

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

May 1, 2023



Happy Mental Health Awareness Month! Each year, millions of Americans face the reality of living with mental illness. During May, organizations across the country join the national movement to raise awareness about mental health by fighting stigma, providing support, educating the public, and advocating for policies that support people with mental illness and their families. To get involved or learn more about Mental Health Awareness Month, please visit <https://www.nami.org/Get-Involved/Awareness-Events/Mental-Health-Awareness-Month>.

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 – *Abuse and Neglect*
- Coming Soon! – Independent Provider (IP) Mentorship Program
- Provider Resources – *Individual Identifying Information*
- The Provider Toolkit – Highlight on *Request to Waive 30-Day Requirement to Provide Services*
- PCG Partner Spotlight – Ohio Waiver Network
- PCG Match – Are you, or someone you know, looking for additional work?
- Help Needed! – Emergency Service Needs Around the State

- Making a Difference – Approaches to Being a Culturally Competent Provider

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 to pic and time below.

### Abuse and Neglect

**Wednesday, 5/31/23, at 2:00 p.m. via Teams Webinar**

As a provider, you are an important resource for the individual and should always be on the lookout for threats to their health, safety and welfare. In this training we will define abuse and neglect towards individuals enrolled in the Ohio Home Care and MyCare Ohio Waivers. We will review examples including real events that PCG has investigated in order to help you identify abuse and neglect and avoid falling into common pitfalls that lead to events being substantiated. Additionally, we will review provider reporting responsibilities and contributing factors that can lead to paid and unpaid caregiver abuse and neglect. Finally, we will share coping strategies to help manage those contributing factors.

Following this training, participants will be able to:

- Define neglect and all categories of abuse per the Ohio Administrative Code rule
- Identify the signs of abuse and neglect victims may display
- Recognize provider's responsibility to report incidents of abuse and neglect
- Identify contributing factors that may lead to caregiver abuse and neglect
- Identify ways for providers to cope with those contributing factors

This is a free, 1-hour interactive webinar, beginner level course with the target audience of licensed professionals (social workers, counselors, and RNs).

The course also meets the requirements for 1 hour of credit towards the Ohio Department of Medicaid's (ODM) required annual 12 hours of continuing education.

**Interested in joining this live training? Please register [HERE](#) by 2:00 p.m. ET on 5/31/23. Additional course details can be found within this link.**

Unable to attend the live training? A recorded version will be posted [HERE](#) approximately one week after the live training. Non-licensed providers can attend either live or recorded training.

**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](#). Participants viewing the recorded trainings will receive a general certificate of completion. Licensed professionals **MUST attend the LIVE training sessions in full** to receive professional CEs.

## Coming Soon!

### **Independent Provider (IP) Mentorship Program**

In July 2023, PCG will initiate the second cohort of the Independent Provider (IP) Mentorship Program! This voluntary mentoring program will foster a supportive community where independent providers can learn from one another and strengthen the skills necessary to be successful in their careers. During this program, mentors and mentees will establish goals, meet weekly, work towards new skills, and reflect upon growth. To thank mentors for their commitment

and guidance, mentors will be eligible for a monthly stipend.

**Application Process:** This is a voluntary program. Selection is competitive and participation is dependent upon ODM approval. Applications are expected to open in Mid-May 2023. Stay tuned for more information about the program, including eligibility, application instructions, and details about mentor and mentee expectations.

## Provider Resources

### *Individual Identifying Information*

Providers are required to maintain all individual identifying information in the individual's clinical record per [OAC 5160-46-04](#), [OAC 5160-44-22](#), and [OAC 5160-44-27](#) for Personal Care Aides, Nurses, and Home Care Attendants, respectively. We understand that, at times, it can be challenging to obtain some of this information, especially if the individual has cognitive impairments and is unable to accurately provide this information themselves, or if the individual has no other support to assist you in obtaining this information. However, it is important to recognize that as the individual's provider, it is your responsibility to obtain and maintain this information to help you better provide the appropriate services and ensure the health, safety, and welfare of the individual.

You should be able to find most of the required information within the individual's service plan. If there is additional information that is either not in the service plan, or that the individual does not know, or cannot recall, you should reach out to the case manager or other members of the individual's care team for those details.

If the individual refuses to share their identifying information with you, it is important to approach the subject with care and sensitivity. The individual may be reluctant to share their personal information for fear of it being shared with other people. It is important that you explain to the individual that you are required to comply with State and Federal HIPAA regulations and will do everything within your ability to ensure their information remains confidential. If the individual still does not wish to share information with you, be sure to document this refusal within your records. Remember to stay connected with the individual's care team to update any information as changes occur.

The Provider Toolkit, discussed below, includes a Facesheet for Home Care Attendants, Nurses, and Personal Care Aides that can be used to capture all individual identifying information. Click [HERE](#) to sign up to receive the provider toolkit and download the Facesheet!

## 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 **Request to Waive 30-Day Requirement to Provide Services Document** for **Personal Care Aides, Home Care Attendants, and Nurses**. Providers are required to provide a 30-day notice to the case manager (CM) and individual to allow them to begin the process of finding a new provider while still receiving services. There are times when the situation or environment is contentious or a danger to the provider, and it is in the best interest of the provider's mental, physical, and emotional well-being to cease services immediately and not return to the home. However, this is not the case in every situation. Providers should adhere to the rule requiring the submission of the 30-day notice to the CM and individual whenever possible. The **Request to Waive 30-Day Requirement to Provide Services 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. This request must be submitted

to ODM at [provideroversight@medicaid.ohio.gov](mailto:provideroversight@medicaid.ohio.gov).

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.

## PCG Partner Spotlight

### *Ohio Waiver Network*

In 2013, Tom Rickles and Kathy Phillips established the Ohio Waiver Network (O.W.N.) to be advocates for providers across Ohio. Their mission is to develop, influence, and promote a collaborative network of providers and other organizations that are committed to quality waiver services for all eligible people in Ohio. O.W.N. represents and supports providers by working with state and local officials, partners, and other stakeholders in the HCBS community to:

- Provide the perspective of people working in HCBS,
- Simplify the system for providers, and
- Provide the training and technical assistance needed to help members succeed.

O.W.N continues to carry the voice of their members forward by utilizing member feedback to pioneer practical ideas on how policies would affect direct support professionals. They also develop continuing education training on various topics including business transformation, communication, and professional growth and development to help providers navigate their businesses.

If you are interested in becoming a member of O.W.N, complete [this](#) application and submit it via email at [Kathy@ohiowaivernetwork.com](mailto:Kathy@ohiowaivernetwork.com). For more information about O.W.N. and the work they do, please visit their website at <http://www.ohiowaivernetwork.com/>.

## PCG Match

### *Are you, or someone you know, looking for additional work?*

**There are currently over 100 in-home service provider jobs posted on PCG Match.** Visit [PCGMatch.com](#) today to find work in your area! For step-by-step instructions on how to use PCG Match, view the provider Quick Reference Guide, available [here](#).

### Upcoming PCG Match Demo!

Following the **Abuse and Neglect CE training on 5/31/23**, we will be providing a demo of PCG Match to help providers navigate the system. You will have the opportunity to ask questions as our instructor walks through how to register for an account, update profile details, search for job postings, and communicate with individuals and case managers.

## 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
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	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
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
Mercer	Nursing	Any (96 hrs. per week)	Ohio Home Care – CareStar
Montgomery	Nursing	Monday – Friday (40 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 (3 x 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](mailto:rbennington@pcgus.com).

## Making a Difference

### *Approaches to Being a Culturally Competent Provider*

Your beliefs and values, background, behavior, and life experiences may be very different than the individuals you serve, but it is important to recognize, understand, and respect your differences to ensure the individual feels safe and understood.

Below are a few ways to help you approach care with cultural competency and, subsequently, deliver higher-quality care:

- **Dedicate time to learning more about the individuals you serve**. It is important to spend time understanding the individual's background and experiences so you are aware of ways you could make them more comfortable or potentially uncomfortable. Attempting to understand the individual can help establish trust and allow you to provide care more

effectively.

- **Determine any cultural or religious preferences you can help accommodate** . Have an open and honest discussion about any potentially relevant traditions or customs that may be important to the individual. This can include spiritual or religious practices, dietary considerations, and cultural norms that you could help incorporate into the individual's daily routine or your service provisions.
- **Approach every interaction with sensitivity.** Whenever you engage with an individual, it is essential to think about how their experience and background influence their perceptions and expectations. Consider how your behavior and speech will be regarded and think about how you can use your knowledge about the individual to interact in ways that solicit positive experiences.
- **Respect the individual's choices.** The individual's ability to make personal life choices is part of what makes in-home health services so valuable. Empowering the individual by respecting their choices contributes to an improved quality of life by encouraging trust and allowing you to provide the services needed.
- **Practice self-awareness and examine your own biases.** Consider how stereotypes and preconceived notions affect the way you provide services and approach certain situations. Identifying areas you can improve in will promote practices that encourage diversity and culturally responsive environments.

Thank you for working towards being a more sensitive and culturally competent in-home services provider. We appreciate your continued dedication to helping individuals feel comfortable and safe in their homes!

## References

1. <https://www.nami.org/Get-Involved/Awareness-Events/Mental-Health-Awareness-Month>
2. <https://pubmed.ncbi.nlm.nih.gov/15227764/>
3. <https://www.ahrq.gov/health-literacy/professional-training/shared-decision/tool/resource-7.html>
4. <https://publichealth.tulane.edu/blog/cultural-competence-in-health-care/>
5. <https://www.qualityinteractions.com/blog/cultural-awareness-in-healthcare-checklist>



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