

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

November 2023



November is American Diabetes Month, a time when communities across the country come together to raise awareness about the diabetes epidemic.<sup>1</sup> For the millions of individuals who are at risk for diabetes, it's a time to get educated, find resources, and make sure all those around us are aware of their risk, too.<sup>1</sup> And for the millions of individuals living with diabetes, it's a chance to tell your stories and awaken the world.<sup>1</sup>

Please visit <https://diabetes.org/> to access resources and educational materials and learn how you can share your story.

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

In this issue you will find:

- IP Mentorship Program – Cohort 3 Applications are Due November 26!
- Education Corner – In-Person Provider Training, Continuing Education (CE) Courses, & Navigating PNM, ODA Participant Directed Provider Application and Enrollment Resources
- Provider Toolkit – Importance of Maintaining Thorough Documentation
- PCG Match – 250+ Active Jobs in PCG Match!
- Making a Difference – *Depression & Suicide – Causes, Symptoms, & Interventions*

We hope you find this information engaging and helpful!

**Rule Updates**

There are no rule updates to share this month. To be notified about rule changes as they occur, please sign up to receive email alerts from [Rule Watch Ohio](#).

## Independent Provider (IP) Mentorship Program

### *Cohort 3 Applications Due November 26!*

In early 2024, PCG will initiate the third cohort of the Independent Provider (IP) Mentorship Program! This voluntary mentoring program will foster a supportive community where independent providers can learn from one another and strengthen the skills necessary to be successful in their careers. During this program, mentors and mentees will establish goals, meet with weekly, work towards new skills, and reflect upon growth. To thank mentors for their commitment and guidance, mentors will be eligible for a monthly stipend.

**Application Process:** This is a voluntary program. Selection is competitive and participation is dependent upon ODM approval. Please be on the lookout for an IP Mentorship Program-specific email **this afternoon** with additional details about the program, including eligibility, application instructions, and details about mentor and mentee expectations. The deadline for all applications is November 26, 2023!

## Education Corner

### *In-Person Provider Training*

PCG is offering another in-person provider training focused on the Ohio Home Care Waiver rules. This session will provide a high-level overview of provider requirements, documentation requirements, the structural review process, and expectations for reporting incidents.

**Our next in-person training will be held on:**

**Date & Time:** Thursday, November 9, 2023, from 11AM to 1PM ET

**Location:** Cleveland – Cuyahoga County Public Library Auditorium  
Beachwood Branch Public Library  
25501 Shaker Boulevard  
Beachwood, Ohio 44122

Interested in attending? Register to attend [HERE!](#)

### *Continuing Education (CE) Courses*

#### **CE Course Highlight**

**Training Name:** *Navigating Nursing*

**Description:** 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.

To register for this course, click [HERE](#). To view the 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.

### *Navigating PNM: Step-by-Step Instructions to Accessing Communications*

Accessing communications within the Provider Network Management (PNM) module is essential to ensuring you are up to date on communications from ODM. This could include notifications about enrollment, eligibility, prior authorization, claims, etc. Step-by-step instructions on how to access communications within PNM are located on ODM's website [HERE](#).

### *Ohio Department of Aging (ODA) Participant Directed Provider Application and Enrollment Resources*

ODA recently developed a new resource to support participant directed providers through the application and enrollment process. The [Participant Direction Provider Application User Guide](#) has detailed directions on how to apply to be a self-directed caregiver. To learn more about Ohio's PASSPORT Medicaid Waiver Program, please visit ODA's website [HERE](#).

## Provider Toolkit

### *Importance of Maintaining Thorough Documentation*

The Provider Toolkit is a collection of forms approved by ODM that can help you maintain your compliance with documentation requirements. Maintaining thorough documentation is important because it:

- **Records the services provided to the individual**, confirming adherence to the person-centered services plan and substantiating the units billed.
- **Promotes continuity of care** by ensuring that all providers are working towards the same goals identified by the individual. As the individual's primary caregiver, you likely spend the most time with them. Other members of the individual's care team, including the case manager and other medical professionals, rely on your documentation to understand the individual's status.
- **Plays a pivotal role in person-centered services planning**, ensuring the individual receives necessary services. Case managers utilize your notes and input to assess the effectiveness of the current plan and determine if any adjustments are required.

Click [HERE](#) to sign up to receive the provider toolkit, available for Personal Care Aides, Home Care Attendants, and Nurses.

## PCG Match

### *250+ Active Jobs in PCG Match!*

There are currently more than 250 active jobs postings from individuals and case managers in PCG Match! Visit [PCGMatch.com](http://PCGMatch.com) to register for an account, respond to job posts, and increase your provider business!

For step-by-step instructions on how to get started on [PCGMatch.com](http://PCGMatch.com), 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

### *Depression & Suicide – Causes, Symptoms, & Interventions*

Depression is a common mental health condition characterized by persistent feelings of sadness and changes in how you think, act, and feel.<sup>2,3,4</sup> It can significantly impact cognitive functions, memory, concentration, and disrupt sleep and eating patterns.<sup>2,3,4,5</sup>

Depression exists in many forms, and people may experience it under a variety of circumstances or conditions. Understanding the various signs and symptoms of depression may help you identify when you, a client, or a loved one are experiencing depression and prepare you for accessing appropriate support. This is especially important for providers who care for older adults as more than 1 in 10 older adults experience depression.<sup>6,7</sup>

There are various types of depression, including Major Depressive Disorder, Seasonal Depression (depression related to changes in seasons), Prenatal and Post-partum Depression, Bipolar Depression (with manic phases), and depression related to certain medical conditions.<sup>2,3,4</sup> Genetics, stressful life events, medication side effects, hormonal imbalances, and brain chemistry all contribute to the development of depression.<sup>2,3,4</sup>

Depression presents through a range of symptoms, which may not all be present at once. <sup>2</sup> These include persistent sadness, withdrawal, changes in appetite and weight, sleep disturbances, irritability, fatigue, difficulty concentrating, negative thoughts, and, in severe cases, thoughts of self-harming or suicide.

As we head into the fall and winter months, when seasonal depression tends to manifest, it is important to recognize the signs and symptoms of depression and know where to find support for yourself and the individuals you care for if you observe depressive behaviors.

Thankfully, there are treatments for depression. If symptoms persist for more than two weeks, it is essential to seek professional help. Treatment options include psychotherapy, medication, , and complementary therapies like hypnosis and acupuncture.<sup>2</sup> Severe depression may benefit from therapies like Electroconvulsive Therapy (ECT) and light therapy for Seasonal Affective Disorder (SAD). Combining psychotherapy and medication is often effective, especially for older adults.<sup>2</sup>

To manage depression, consider developing a routine of regular physical exercise, yoga, and meditation, maintaining a healthy diet, avoiding alcohol (which can worsen depression), ensuring quality sleep, and nurturing social connections. Stress management through healthy coping mechanisms and reaching out to trusted individuals or support groups can also be beneficial. As a provider, you should also be vigilant for signs of depression in individuals you care for and notify the case manager and others on the care team when necessary.

Untreated depression can lead to suicide, particularly among older adults who have the highest suicide rate among all age groups. For immediate assistance, call or text 988 to reach the [Suicide and Crisis Lifeline](#), available 24 hours a day, seven days a week. Spanish speakers can call 1-888-628-9454. Additionally, U.S. veterans can press "1" after calling 988 for the [Veterans Crisis Line](#), or text 838255, or [chat online](#) for assistance.

## References

1. <https://diabetes.org/get-involved/community/american-diabetes-month#:~:text=November%20is%20American%20Diabetes%20Month%C2%AE.&text=Every%20year%2C%20our%20community%20comes,aware%20of%20their%20risk%2C%20too.>
2. <https://my.clevelandclinic.org/health/diseases/9290-depression>
3. <https://www.mayoclinic.org/diseases-conditions/depression/symptoms-causes/syc-20356007> <https://www.nimh.nih.gov/health/topics/depressio>
4. <https://www.who.int/news-room/fact-sheets/detail/depressio>
5. <https://www.healthdirect.gov.au/depression-in-older-peopl>
6. <https://www.nia.nih.gov/health/depression-and-older-adults>



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