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CONSULTING GROUP



Department of  
Medicaid

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

May 2024



May is Mental Health Awareness Month. Every May, organizations across the U.S. come together to increase awareness about the vital role mental health plays in our overall health and well-being. Check out the Making a Difference Article: *Prioritizing Your Mental Health: A Guide for In-Home Service Providers* below to learn more about navigating mental health as an in-home service provider!

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:

- Education Corner – June In-Person Provider Training, CE Training & Provider Toolkit Highlight
- Career Growth – Part 2: Pursue Educational and Professional Development
- Switch to Sandata Mobile Connect Today!
- PCG Partner Spotlight – Ohio Health Care Association (OHCA)
- PCG Match – 54 New Users Registered for PCG Match!
- Making a Difference – *Prioritizing Your Mental Health: A Guide for In-Home Service Providers*

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](#).

## Education Corner

### *June 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, June 6, 2024, from 10:00am to 12:00pm

**Location:** Wood County Department of Job and Family Services

**Address:** 1928 East Gypsy Lane Road, Bowling Green, Ohio 43402

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

### *Continuing Education (CE) Course Highlight*

**Training Name:** *Recognizing and Responding to Abuse and Neglect*

**Description:** 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 scenarios 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.

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 6 hours of continuing education for Non-Agency Personal Care Aides.

### *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 fill out the form accurately.

**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. 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 service delivery period as required by OAC 5160-44-31. This email should list the reason for the waiver request and must be submitted to ODM at [provideroversight@medicaid.ohio.gov](mailto:provideroversight@medicaid.ohio.gov). Requests will be reviewed on a case-by-case basis. For additional information on this process and the details required for submission to ODM, sign up for our toolkit below.

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](#).

## Career Growth

### *Part 2: Pursue Educational and Professional Development*

Welcome to the second part of a three-part series that offers some suggestions on how to grow your provider business and career.

#### **Find resources to help you pursue educational or career goals.**

[Ohio Means Jobs \(OMJ\) centers](#) offer funding and support to help you meet your educational or career goals. Through OMJ, you can be linked to job opportunities in your community including occupational and basic skills training. Ask about opportunities through the **Workforce Innovation**

OMJ can also help you identify and apply for resources to help you reach educational goals, including:

- Funding for tuition, school-related items, or background checks
- Application assistance, including the Free Application for Federal Student Aid (FAFSA)
- Tutoring assistance
- Mentoring and counseling

*Tip: Ohio Means Jobs may be able to help pay for some ongoing Independent Provider requirements like First Aid training and CPR training*

### **Complete courses or pursue higher education to reach your long-term career goals.**

You can obtain certifications or degrees to enhance your skills as an Independent Provider and help you reach your career goals. Many nurses and healthcare administrators started their careers by providing personal care services! Programs may be offered online or in-person at technical schools, community colleges, or four-year colleges and universities.

Below, find additional information about resources in your area:

- [Ohio Department of Higher Education](#)
- [Ohio Association for Career and Technical Education](#)

*Tip: The [Ohio College Opportunity Grant](#) is one of many funding opportunities that can help you pay for higher education at Ohio public, private, or for-profit colleges and universities.*

### **Switch to Sandata Mobile Connect Today!**

On July 1, Sandata Mobile, the original Sandata Electronic Visit Verification (EVV) application (app), will no longer be available for use. After this date, direct care workers must use the new Sandata Mobile Connect (SMC) app, launched in July 2023. The Sandata Mobile Connect app is indicated by the following icon and can be downloaded from the [Apple Store](#) or [Google Play](#).



If you have any questions or need assistance during this application transition, please [submit a request](#) through Sandata On-Demand. You may also call or email the Sandata EVV Provider Hotline at 855-805-3505 or [ODMCustomerCareEmail@sandata.com](mailto:ODMCustomerCareEmail@sandata.com).

### **PCG Partner Spotlight**

#### ***Ohio Health Care Association (OHCA)***

The Ohio Health Care Association (OHCA) is proud to represent more than 1300 assisted living communities, home care and hospice service providers, providers of care and services to individuals with intellectual and developmental disabilities (ID/DD), and skilled nursing care facilities. The Association was established in 1946 to meet the needs of the state's growing number of long-term care support and services professionals, which today totals more than 100,000 exceptional men and women who care for Ohio's most vulnerable citizens.

The Educational Foundation of the OHCA has a multitude of continuing education and professional developmental opportunities available for providers including:

- [Live In-Person Seminars](#)
- [Live Webinars](#)
- [24/7 Online Courses](#)
- [Annual Convention and Expo](#) (May 13 – 16, 2024 in Columbus, OH)

For more information about OHCA, please visit their website [HERE](#). If you have questions or would like to get in contact with OHCA, please reach out by phone at (614) 436-4154 or via their contact form [HERE](#).

### **PCG Match**

#### ***54 New Users Registered for PCG Match!***

PCG Match is a secure, web-based platform that helps facilitate connections between in-home service providers and individuals receiving Ohio Home Care or MyCare Ohio Waiver services and/or Medicaid State Plan services. Last month, more than 50 new users registered for [PCGMatch.com](#), bringing the total number of registered users to more than 1200.

## Use the following steps to connect with the increasing number of users on PCG Match!

1. **Register for an Account** – Visit [PCGMatch.com](https://www.pcgmatch.com) to register for an account.
2. **Update Your Profile** – Your user profile contains details about you, your work experience, and the services you provide. Keep this information up to date so individuals and case managers can learn more about you.
3. **Search for Jobs** – Use PCG Match to search for job postings from individuals and case managers looking for providers who match your skill set and availability.
4. **Communicate with Others** – Use PCG Match to send secure messages to learn more about an individual's specific service needs.

Need help? For step-by-step instructions, view the provider Quick Reference Guide, available [HERE](#). You can also visit our website for more information. For technical assistance, please call 1-800-908-1746 or email [ohiohcbs@pcgus.com](mailto:ohiohcbs@pcgus.com). Our team is available Monday-Friday from 7:30 A.M. – 5:30 P.M. EST.

## Making a Difference

### *Prioritizing Your Mental Health: A Guide for In-Home Service Providers*

Being an in-home service provider is a rewarding profession, but it comes with its unique set of challenges. From navigating the emotional demands of caregiving to managing the physical strain of the job, it's essential for providers to prioritize their mental health.

In-home service providers often find themselves immersed in the lives of those they care for, providing not just physical assistance but also emotional support. While this can be deeply fulfilling, it can also take a toll on their mental health. Witnessing the struggles of individuals, coupled with the demands of the job, can lead to stress, burnout, and compassion fatigue.

It's crucial for in-home service providers to recognize the signs of mental health struggles in themselves. These signs may include:

1. Persistent feelings of sadness or hopelessness.
2. Increased irritability or frustration.
3. Difficulty sleeping or changes in appetite.
4. Physical symptoms such as headaches or muscle tension.
5. Social withdrawal and isolation.
6. Decreased motivation or enjoyment in activities.

If you notice any of these signs in yourself, it's essential to take proactive steps to prioritize your mental well-being.

Practical Strategies for Self-Care:

1. **Prioritize Self-Care:** Make time for activities that recharge you, whether it's reading a book, going for a walk, or spending time with loved ones. Remember that taking care of yourself is not selfish; it's essential for your ability to care for others.
2. **Set Boundaries:** Establish clear boundaries between your work life and personal life. Avoid overextending yourself and learn to say no when necessary. Setting boundaries helps prevent burnout and ensures that you have time to rest and recharge.
3. **Seek Support:** Don't hesitate to reach out for support when you need it. Whether it's talking to a trusted friend or family member, attending support groups, or seeking professional help, having a support network in place can make a significant difference in managing stress and coping with challenges.
4. **Practice Mindfulness:** Incorporate mindfulness practices into your daily routine, such as meditation, deep breathing exercises, or yoga. These techniques can help reduce stress, increase resilience, and promote overall well-being.

As an in-home service provider, your mental health is just as important as the care you provide to others. By prioritizing mental health awareness and practicing self-care strategies, you can ensure that you're able to continue making a positive difference in the lives of those you care for while also maintaining your own well-being.

## References

1. <https://www.samhsa.gov/mental-health-awareness-month>
2. <https://www.aha.org/mental-health-awareness-month>
3. <https://www.ncbi.nlm.nih.gov/pmc/articles/PMC8137852/>
4. <https://online.sbu.edu/news/prioritize-mental-health>
5. <https://www.springhealth.com/blog/how-providers-can-practice-self-care-and-boost-mental-wellness>



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