

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

July 2023



Happy National Minority Mental Health Awareness Month! This is observed each July to bring awareness to the unique challenges that some racial and ethnic minority communities face regarding mental health in the United States.¹ Throughout this month, the U.S. Department of Health and Human Services Office of Minority Health focuses on promoting tools and resources addressing the stigma about mental health among racial and ethnic minority populations.¹ To learn more about mental health and ways to support mental health equity in your community, please visit minorityhealth.hhs.gov/minority-mental-health/index.html.

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:

- Rule Changes – Provider Certification Rule Updates Effective July 2023
- Education Corner – Continuing Education (CE) Courses & Preparing for Structural Reviews
- The Provider Toolkit – Highlight on Facesheet
- PCG Partner Spotlight – Ohio Family to Family
- PCG Match – Benefits of PCG Match
- Making a Difference – *Maintaining Healthy Boundaries with Individuals*

We hope you find this information engaging and helpful!

Rule Updates

Provider Certification Rule Updates Effective July 2023

Last month, we highlighted that the Ohio Department of Aging (ODA) currently has several Provider Certification rule updates pending. The Joint Committee on Agency Rule Review (JCARR) has now completed their review of the **Chapter 173-39 Provider Certification rule** updates which will go into effect 07/01/2023 – 07/02/2023.

As a reminder, these proposed rules would apply only to those providers who are certified by ODA and provide services to an individual on the MyCare Waiver or an ODA-administered waiver. If you have not had a chance to review the **Chapter 173-39 Provider Certification rules** please visit ODA's Participate in Rule Development page [HERE](#) for more information.

To be notified about rule changes as they occur, please sign up to receive email alerts from [Rule Watch Ohio](#). If you have additional questions about this or any other rule updates, please contact us at 877-908-1746 or ohiohcbs@pcgus.com.

Education Corner

Continuing Education (CE) Courses

PCG has 12 continuing education training courses posted on our website that meet the requirements for **1-hour** of credit towards the Ohio Department of Medicaid's (ODM) required annual 12 hours of continuing education.

CE Highlight: This month we are highlighting the training on ***Conditions of Participation and Provider Specifications***.

This training offers an in-depth exploration of the Ohio Administrative Code (OAC) rules that govern how providers of Ohio Home Care and MyCare waivers furnish services to their Waiver individuals. The Conditions of Participation section focuses on all waiver provider types, while the Provider Specifications section specifically focuses on Personal Care Aides and Home Care Attendants. Knowing and understanding these rules will help improve your skills and abilities in your daily functions and ensure the health and welfare of Waiver individuals. To register for the course, click [HERE](#).

To view the other CE courses available on our website, click [HERE](#).

Preparing for Structural Reviews

Have you completed your Structural Review this year? If not, below are some tips on how to prepare for your review. If you have already completed your Structural Review this year, these tips may be helpful as you prepare for future reviews.

Tips to Prepare for Your Structural Review

1. **Secure and retain all required documentation throughout the year** – If you regularly keep track of your clinical documentation, it will be easier to gather and submit the requested documents during your review. Additionally, be sure to carefully review all documentation to ensure it has been completed thoroughly and in accordance with OAC rule requirements.
2. **Communicate changes and obtain authorizations at the time of service with the Case Manager** – Ensure that any modifications and authorizations are promptly communicated and recorded in the Person-Centered Service Plan. It is a good idea to keep a copy of your conversation with the Case Manager in your clinical record.
3. **Confirmation letter for scheduled review** – You will receive a confirmation letter once your review is scheduled. A few weeks before the review, your Reviewer will email you with a list of documents you need to send to them at least 3 days before your review.
4. **Seek clarification and ask questions during the review** – If something is unclear or if you have questions, don't be afraid to ask for more information. If you have questions about the structural review, feel free to reach out to your Reviewer or PCG at 877-908-

5. **Non-compliance findings and Structural Review Report** – If any non-compliance issues are identified during your review, you will receive a Structural Review Report with these issues explained. You will have 45 days to complete a Plan of Correction. This plan should outline how you will ensure compliance going forward.
6. **Keep your Provider Agreement in good standing** – Providers are required to participate in a structural review, even if you are not currently providing services. Keep your contact information up to date in the Provider Network Management (PNM) system so PCG is able to contact you when it's time for your review.

Interested in learning more about the structural review process? Check out our training *Managing your Provider Business* [HERE](#).

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 **Facesheet for Personal Care Aides, Home Care Attendants, and Nurses**. This document can be used to capture all individual identifying information that must be maintained in your clinical record per **OAC 5160-46-04**, **OAC 5160-44-27(J)(3)**, **OAC 5160-44-22** for Personal Care Aides, Home Care Attendants, and Nurses, respectively.

Please note:

- All sections of the document must be completed.
- If a section does not apply to the individual, write N/A (Not Applicable) or NONE.
- All information on the form is specific to the individual you are serving.
- Use a separate Facesheet to capture information for each individual you serve.

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](#).

PCG Partner Spotlight

Ohio Family 2 Family

Ohio Family 2 Family (OhioF2F) is a family-staffed, virtual center whose mission is to help families of children and youth with special health care needs (CYSHCN) become informed advocates for their children. They provide free support, information, resources, and training to families of CYSHCN and the professionals who serve them to help ensure CYSHCN receive best practice quality health care and community services.

OhioF2F is driven by the understanding that people with disabilities have the right and capability to actively participate and be fully integrated members of their communities. In order to spread this mindset, OhioF2F:

- Supports effective partnerships between guardians and providers.
- Provides training to home care professionals on care coordination and the Medical Home Model—a philosophy of primary care promoting health care that's coordinated, accessible, and focused on quality and safety.

For more information about OhioF2F's provider training opportunities, please view their [Training and Events Calendar](#). To learn more about how they promote partnerships between providers and individuals and the work they do, please visit their website at <https://www.ohiof2f.org/>.

If you are interested in connecting with OhioF2F, they are located at Cincinnati Children's

Hospital Medicaid Center and are available by phone at 1-844-644-6323 or by email at ohioF2F@cchmc.org.

PCG Match

Benefits PCG of Match

PCG Match is a secure, web-based platform that helps connect providers with individuals who match their skill set and availability!

PCG Match offers many benefits, enabling users to:

- Create a provider profile with spoken languages, allergies, and preferences
- Explore job opportunities that match your skill set and availability
- Find jobs located in a specified area
- Communicate securely with individuals and case managers
- Access assistance and technical support from our team Monday through Friday from 7:30 A.M. to 5:30 P.M. EST

Interested in taking advantage of the benefits offered by PCG Match? Visit PCGMatch.com to register for an account and update your provider profile with details about yourself, your work experience, and the services you provide! For step-by-step instructions on how to use PCG Match, view the provider Quick Reference Guide, available [here](#).

For technical assistance, please call 1-800-908-1746 or email ohiohchs@pcgus.com. Our team is available Monday-Friday from 7:30 A.M. – 5:30 P.M. EST.

Making a Difference

Maintaining Healthy Boundaries with Individuals

As an in-home care provider, it is essential to maintain a healthy professional relationship with the individuals you serve. A key part of building this healthy relationship involves establishing both personal and professional boundaries that help ensure mutual understanding and alignment of expectations.

Maintaining healthy boundaries also helps to prevent burnout, resentment, and guilt. Below are a few examples of areas where boundaries should be maintained:

- **Physical Boundaries:** Respect your personal physical space and ensure it is not encroached upon during your interactions with the individual.
- **Time Boundaries:** Provide services within the authorized time frame and avoid extending beyond your designated hours unless necessary. Be sure to communicate any services provided outside of your designated hours to the Case Manager.
- **Mental Boundaries:** Maintain objective conversations and refrain from engaging in subjective topics such as politics, religion, or other sensitive subjects that could compromise professionalism.
- **Internal Boundaries:** Avoid overextending yourself by taking on additional hours when you are exhausted or have prior commitments. Prioritize self-care to maintain your well-being.
- **Conversational Boundaries:** Limit personal disclosure, redirect the conversation, and kindly explain to the individual if a question crosses the boundary of professional information into your personal life.

Below are some ways to set boundaries and maintain healthy boundaries with the individuals you serve:

- **Be proactive.** It is best to discuss boundaries when you first begin providing services to an individual in order to help you and the individual determine limits, define expectations, and establish what role each of you will have in the individual's care.^{2,3} By addressing these early, you can avoid unnecessary confusion and foster a more effective and amicable caregiving relationship.
- **Be clear and direct.** Use simple straightforward language to establish clear personal and professional boundaries. Clearly communicate your role as the individual's provider,

specify the services you are authorized to provide, define topics you are comfortable discussing, and establish the freedom to have your own thoughts, values, and opinions while respecting each other's perspectives, even if you don't agree.

- **Acknowledge that boundaries can vary among individuals and cultures** . It's important to understand that the individuals you serve may have boundaries that differ from your own. Taking the time to determine any differences can help you better communicate your boundaries, particularly those that may not be common practice for the individual.
- **Ask the individual about their boundaries**. While there are certain tasks you are obligated to perform, it is important to acknowledge and consider the individual's boundaries when delivering services. If there is a specific boundary you are unable to accommodate while adequately doing your job, engage in an open and honest conversation with the individual to find the best way to provide sufficient services while respecting their boundaries.
- **Reinforce boundaries when necessary**. If the individual forgets a boundary you have set, it is acceptable to politely but firmly remind them that the boundary exists. Similarly, if you unintentionally cross a boundary set by the individual, respectfully acknowledge your mistake and make a conscious effort to avoid doing so again.

By setting and maintaining boundaries, you create a framework that enables both you and the individual to navigate your relationship with clarity and respect. A healthy provider-individual relationship founded on communication and mutual respect ensures that you can continue providing high-quality care and support to the individuals you serve.

References

1. <https://minorityhealth.hhs.gov/minority-mental-health/index.html>
2. <https://mhanational.org/setting-boundaries-health-care-worker>
3. <https://www.relationshipsvictoria.org.au/media/g10lkvqa/maintaining-professional-boundaries-tip-sheet-21079-web.pdf>
4. <https://positivepsychology.com/great-self-care-setting-healthy-boundaries/>
5. <https://leader.pubs.asha.org/doi/10.1044/creating-healthy-clinical-boundaries-with-patients-and-clients/full/>
6. <https://concept.paloaltou.edu/resources/business-of-practice-blog/establishing-boundaries-with-patients>



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