

# Launch Your Healthcare Career

## Frequently Asked Questions

### General Questions

**Q: What are Medicaid and Home and Community-Based Services (HCBS)?**

A: Medicaid is a Federal and State program that provides health coverage to individuals with limited income and resources. Home and Community-Based Services are Medicaid-funded services provided to individuals at home, rather than institutional settings such as nursing facilities.

**Q: Why might I consider a career as an in-home service provider?**

A: There are many reasons to consider this career path! It is quick and easy to start, offers career growth, job security, and flexibility, and you can make a difference in a person's life.

**Q: What does an in-home service provider do?**

A: An in-home service provider supports individuals using HCBS services. These services allow them to continue living in their home safely and independently. Examples of services provided include assistance with bathing, grooming, dressing, transportation, homemaking, and nursing services.

**Q: What in-home service provider positions are available?**

A: Agencies are hiring aides, and nurses. If you would like to become an independent provider, you can be a personal care aide, a home care attendant, or a nurse. To be a waiver nurse, you need to complete school as a Registered Nurse (RN) or Licensed Practical Nurse (LPN) and have an active Ohio license with no restrictions. LPNs will provide services under the direction of an RN. To find out more about waiver nursing services provided please see [OAC Rule 5160-44-22](#).

**Q: What are the requirements to become an in-home service provider?**

A: You must be 18 years of age or older, have a government-issued photo ID and social security card, complete a background check, and complete required training.

**Q: What steps do I need to complete to become an in-home service provider?**

A: First, you must decide if you want to work for an agency or as an independent provider and what type of services you would like to provide.

- If you would like to work for an agency, you will apply directly to an agency near you. They will take care of your training and employment documentation.
- If you would like to become an independent provider, you will need to complete your required training and submit an enrollment application. You can find more information about enrolling as an independent provider on our [website](#).

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### Agency Employees

**Q: What qualifications and training do I need to work for an agency?**

A: Each agency will determine the qualifications applicants must have to be considered for employment and each agency is responsible for ensuring all employees are appropriately trained.

**Q: What agencies are hiring in my area?**

A: Home health and home care occupations are the fastest growing job in Ohio and the United States. To view agencies hiring in your area, [visit the Ohio Means Jobs website and search for open positions](#). In the keyword search bar, type search terms such as personal care aide or nurse to find open positions near you.

**Q: How much do agencies pay?**

A: Agency wages are determined by the employer.

**Q: Do agencies offer benefits?**

A: Agency benefits are determined by the employer. Agencies must follow state and federal employment laws that mandate specific benefits for employees.

**Q: I'm interested in becoming an agency employee. Can PCG help?**

A: PCG is happy to support you in your journey to becoming an agency employee by suggesting ways to search for an agency that's right for you. You do not need to enroll as a provider. If you have questions about agency employment, you can call Public Consulting Group at 1-877-908-1746 or send an email to [ohiohcbs@pcgus.com](mailto:ohiohcbs@pcgus.com). Our team is available Monday – Friday from 7:30am – 5:30pm EST.

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## Independent Providers

**Q: How much does it cost for me to enroll as an independent provider?**

A: There is no enrollment fee to become an independent provider. In order to complete your enrollment application, you will have to pay any costs associated with completing your background check and any required training.

**Q: Where can I complete the required training to become an independent provider?**

A: The training you need depends on the type of service you want to provide.

- If you would like to become a personal care aide or home care attendant, you must complete **one** of the following three training options. Your training must have been completed within the last twenty-four months.
  1. Obtain a certificate of completion from a competency evaluation program or a training and competency evaluation program approved by the Ohio Department of Health. The Ohio Department of Health has a [list of programs](#) offering approved Nurse Aide trainings;
  2. Complete a Medicare competency evaluation program for home health aides; OR
  3. Complete a training program that is equivalent to a Medicare competency evaluation program and covers personal care aide services, basic home safety, and universal precautions. You must create and submit a document that includes the training courses you completed, the date you were trained, the trainer's name and signature, and your name.
- If you want to be a nurse, you must complete nursing school to get your Ohio nursing license.

**Q: How long does it take to complete training?**

A: The time it takes to complete required training could vary. It is possible to complete your training in as little as one week. However, vocational programs can take several months to complete.

**Q: How long does the enrollment process take to become an independent provider?**

A: Once you have met the training requirements for the provider type you are applying for, you must submit your enrollment application. The enrollment process takes an average of 45 days.

**Q: How much is a Bureau of Criminal Investigations (BCI) background check?**

A: BCI checks cost approximately \$30, depending on your location and the vendor you choose. Private companies may charge more. Federal Bureau of Investigations (FBI) checks are required if you lived outside the State of Ohio within the past five years. The fee for FBI checks starts at \$32 depending on location and vendor.

**Q: Where can I complete my BCI background check? Is there a list?**

A: You can find a list of BCI locations [here](#).

**Q: How much will I be paid?**

A: Your pay will depend on how many hours you are authorized to provide. As of January 1, 2024, the reimbursement rates for independent providers of the **Ohio Home Care Waiver** are as follows:

- Personal Care Aides – \$22.32 for the first hour of your shift and then \$5.58 for each additional 15 minutes.
- Home Care Attendants - \$27.53 for the first hour of your shift and then \$6.39 for each additional 15-minute unit of HCAS/N delivered during visit.
- Licensed Practical Nurses (LPN) – \$48.00 for the first hour of your shift and then \$6.24 for each additional 15 minutes.
- Registered Nurses (RN) – \$56.26 for the first hour of your shift and then \$7.46 for each additional 15 minutes.

**MyCare plan waiver** rates may differ from the rates above, depending on what the plan you contracted with pays.

**Private Duty Nursing (PDN)** rates are not as listed above. You can find more information on PDN rates in [OAC Rule 5160-12-06](#).

**Q: Are independent providers eligible for any benefits, such as health insurance or paid leave? Are they covered by worker's compensation insurance? Are they eligible for unemployment benefits?**

A: Independent providers are considered self-employed sole proprietors. As such, they do not receive benefits like health insurance, paid leave, or worker's compensation insurance and are not eligible for unemployment benefits.

**Q: Do I have to pay taxes if I'm an independent provider? Are taxes already taken out of my reimbursement check from Ohio Medicaid or the Medicaid and MyCare Managed Care Plans?**

A: You must pay taxes as an independent provider. The State of Ohio does not deduct taxes from provider reimbursement payments. Independent providers are responsible for accurately calculating and paying federal, state, and local taxes. The Ohio Department of Taxation offers tax support [here](#).

**Q: I'm interested in becoming an independent provider. Can PCG help?**

A: If you would like help enrolling as an independent provider you can call PCG at 1-877-908-1746 or send an email to [ohiohcbs@pcgus.com](mailto:ohiohcbs@pcgus.com). Our team is available Monday – Friday from 7:30am – 5:30pm EST. You may also visit our [website](#) for more information about enrollment.

**Q: What resources has PCG made available to support my enrollment journey and succeed as a provider?**

A: PCG's enrollment team is available to help you successfully enroll as an independent provider. In addition to enrollment support, PCG is here to ensure your successful career as a provider. Visit our [website](#) to find available resources, including monthly free continuing education trainings (CEs), provider toolkits with forms to help you with your business, a matching tool so you can locate individuals in need of services, and more!