

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

November 1st, 2022



Welcome back to another installment of the monthly newsletter for Ohio Medicaid's in-home service providers prepared by Public Consulting Group (PCG)! Each month, look out for a roundup of the resources, training, and support available to help ensure your success as an Ohio Home and Community-Based Services (HCBS) Waiver / in-home service provider.

In this issue, find:

- Rule Updates
- November CE Training Opportunities
- Information about a new Provider Toolkit available
- How to spread the word about career opportunities as an in-home service provider
- Spotlight Article—Making a Difference

We hope you will find this information helpful!

### **Rule Updates**

PCG does not have rule updates to share this month. Please continue to review the monthly bulletin for any future rule updates.

## Training Opportunities

### Continuing Education Courses Held Monthly

Thank you to everyone who attended our October continuing education (CE) trainings. Last month, we hosted two virtual sessions and had a fantastic turnout! We hope that everyone who attended our sessions found the information shared to be helpful! If you were unable to attend the live training, you can view past trainings [here](#).

As a reminder, licensed professionals (social workers, counselors, and RNs) **MUST attend the LIVE training sessions** in order to receive professional CEs. Non-licensed providers can attend either the live training or view the recorded training. Certificates of completion will be emailed within 7 business days after the training and the required course evaluation, if applicable, has been successfully completed. CE Certificates will only be provided to those who attend a minimum of **55 minutes of the 1-hour long training**. This leaves a 5-minute grace period for those who may be late joining the live session.

Please see the upcoming training topics and times below. Following the live event, trainings will be posted to [our website](#) for those who were unable to attend.

#### *Person Centered Planning*

**Wednesday 11/30/2022 10:00 am via Teams Webinar**

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. In this training you will learn:

- 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
- And more!

**Interested in joining this training? Please register [HERE](#) by 10:00 am 11/30/2022.**

#### *Navigating Nursing: Home Health, Private Duty, Waiver Nursing Service and RN Consultation/Assessment Requirements*

**Wednesday 11/30/2022 2:00 pm via Teams Webinar**

This training provides a deep dive into the Ohio Administrative Code (OAC) rules that govern how providers of Home Health, Private Duty, Waiver Nursing and RN consultation and assessment must furnish services to individuals. Knowing and understanding the various rules will help ensure the health and welfare of Waiver individuals and improve provider skills and abilities in their daily functions. In this training you will learn how to:

- Identify contents of and understand the requirements and expectations outlined in the following regulations:
  - Home Health Nursing OAC 5160-12-01
  - Private Duty Nursing OAC 5160-12-02
  - Waiver Nursing OAC 5160-44-22
  - Registered Nurse Assessment & Nurse Consultation Services OAC 5160-12-08
- Interpret a plan of care to identify the services authorized to provide
- Interpret a service plan to identify the services authorized to provide
- Utilize the rules correctly while providing services to Waiver individuals

**Interested in joining this training? Please register [HERE](#) by 2:00 pm 11/30/2022.**

**Both of these courses meet the requirements for ODM's required annual 12 hours of continuing education and 1 hour of licensed professional CEs.**

## **New Initiatives**

### **Provider Toolkit**

Have you heard Public Consulting Group (PCG) is offering new provider resources? The Provider Toolkit is a collection of forms approved by the Ohio Department of Medicaid (ODM) that can be used to maintain your compliance with documentation requirements. To sign up for the toolkit and receive notifications when updates are made, visit [our website](#).

For your convenience, a Toolkit is available for each service provider type. See the contents contained in each Toolkit below!

#### **The Personal Care Aide (PCA) Provider Toolkit Contains:**

- Waiver Provider Reference Guide
- Facesheet
- Personal Care Aide Visit Documentation
- Personal Care Aide Visit Documentation – Two Visits Per Day
- Discharge Summary
- 30-Day Service Termination Letter
- Request to Waive 30-Day Requirement to Provide Services
- Tax Affidavit

#### **The Home Care Attendant (HCA) Provider Toolkit Contains:**

- Waiver Provider Reference Guide
- Facesheet
- Home Care Attendant Documentation
- 30-Day Service Termination Letter
- Request to Waive 30-Day Requirement to Provide Services
- Medication Administration Record (MAR)
- Tax Affidavit

#### **The Nurse Provider Toolkit Contains:**

- Waiver Provider Reference Guide
- Facesheet
- Nursing Progress Note – Abbreviated Version
- Nursing Progress Note – Extended Version
- Plan of Care
- Medication Administration Record (MAR)
- 30-Day Service Termination Letter
- Request to Waive 30-Day Requirement to Provide Services
- Tax Affidavit

Visit [our website](#) to access the toolkit and sign up to receive notifications whenever updates are made to existing forms or new forms are added and are available for your use.

## **Spread the Word about Career Opportunities**

### **Monthly Informational Sessions**

#### **Launch Your Healthcare Career: Exploring Opportunities as an In-Home Service Provider**

Do you know someone who is interested in becoming an in-home service provider? If so, please invite them to PCG's next monthly informational session!

Each month, PCG hosts virtual informational sessions for potential providers to learn more

about the flexible and rewarding career opportunities serving individuals with chronic health conditions and disabilities.

After the session, attendees will be able to define HCBS, understand provider types, and know what to do to become an in-home service provider. A recruiter will follow up with anyone interested in taking the next steps or looking for more information. Whether someone is looking to embark on a new career path or has been caring for a loved one and would like to offer their services to others, we are here to ensure their success!

**Sessions are held on the third Thursday of each month.** The next *Launch Your Healthcare Career* informational session will be held on **November 17th from 12:00 p.m. to 1:00 p.m.** No registration is required –for instructions on how to attend the session, simply visit [our website](#) and look for the “Latest News” post titled “Launch Your Healthcare Career Monthly Informational Sessions”. You will find upcoming session dates and meeting links there.

### Keep an Eye on our Website

Have you checked out [our website](#) lately? PCG and the Ohio Department of Medicaid are working together to offer increased support and resources to both Home and Community-Based Services (HCBS) Wavier providers and those who benefit from these programs. We have begun refreshing our website so that upcoming events, trainings, and resources can be found and accessed easily.

The following items are now available:

- Self-paced training for individuals and providers
- Provider enrollment video tutorials and guides
- Provider forms/templates to support proper documentation

Please continue to keep an eye out for additional content to be added regularly!

## Making a Difference

### Updates on Ohio Provider Expansion Project Activities

To close out November’s issue, we are excited to introduce “**Making a Difference**” a regular article highlighting how ODM and PCG have partnered to address the critical shortage of in-home service providers in Ohio. Tune in each month for updates on project activities and other important topics related to Home and Community-Based Services (HCBS).

As you know, Medicaid Home and Community-Based Services allows Medicaid-eligible individuals with disabilities and/or long-term care needs to lead independent lives at home by receiving care in their homes and communities, as opposed to nursing facilities, hospitals, or rehabilitation facilities, which are often more costly and less integrated. Eligible individuals rely on a network of in-home service providers to remain healthy and safe in their homes and communities. These providers perform duties that range from assisting with activities of daily living, including bathing, dressing, feeding, light housework, shopping, and meal preparation to medication administration, health maintenance, and skilled nursing care.

According to the [United States Department of Labor, Bureau for Labor Statistics](#), Personal and Home Care Aides are the fastest growing occupation in both Ohio and the country. The number of Personal and Home Care Aides needed in Ohio is projected to increase by over 180,300 (a 32% annual increase!) between 2020 and 2030 according to [PHI](#). These positions offer ease of entry to rewarding work with high degrees of flexibility, mobility, job security, and opportunities for career advancement. Immediate openings are

available for agency providers (employees) as well as independent providers across Ohio.

In 2021, ODM began partnering with PCG to help address recruitment and retention of in-home service providers. PCG has been conducting ODM Provider Oversight functions since 2013, including enrolling providers and conducting on-site visits, structural reviews, critical incident investigations, provider occurrence investigations, and provider training. This experience provides us with a thorough understanding of home and community-based services in Ohio and the growing provider shortage that has been exacerbated by the COVID-19 pandemic.

Ohio Provider Expansion project activities are designed to support individual Medicaid beneficiaries and the vast network of agencies, agency providers, and independent providers who serve them.

- Activities in support of individuals include conducting surveys and focus groups, assisting with emergency provider recruitment, and providing training and materials to help individuals recruit and retain qualified in-home service providers.
- Activities in support of independent providers include monthly information sessions for prospective providers, recruiting activities, enrollment assistance, training, continuing education, and an independent provider mentorship program to pair new enrollees with seasoned providers.
- Activities in support of agencies include assisting with Medicaid enrollment and operational readiness assessment and consulting to support expansion and entering new markets.

Online resources available through PCG include recruitment materials for individuals, enrollment success videos and training materials for providers, and a crosswalk comparing ODM requirements for agencies with other Home and Community-Based Services in Ohio. **Coming Soon!** – PCG Match, an online directory connecting individuals in need of services with available providers.

Our team looks forward to providing an even stronger network of support and resources to new and tenured in-home services providers to further enhance the delivery of HCBS Waiver services and ensure the health and welfare of individuals across the State.



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