

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

October 2023



Every October, people all around the world show their support for those affected by breast cancer. Breast Cancer Awareness Month (BCAM) is a time annually dedicated to raising awareness, promoting early detection, and supporting individuals and families impacted by breast cancer. Please click [HERE](#) to learn more about breast cancer, breast cancer screening, and ways you can contribute to the cause.

In this edition of the monthly newsletter for Ohio Medicaid's in-home service 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 – Provider Background Check Rules Effective November 2023
- ODM Newsletter Sign-Up
- Provider Referrals – Enrollment Resources
- Education Corner – Continuing Education (CE) Courses & Provider Toolkit Highlight
- PCG Partner Spotlight – Central Ohio African American Chamber of Commerce
- PCG Match – Over 700 Users Statewide!
- Making a Difference – *How the COVID-19 Pandemic Transformed In-Home Care Services*

We hope you find this information engaging and helpful!

Rule Updates

[Provider Background Check Rules Effective November 2023](#)

Last month, we highlighted that the Ohio Department of Aging (ODA) had several rule updates on **Background Checks for Paid Direct-Care Positions** pending. The Joint Committee on Agency Rule Review (JCARR) has now completed their review, and these rules will go into effect on November 1, 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 **Chapter 173-9 rules on Background Checks for Paid Direct-Care Positions**, 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.

ODM Newsletter Sign-Up

The Ohio Department of Medicaid (ODM) offers various bulletins and informational sources to help providers stay updated on current initiatives, policies, and latest news. Subscribers have the option to select the specific topics that you are interested in receiving messages about. Some topics relevant to in-home service providers include:

- **EVV (available for both agency and non-agency providers)** – Newsletter and EVV program communications relevant to in-home service providers.
- **Home- and Community-Based Waiver Program** – Communication used to share important and timely policy, program, and service information about Ohio Medicaid's HCBS Waiver Program.
- **ODM Press** – Newsletter designed to keep Ohio Medicaid's provider community, stakeholders, advocates, and policymakers updated on the progress of ODM strategic initiatives.
- **Medicaid Transmittal Letters** – Summaries of new or updated Ohio Administrative Code rule changes concerning non-institutional services and general provisions of the Medicaid Program.

To view a list of all the available topics and subscribe to the bulletins, please visit ODM's website [HERE](#).

Provider Referrals

[Enrollment Resources](#)

If you know anyone who may be qualified and interested in pursuing a career as an in-home services provider, please direct them to the Enrollment tab on our website [HERE](#). There are various resources available including the Provider Enrollment Success Training designed to help providers successfully complete their enrollment application and begin delivering services as quickly as possible.

Additionally, our enrollment team can answer any questions about provider enrollment and requirements and help them complete and submit their application. Please direct them to an Enrollment Specialist at 1(877) 908-1746 or ohiohcbs@pcgus.com. Our team is available Monday – Friday from 7:30 a.m. to 5:30 p.m. EST.

Education Corner

[Continuing Education \(CE\) Courses](#)

[CE Course Highlight](#)

Training Name: Person-Centered Planning

Description: Person-centered planning is the method used to identify the waiver services an individual needs in order to stay healthy, safe, and have a good life. As a provider, you are expected to understand and contribute to the person-centered planning process. You are also expected to provide services as dictated by the process.

This training provides insight into:

- How the person-centered planning process works

- Why person-centered planning is important
- What it means to sign the person-centered plan
- How to demonstrate compliance with the person-centered plan
- Person First Language
- How to read the service plan to identify the services you are expected to provide

To register for and view this course, click [HERE](#). To view other CE courses available on our website, click [HERE](#).

PCG has 12 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.

Provider Toolkit Highlight

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 **Home Care Attendant and Personal Care Aide Visit Documentation Form** and the **Skilled Nursing Progress Note** which can be used to document daily service visits with an individual as required by OAC 5160-46-04, OAC 5160-44-27, and OAC 5160-44-22 for Home Care Attendants, Personal Care Aides, and Nurses, respectively. These forms should be used to document only one visit per day. If you have multiple visits on a given day, use multiple copies of the document for each additional visit. We hope you find these forms, and the entire toolkit, useful in completing your documentation.

PCG Partner Spotlight

Central Ohio African American Chamber of Commerce

PCG has partnered with the Central Ohio African American Chamber of Commerce (COAACC) to help providers start and grow their businesses. The COAACC provides business development opportunities, access to capital, entry into new markets, and relationship building through strategic partnerships and collaborative opportunities.

Members of the COAACC are granted benefits that can help providers including:

- Growing your business through technical assistance, training opportunities, & referrals
- Access to meaningful streams of capital through coordination of outreach, awareness of financial products, and through referrals to financial institutions.
- Overall savings to your bottom line through access to business discounts.
- Being an advocate for your business, promoting legislation and initiatives that promote the growth of your enterprise.

To learn more about the benefits of becoming a member of the COAACC and how to apply, please visit coaacc.org/membership-benefits.html!

PCG Match

Over 700 Users Statewide!

PCG Match is a secure, web-based platform that helps connect providers with individuals who match their skill set and availability. Currently, there are over 700 users located in more than 67% of Ohio's counties!

Interested in connecting with the growing number of users on 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 ohiohcbs@pcgus.com. Our team is available Monday-Friday from 7:30 A.M. – 5:30 P.M. EST.

Making a Difference

How the COVID-19 Pandemic Transformed In-Home Care Services

The emergence of the COVID-19 pandemic in early 2020 led to a significant shift across various industries, including healthcare. Among the areas considerably impacted were in-home care services, which suddenly found themselves facing unusual challenges while also discovering new opportunities for growth and innovation.

Safety Takes Center Stage – The primary concern for in-home care providers during the pandemic was ensuring the safety and well-being of both caregivers and patients. Stricter

hygiene protocols, personal protective equipment (PPE) mandates, and comprehensive infection control measures became the norm. Home care providers had to rapidly adapt to new guidelines and practices to minimize the risk of COVID-19 transmission, resulting in a heightened focus on maintaining safe environments.

Using New Technology – The pandemic increased the use of technology in in-home care services. Virtual visits, remote patient monitoring, and telehealth solutions became typical, allowing caregivers to maintain essential connections with patients while reducing the need for physical visits. This technological leap not only ensured continued care but also paved the way for future innovation in healthcare.

Workforce Resilience and Flexibility – In-home caregivers showed remarkable strength in the face of the pandemic's challenges. Many continued to provide vital services to vulnerable populations, adapting to evolving circumstances while navigating lockdowns and restricted movement. This period highlighted the importance of a flexible and adaptive workforce in ensuring uninterrupted care delivery.

Isolation and Loneliness – While safety measures were crucial, the pandemic also revealed a downside: increased isolation and loneliness among patients who depended on in-home care services. Restrictions on visits from family members and caregivers' reduced contact increased feelings of loneliness, emphasizing the need for creative solutions to maintain emotional connections.

Rethinking Care Delivery – The pandemic prompted in-home care providers to rethink their service models. Some agencies diversified their offerings, incorporating mental health support, grocery delivery, and social engagement services to address the holistic needs of patients confined to their homes. This shift from purely medical care to comprehensive support acknowledged the interconnectedness of physical and mental well-being.

Addressing Healthcare Disparities – COVID-19 exposed and increased existing healthcare disparities, including access to in-home care services. Marginalized communities faced challenges in receiving adequate care due to socioeconomic factors and limited resources. This highlighted the urgent need for equitable access to quality in-home care services for all populations.

The COVID-19 pandemic sparked a transformative journey for in-home care services. While it brought unprecedented challenges and amplified existing vulnerabilities, it also catalyzed rapid innovation, technological adoption, and a renewed focus on patient-centered care. The lessons learned from the pandemic regarding in-home care will continue to evolve and shape the future of healthcare delivery, emphasizing the importance of adaptability, safety, and comprehensive support.

References

1. <https://www.breastcancer.org/about-breast-cancer/breast-cancer-awareness-month>
2. <https://www.komen.org/about-komen/our-impact/breast-cancer/breast-cancer-awareness-month/>
3. <https://www.commonwealthfund.org/publications/issue-briefs/2022/jun/changes-medicare-home-health-use-during-covid-19#:~:text=Home%20health%20visits%20decreased%20by,training%20to%20adequately%20provide%20assistance>
4. <https://aspe.hhs.gov/reports/covid-19-intensifies-home-care-workforce-challenges>
5. <https://www.ncbi.nlm.nih.gov/pmc/articles/PMC8422852/>



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