

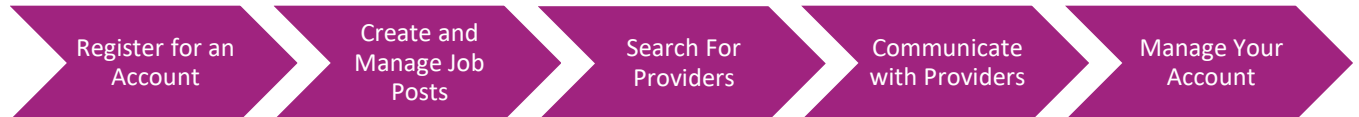
# PCG Match Quick Reference Guide

## Case Managers

PCG Match helps facilitate connections between in-home service providers and individuals receiving Ohio Home Care or MyCare Ohio Waiver services and/or Medicaid State Plan services. Case Managers may use this quick reference guide for step-by-step instructions on the use of PCG Match, powered by Careify™.



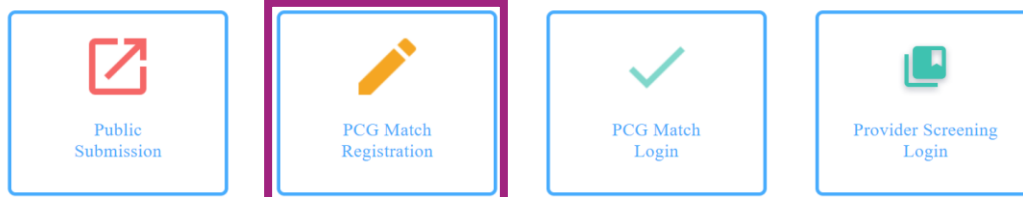
### How to Use PCG Match to Connect Individuals with Providers



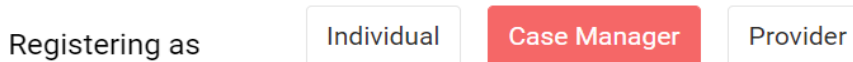
#### 1 Register for an Account

Follow the below instructions to register for a case manager account on [PCGMatch.com](https://PCGMatch.com).

1. Click on the “**PCG Match Registration**” button in the bottom-center of the Careify™ home page.



2. A popup window will appear. Select “**Case Manager**”.



3. Complete the registration form. **All fields with a red asterisk must be completed to register for an account.**
  - a. When finished, click “**Submit**”.

**Note:** Email Address, First Name, and Last Name cannot be changed after registration

4. Check your email for a message from Careify™.
  - a. Click “**Setup Your Account**” to go to the PCG Match website and create your password.
5. Create a password that meets all requirements listed on the page.
  - a. Re-enter your chosen password.
  - b. Click “**Set Password**”.

**Note:** Click the “eye” icon on the right-hand side of each password entry field to view your entry and ensure it is correct.

6. After you successfully create your password, click “**Login**” to log in to the system.

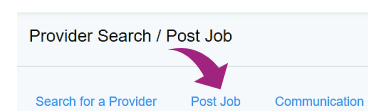
#### 2 Create and Manage Job Posts

Create and manage jobs you’ve posted on behalf of individuals on your caseload. Providers will be able to find and respond to these posts. Remember to inform the individual when you post a job on their behalf to ensure there are not duplicate posts.

##### Create a Job Post

Create a job post with an individual’s specific service needs.

1. Select “**Post Job**” on the “**Provider Search**” page.
2. All fields with a red asterisk\* must be completed. Enter additional information if desired.
3. Click “**Save**”. Providers can now find the job you’ve posted.



## Manage Posted Jobs

Review your job postings and make jobs inactive if an individual's service needs change or they no longer need services.

1. Click **"Post Job"** to view all jobs you have posted.
2. Press the **pencil icon** or **"Edit"** to make changes to a job post.
3. Press **"Make Inactive"** if an individual no longer requires services or their service needs change.
4. To repost a job, press **"Make Active"**.

Posted Jobs


Inactive (Make Active)  Edit

**Note:** "Active" job posts appear when providers search for jobs. "Inactive" jobs do not. Jobs automatically become inactive after 90 days.

## 3 Search For Providers

Use PCG Match to find potential providers whose experience, skill set, and availability match the needs of an individual on your caseload.


1. Click **"Provider Search"** at the top-center of the page
2. Enter the individual's zip code and select the desired maximum travel distance (in miles) between the individual and the provider under **"Radius (in Miles)"**.
3. Select any other optional fields relevant to the individual's needs.
4. Click **"Search for a Provider"**.

 To search for a provider, enter your zip code and the maximum distance of travel in miles (Radius) as well as check any boxes that are relevant to your needs. When ready, click on the "Search for a Provider" button to see available providers below

Required fields are shown with a red asterisk(\*)

ZIP CODE \*

RADIUS (IN MILES) \*



5. A list of the providers matching your search criteria will appear at the bottom of the page.

## 4 Communicate with Providers


Use PCG Match to send secure messages to learn more about prospective providers and discuss an individual's specific service needs. Bear in mind this is only a messaging tool. If you choose to communicate outside of the system, PCG Match users should be aware that these communications may not be secure. If you choose to exchange any PI or PHI outside of PCG Match, you do so at your own risk. Providers must complete all normal authorization processes prior to rendering services.

### Contact Providers

1. Click on the **provider's name** or the **"+"** to see additional details about the provider.
2. Click **"Send Message"** to contact a provider.

SEARCH RESULTS (18)

Provider



3. Enter your message in the popup box and press **"Send Message"**.

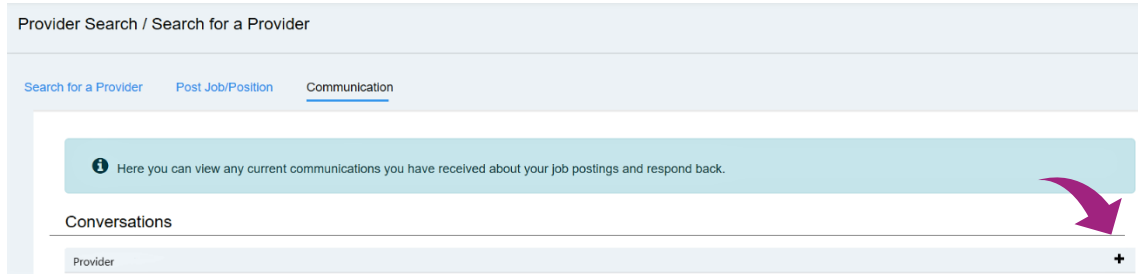
MESSAGE: \*

Hello! How are you today?  
An individual on my caseload is looking for a provider who has experience with activities of daily living and is available Monday-Friday from 8am-6pm. I would love to talk further and see if your skill set and availability match this individual's service needs. Thank you!



## Reply to Messages

1. You will receive an email notification when a provider sends you a message. To view your messages, **click the link in your email** and **log in** to the system.
2. Click on **“Provider Search”** at the top of the page and select **“Communication”**.
3. Click on the **provider’s name** or the **“+”** to view conversations and reply to messages.



## 5 Manage Your Account

Follow the below instructions to manage your account settings and log out of the system.

### Log Out

Keep your account secure by logging out when you are finished. Note that you will automatically be logged out after a prolonged period of inactivity



Provider Search Profile

CM Hi, Case Manager!

Change Password

Log Out

1. Click on your **initials** in the top-right portion of the page.
2. Click **“Log Out”**.



### Change Your Password

You can change your password while logged into the system.



Provider Search Profile

CM Hi, Case Manager!

Change Password

Log Out

1. Click on your **initials** in the top-right portion of the page.
2. Click the **“Change Password”** button.
3. Create a password that meets all requirements listed on the page.
  - a. Re-enter your chosen password into the space provided.
  - b. Click **“Reset Password”**.



### Reset a Forgotten Password

If you forget your password, visit [PCGMatch.com](http://PCGMatch.com) to reset it.



Home | About | Public Submission | Contact

Register

Login

1. Click **“Login”** in the top right corner of the Careify home page.
2. A popup will appear. Click **“Forgot Password”**.
3. Enter the email address associated with your account.
4. Press **“Send Reset Link”**.
5. If your email is associated with an account, you will be emailed a password reset link. Follow this link to reset your password.



For additional technical assistance, please call 1-800-908-1746 or email [ohiohcbs@pcgus.com](mailto:ohiohcbs@pcgus.com). Our team is available Monday-Friday from 7:30 A.M. – 5:30 P.M. EST.

PCG Match is a service provided on behalf of the State of Ohio, Department of Medicaid (ODM). PCG Match does not replace any existing processes used to evaluate and/or authorize medical providers prior to rendering services. Only the data PCG Match users choose to share through PCG Match, including personal information (PI) and personal health information (PHI), will be made available to view by other authorized PCG Match system users. Please see our full Privacy Statement [here](#).