

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

*August 2023*



August is National Water Quality Month! This month serves as a reminder that we all have a role to play in protecting our water resources.<sup>1</sup> It calls for collaboration between governments, organizations, businesses, and individuals to protect and preserve our water sources.<sup>1</sup>

Take this opportunity to reflect on your own habits and make changes that can positively impact water quality. By visiting [nationalwaterqualitymonth.org/](https://nationalwaterqualitymonth.org/), you can learn more about National Water Quality Month and why it's important to prioritize water conservation!

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 & Provider Toolkit Highlight
- PCG Partner Spotlight – Ohio Association for Career and Technical Education
- PCG Match – How to Use PCG Match to Find Individuals to Serve
- Making a Difference – *Provider Safety: Injury and Prevention Tips*

We hope you find this information engaging and helpful!

## Rule Updates

### Provider Certification Rule Updates Effective July 2023

Last month, the **Chapter 173-39 Provider Certification rules** went into effect. 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.

Please see below to learn more about the Chapter 173-39 Provider Certification rule updates:

- **Rule #173-39-02** – Updated language on the requirements for providers to become, and remain, certified.
- **Rule #173-39-02.4** – Replaced old rule with new language defining the requirements for ODA-certified providers of choices home care attendant services.
- **Rule #173-39-02.11** – Updated language outlining the requirements for ODA-certified agency providers and participant-directed personal care providers.
- **Rule #173-39-02.13** – Rule on the definition and requirements of ODA-certified providers of non-emergency medical transportation is repealed.
- **Rule #173-39-02.18** – Updated language on the definition and requirements of ODA-certified providers of non-medical transportation.
- **Rule #173-39-02.21** – Rule on the scheduling of personal care aides and participant-directed providers is repealed and text is transferred to OAC rules 173-39-02.04 and 173-39-02.11.
- **Rule #173-39-03** – Replaced old rule with new language outlining applying for ODA-provider certification.
- **Rule #173-39-04** – Replaced old rule with new language outlining structural compliance reviews for ODA-certified providers.
- **Rule 173-39-05** – Updated language outlining disciplinary actions for ODA-certified providers.

To review the specific updates to each rule, please visit the Ohio Administrative Code Provider Certification page [HERE](#).

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](mailto: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 **Managing Your Provider Business** training, which focuses on supplying providers with effective business management skills. This training covers various topics including best practices for record-keeping, waiver tax requirements, billing issues, and common mistakes and how to avoid them. Additionally, this training discusses the Structural Review process in detail to ensure that providers are prepared with all necessary paperwork during the Structural Review process. To view the *Managing Your Provider Business* course, click [HERE](#).

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

### Provider Toolkit – Waiver Provider Reference Guide

The Provider Toolkit is a collection of provider-specific forms approved by ODM that can help you meet documentation requirements. Click [HERE](#) to sign up to receive the provider toolkit, available for Personal Care Aides, Home Care Attendants, and Nurses.

This month, we're highlighting the **Waiver Provider Reference Guide 2022** which contains an overview of expectations and requirements for providers. In this guide, you will find:

- Information about what an incident is and how to report it.
- Definitions for the Ohio Home Care and MyCare Waivers, the Person-Centered Services Plan, and the Plan of Care.
- Information about documentation requirements.
- Details about when to call a case manager.
- Summary of the Conditions of Participation.
- Resources for Medicaid, Electronic Visit Verification, and Public Consulting Group.

## PCG Partner Spotlight

## Ohio Association for Career and Technical Education (ACTE)

The Ohio Association for Career and Technical Education (ACTE) is a statewide professional organization whose mission is to advocate for career-technical and adult education in Ohio and offer educators the information, representation, and resources they need to provide outstanding educational opportunities for students of all ages and abilities.

Ohio ACTE provides free assistance to individuals aged 22 years and older in obtaining a high school diploma and pursuing career training. Ohio has 45 ACTE member schools across the state, many of which offer programs for providers such as State Test Nurse Aides (STNA), practical nursing, and RN training.

Interested in learning more about the programs ACTE schools offer? Click [HERE](#) to find a school near you!

## PCG Match

### *How to Use PCG Match to Find Individuals to Serve*

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

How to Use PCG Match to Find Individuals to Serve:

1. **Register for an Account** – Visit [PCGMatch.com](http://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.

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 [ohiohcb@pcgus.com](mailto:ohiohcb@pcgus.com). Our team is available Monday-Friday from 7:30 A.M. – 5:30 P.M. EST.

## Making a Difference

### *Provider Safety: Injury and Prevention Tips*

Did you know that healthcare workers face a disproportionately high number of nonfatal work injuries and illnesses compared to other professions? Several factors contribute to the increased risk of injuries among home health workers including working alone, being stationed in high-risk locations, encountering hazardous situations, and lack of immediate assistance during violent incidents and unexpected emergency situations. Below are some ways to help you remain safe while traveling and providing home care services to individuals.

Ensure your safety during the journey to and from the individual's home:

- Before leaving, check your gas levels to ensure you have enough fuel for the round trip.
- Lock doors and keep windows closed while driving.
- Park in well-lit areas, avoiding shrubs and trees that can provide hiding spots.
- Keep personal belongings and records out of sight, and securely stored in your trunk.
- Survey your surroundings before exiting your car and do not get out if you feel uncomfortable or unsafe.

When working with individuals, especially in new cases, it is important to thoroughly review the individual's person-centered service plan, behavior plans, and prior history. Familiarizing yourself with specific behaviors that the client may exhibit and any triggers that need to be avoided can help you safely provide services. Additionally, the behavior plan can provide insight into de-escalating unexpected behaviors.

It is important to approach with caution, avoiding language or movements that could agitate the individual or make them defensive. Instead, engage in conversation to build rapport and understand their preferences, routines, and needs. If you notice signs of tension or the potential for a violent situation:

- Remain calm and composed,
- Avoid responding defensively,
- Maintain your professional boundaries, and
- Keep your voice steady and confident.

Additionally, consider participating in courses that teach methods for recognizing potential violence and de-escalating challenging situations.

When providing hands-on care services to individuals, it is also important to be aware of environmental factors that can contribute to your safety including:

- **Fatigue** – Fatigue can significantly impact your work performance and increase the risk of mistakes. Ensure you get enough rest and prioritize adequate sleep.
- **Training on Adaptive Devices** – If there are adaptive devices available, make sure you receive proper training on their usage. Utilizing these devices correctly can minimize your risk of injuries and facilitate safe patient transfers.
- **Proper Lifting Techniques** – When lifting an individual manually, maintain a good grip by staying close to them and keeping your head up. Remember to bend your knees, not your back, and avoid jerking motions that may strain your muscles.

A home environment that lacks adequate lighting and has cluttered stairways, hallways, and other walking areas can pose potential hazards for slips and falls. To reduce these risks, it is important to:

- **Keep walking areas clear** – Regularly ensure that walkways are free from objects and clutter that could cause tripping or falling hazards. Don't forget to discuss the importance of keeping walkways clear with the individual.
- **Wear appropriate footwear** – Choose shoes that provide stability and support while working and avoid footwear that increases the risk of slipping.
- **Dress appropriately** – Wear suitable work clothes that allow you to perform your duties comfortably and without restrictions.
- **Promptly address spills** – If you encounter spills or wet surfaces, take immediate action to clean them up and prevent slipping hazards.
- **Maintain good body mechanics when assisting with dressing** – When dressing the individual, maintain an upright posture and begin with their weaker side to ensure stability and proper support.
- **Practice proper ergonomics when making beds** – Avoid overextending your reach while making a bed. Complete one side and then move around to the other side to complete the task without straining your body.
- **Be mindful of the weight of items you carry** – When carrying items such as laundry, ensure the weight is manageable and comfortable for you. Avoid excessive loads that could strain your muscles or compromise your balance.

Being mindful of these safety risks and following these guidelines can help you maintain a safe work environment while providing care services to individuals. Remember, your well-being is crucial for both you and the individuals you support. If you come across a situation that poses a potential health and safety risk for you or the individual, it's important to communicate this to the case manager. If you need additional guidance, please reach out to **PCG at 1-800-908-1746** or **contact the Ohio Department of Medicaid Provider Hotline at 1-800-686-1516**.

## References

1. <https://nationalwaterqualitymonth.org/>
2. <https://www.cdc.gov/niosh/topics/healthcare/default.html>
3. <https://www.myamericannurse.com/home-care-safety/>
4. [https://www.ccohs.ca/oshanswers/occup\\_workplace/caregiver.html](https://www.ccohs.ca/oshanswers/occup_workplace/caregiver.html)
5. <https://www.uidaho.edu/dfa/division-operations/ehs/tips/basic-safety-rules>
6. <https://www.sfmic.com/home-healthcare-workers/>
7. <https://blogs.cdc.gov/niosh-science-blog/2021/09/02/hhc-violence/>
8. <https://stockton.edu/healthsciences/documents/2016BestPracticesforPreventingViolenceinHomeHealth.pdf>



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