

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

September 2023



September is National Suicide Prevention Awareness Month. Suicidal thoughts can affect anyone regardless of age, gender, or background.¹ Various organizations throughout the U.S. use this month to change public perception, spread hope, and share vital information with people affected by suicide.¹ Their goal is to ensure that individuals, friends, and families have access to the resources they need to discuss suicide prevention and seek help.¹

To learn more about how to engage in this movement and access resources and support, please visit the National Alliance on Mental Illness's (NAMI) [website](#).

In this edition of the monthly newsletter for Ohio Medicaid's in-home care providers, PCG is sharing a roundup of the resources, training, and support available to help ensure your ongoing success.

In this issue you will find:

- Rule Changes – Pending Provider Rule Updates
- Website Update – New Ohio HCBS Website Coming Soon!
- Education Corner – Continuing Education (CE) Courses & Provider Toolkit
- The Provider Toolkit – New Form Coming Soon!
- Coming Soon – Self-Direction Provider Toolkit
- PCG Partner Spotlight – New Directions Career Center
- PCG Match – Why register for PCG Match?
- Making a Difference – *Signs, Symptoms, and Risks of Dehydration*

We hope you find this information engaging and helpful!

Rule Updates

Pending Provider Rule Updates

The Ohio Department of Aging (ODA) currently has several rule updates on **Background Checks for Paid Direct-Care Positions** pending. 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.

To find out more about the **Chapter 173-9 rules on Background Checks for Paid Direct-Care Positions** that are currently under review by the Joint Committee on Agency Rule Review (JCARR), please visit ODA's Participate in Rule Development page by clicking [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.

Website Update

New PCG Ohio HCBS Website Coming Soon!

We are excited to announce that a new PCG OH HCBS website is coming soon! Our team is currently working on building the new platform, and we look forward to sharing it with you soon.

The website will be organized into the following categories:

- **Active Providers** – Tools, training, and resources for currently enrolled providers.
- **Provider Enrollment** – Enrollment resources for agency and non-agency providers.
- **Home Health Careers** – Information about home health careers for prospective providers.
- **Individuals and Families** – Resources to help individuals and families recruit and choose providers.
- **Oversight** – Learn more about the various oversight activities PCG conducts on behalf of the Ohio Department of Medicaid (ODM).

We hope this new layout will help you more easily navigate the tools and resources we provide to support you in your career as an in-home care provider!

Education Corner

Resumption of In-Person Provider Training

PCG will once again be offering in-person provider training focused on the Ohio Home Care Waiver rules starting this month. These sessions will provide a high-level overview of provider requirements, documentation requirements, the structural review process, and expectations for reporting incidents. These sessions will be held once per quarter across the state and our first session will be held in the Columbus area. Register to attend [HERE](#)!

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 **Navigating Incident Management**. This training provides a deep dive into the Incident Management Rule, which identifies events that may cause harm to the individual, such as abuse, neglect, and exploitation. The training focuses on the provider's responsibility to ensure the Individual's health and welfare as a mandated reporter. During the training, we will also review the investigation process and the provider's role in that process. To register for this course, click [HERE](#).

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

Provider Toolkit – New Form Coming Soon!

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.

Coming Soon – **Home Care Attendant/LPN Nursing Supervision Form** for Home Care Attendants and Nurses to document the supervisory requirements under OAC 5160-44-27 and 5160-44-22.

ODA Self-Directed Provider Resource Page

ODA has developed a new webpage with updated resources and information for self-directed providers. This includes instructions on becoming a self-directed provider. Individuals and providers interested in learning more are encouraged to visit ODA's website [HERE](#).

PCG Partner Spotlight

New Directions Career Center

The New Directions Career Center (NDCC) is an Ohio-based organization dedicated to empowering women to achieve and maintain self-sufficiency. They achieve their mission by providing career counseling, employment-related education, and information services.

Throughout the month, the NDCC team and their community partners offer free online career development courses that are designed to expand your personal growth and professional skills and strengthen your network of resources. Currently, they offer workshops on the following topics:

- **Scholarships** – This course discusses education scholarships available for women who want to pursue higher education, such as becoming a Registered Nurse.
- **Goal Setting** – This course focuses on achieving short and long-term personal and professional goals.
- **Diversity, Equity, Inclusion, and Belonging (DEIB)** – This course aims to further your understanding of DEIB and its importance to thriving at work.

The NDCC is thrilled to partner with PCG and help Ohioans find meaningful careers in the home healthcare field. Please visit their website at <https://newdirectionscc.org/> to learn more about how they can help you develop your career as an in-home care provider!

PCG Match

Why register for PCG Match?

Our team developed PCG Match to address the challenge of providers and individuals finding each other! PCG Match is a secure, web-based platform that helps connect providers with individuals based on:

- Location,
- Type of service,
- Availability, and
- Preferences.

Visit [PCGMatch.com](https://pcgmatch.com) to register for an account and begin connecting with individuals! 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 ohiohcbs@pcgus.com. Our team is available Monday-Friday from 7:30 A.M. – 5:30 P.M. EST.

Making a Difference

Signs, Symptoms, and Risks of Dehydration

Did you know that about 78% of your body is made of water? Specifically, your lungs are made up of 83% water, followed by your muscles and kidneys at 79%, your brain at 73%, and your skin at 69%. Given the significant portion of your body composed of water, a decrease in body fluid can affect your normal body functions.

Dehydration occurs when the body loses more fluid than it takes in, and if not quickly treated, it can lead to serious and life-threatening conditions such as kidney stones, kidney failure, and heat stroke. Certain groups, including infants, children, older adults, individuals with chronic illness, and those who work or exercise outside in hot and humid conditions, are at higher risk of experiencing dehydration.

While you may associate dehydration with the summer months, the risk is year-round therefore, it's important to keep in mind additional factors that can contribute to an increased risk of dehydration:

- Not drinking enough fluids
- Limited mobility to access fluids
- Untreated or uncontrolled Diabetes
- Kidney disease

- Dementia

It's also important to consider the individuals you serve and any signs they show that could indicate dehydration.

The following are some common symptoms of dehydration for babies and children:

- No wet diaper or urination for 3 or more hours
- Dry mouth and tongue
- Crying without tears
- Eyes that look sunken
- Dry, wrinkled skin

The following are some common symptoms of dehydration for adults, older adults, and those with chronic medical conditions:

- Extreme thirst
- Less frequent urination
- Dark-colored urine (Urine should be a pale, clear color)
- Fatigue
- Flushed red, hot, and dry skin
- Dry mouth and/or dry cough

To help prevent dehydration, it is best to:

- Avoid drinks that are caffeinated, alcoholic, or that are made with sugar as these types of drinks pull water out of your body
- Increase your fluid intake if you are sick
- Drink fluids throughout the day (water is the best option)
- Avoid skipping meals (many fruits and vegetables contain substantial amounts of water, salt, and vitamins)
- If the individual you care for may have issues communicating their thirst, be sure to offer fluids often during your visit and ensure fluids, preferably water, are within their reach.

If you or the individuals you serve experience dehydration:

- Drinks lots of water
- If electrolytes have been lost, drink sports drinks (or for children Pedialyte or Equalyte)
- Please note that severe cases of dehydration must be treated at the hospital

As an independent provider, it is important to know the medical conditions of the individual/s you serve and be aware of any potential conditions that may put them at risk for dehydration. Remember to immediately notify the individual's care team if you have concerns about a significant change in their status. Your knowledge of the individual's medical conditions, signs and symptoms of dehydration, and how to prevent it can have a significant impact on the health and well-being of those you serve.

References

1. [https://www.nami.org/Get-Involved/Awareness-Events/Suicide-Prevention-Awareness-Month-\(SPAM\)](https://www.nami.org/Get-Involved/Awareness-Events/Suicide-Prevention-Awareness-Month-(SPAM))
2. <https://my.clevelandclinic.org/health/treatments/9013-dehydration>
3. <https://medlineplus.gov/dehydration.html>
4. <https://www.webmd.com/a-to-z-guides/prevent-dehydration>
5. <https://www.mayoclinic.org/diseases-conditions/dehydration/symptoms-causes/syc-20354086#symptoms>



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