hrs. per week)	Ohio Home Care – CareStar
Mercer	Personal Care Aide	Any (35 hrs. per week)	Ohio Home Care – Care Source
Pickaway	Nursing	Any (112 hrs. per week)	Ohio Home Care – Care Source
Warren	Personal Care Aide & Nursing	84 hrs. PCA & 16 hrs. Nursing (3x 8 hr. Shifts)	Ohio Home Care – Care Source

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

How to Build a Strong Working Relationship with the Individuals You Serve

The individuals you serve depend on you to preserve their well-being and keep them safe. However, it is not always easy for them to accept help and rely on someone they don't know well. Building a relationship with the individual and conducting yourself in a way that makes them feel supported and empowered can create a bridge of trust that makes caring for the individual more seamless.

- **Establishing trust** is essential to building relationships. Trust will develop as you act with integrity and your words are consistent with your actions. When the individual knows that you have their best interests in mind, it is easier for them to accept help and will allow you to ensure their authorized service needs are met.
- **Acknowledging your mistakes.** Everyone makes mistakes, but what is most important is what you do next. Taking accountability for your actions and then rectifying the issue with the individual can help build trust and solidify your positive relationship.
- **Effectively communicating** your thoughts and ideas in direct and simple language is key to ensuring mutual understanding. Be sure to use language that clearly communicates your intentions and remember to use empowering language that helps the individual feel respected and supported.
- **Body Language** is another part of effective communication. Be aware of your body language and ensure it reflects the words you are saying. Additionally, when the individual

is speaking to you, it is important to maintain eye contact or make small gestures to let them know you are actively listening and engaged in what they are saying.

- **Being patient and empathetic** are essential parts of caregiving. They show the individual that you acknowledge their struggles and are willing to provide their services in a way that makes them feel most comfortable.
- **Be positive and genuine.** Maintaining a positive attitude throughout your shift can help the individual feel more comfortable around you. When you are genuine, people are quicker to trust you, which is important in a caregiving environment. Smiling will reflect [you](#) care and radiate a sense of gentleness.

Applying the above practices to your caregiving routine can help individuals feel more positive in your work relationship. Thank you for continuing to care for individuals and helping them remain safely in their homes!

References

1. <https://www.gottman.com/blog/4-tips-to-build-everyday-trust-in-relationships/#:~:text=Building%20trust%20within%20a%20relationship,Always%20tell%20the%20truth.>
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3. <https://blog.hubspot.com/sales/psychology-tips-that-will-get-your-prospects-to-trust-you-faster>
4. <https://www.inc.com/xintian-tina-wang/virtual-art-classes-saved-her-company-during-pandemic-now-though-everyone-competitor.html>
5. <https://nationaltoday.com/earth-month/>



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Contact Us

info@pcgus.com
www.publicconsultinggroup.com

Public Consulting Group | 148 State Street, Floor 10, Boston, MA 02109

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