PCG Match Quick Reference Guide

Individuals

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. Individuals receiving these Waiver Services 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 Find Providers

Register for an Account → Update Your Profile → Create and Manage Job Posts → Search For Providers → Communicate with Providers → Manage Your Account

1 Register for an Account

Follow the below instructions to register for an individual account on PCGMatch.com.

1. Click on the **"PCG Match Registration"** button in the bottom-center of the Careify™ home page.
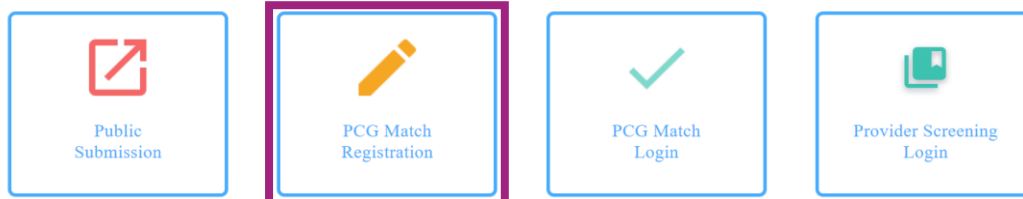
2. A popup window will appear. Select **"Individual"**.

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:** Zip code can be added to your profile after registration is complete. Email Address, First Name, and Last Name cannot be changed.

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 Update Your Profile

Your user profile contains details about your individual account.

1. Click the **"Profile"** button in the top center section of the page to view your account information.
2. **Enter** or **update** your zip code, if necessary.

③ Create and Manage Job Posts

Create and manage job posts so that providers looking for individuals to serve can find you. Remember to inform your case manager when you post a job to ensure there are not duplicate posts.

Create a Job Post

Allow providers to find you by creating a job post with your specific service needs.

1. To post a job, 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 your job.
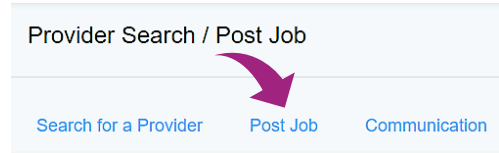
Manage Posted Jobs

Review your job postings and make jobs inactive if you have found a provider or if your needs change.

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 you have found a provider or your service needs change.
4. To repost a job, press **"Make Active"**.

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

④ Search For Providers

Use PCG Match to find providers whose experience, skill set, and availability match your service needs.

1. Click **"Provider Search"** at the top-center of the page.
2. Enter your zip code and select the maximum travel distance (in miles) you would like between you and the provider under "**Radius (in Miles)"**.
3. Select any other optional fields relevant to your 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(*)
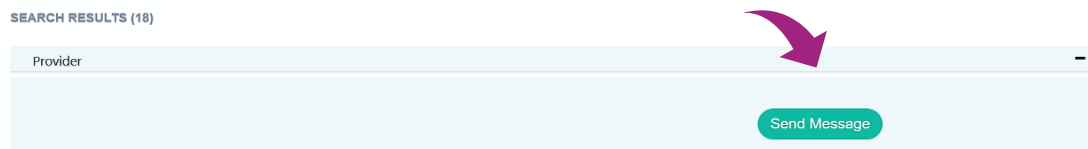
ZIP CODE *   RADIUS (IN MILES) *

SELECT   Search For a Provider

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

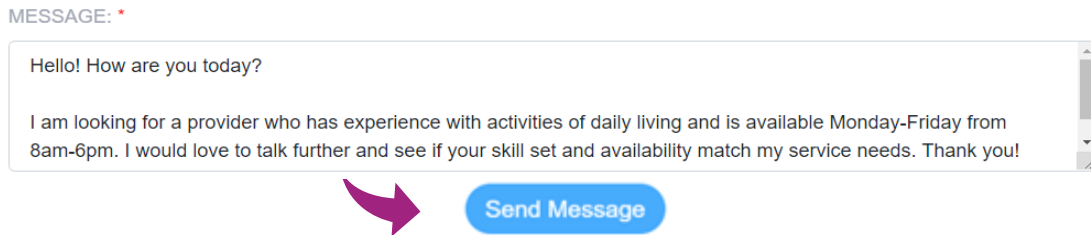### ⑤ Communicate with Providers

Use PCG Match to send secure messages to learn more about a prospective provider. 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.
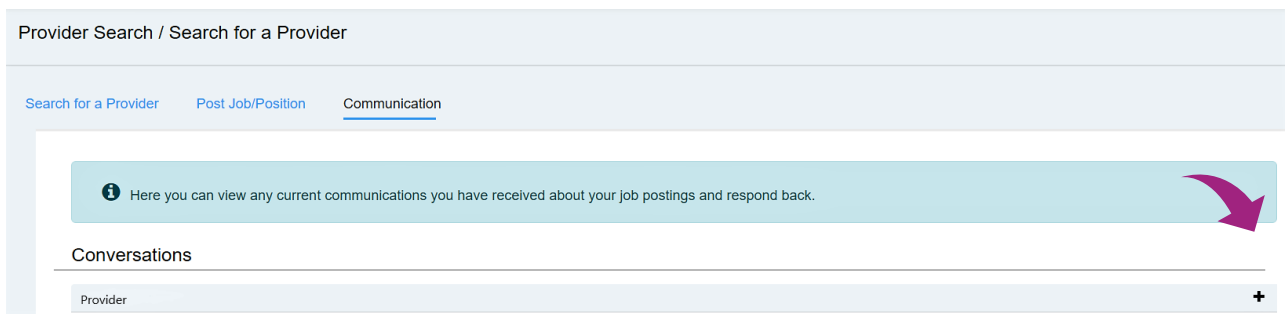2. Click **"Send Message"** to contact a provider.

SEARCH RESULTS (18)

Provider   −

Send Message

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

MESSAGE: *

> Hello! How are you today?
>
> I am 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 my service needs. Thank you!

Send Message

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.

Provider Search / Search for a Provider

Search for a Provider   Post Job/Position   Communication

ⓘ Here you can view any current communications you have received about your job postings and respond back.

Conversations

Provider   +

⑥ 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.

careify™
PCG MATCH   Provider Search   Profile

Hi, Individual!

Change Password

→ Log Out

1. Click 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.

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PCG MATCH   Provider Search   Profile

Hi, Individual!

Change Password

→ Log Out

1. Click 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 to reset it.

careify™   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.
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.