

# PCG Match Quick Reference Guide

## Home Health Agency and Independent Providers

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. Independent Providers (Personal Care Aide, Home Care Attendant, or Nurse) and Medicare Certified or Otherwise Accredited Home Health Agency Providers may use this quick reference guide for step-by-step instructions on the use of PCG Match, powered by Careify™.



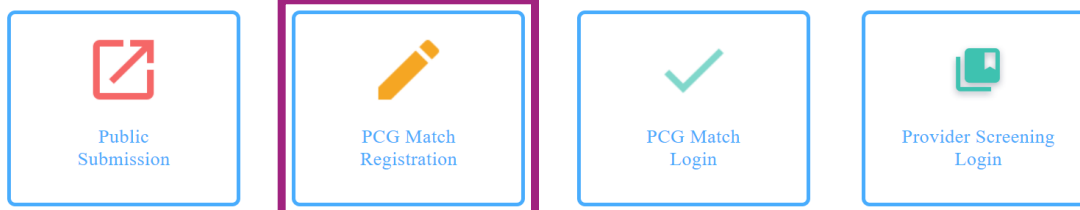
### How to Use PCG Match to Find Individuals to Serve



## 1 Register for an Account

Follow the below instructions to register for a provider 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 “**Provider**”.

Registering as

Individual

Case Manager

Provider

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

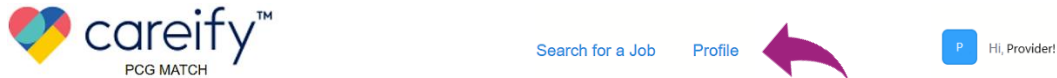
4. Check your email for a message from Careify™.
  - a. Click “**Setup Your Account**” to go to the PCG Match website and create your password.
5. Create a password that meets all requirements listed on the page.
  - a. Re-enter your chosen password.
  - b. Click “**Set Password**”.

**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 you, your work experience, and the services you provide. Keep this information up to date so individuals and case managers can learn more about you.



1. Click the **“Profile”** button in the top center section of the page.
2. The following information can be updated:
  - Zip Code
  - Gender
  - Language(s) Spoken
  - Provider Type
  - Distance Willing to Travel
  - Work Experience
  - Personal Information
  - Allergies
  - Days and Times Available

## 3 Search for Jobs

Use PCG Match to search for job postings from individuals and case managers looking for providers who match your skill set and availability.

1. Click **“Search for a Job”** at the top-center of the page.
2. Enter your zip code and select the maximum distance you are willing to travel under **“Radius (in Miles)”**.
3. Select any other fields relevant to your experience, skill set, and availability, as desired.
4. Click **“Search Jobs”**.

Search for jobs by entering your Zip Code and Driving Radius as well as any filters regarding your experience and availability.

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

ZIP CODE \*      RADIUS (IN MILES) \*

5. A list of the job postings matching your search criteria will populate at the bottom of the page.

## 4 Communicate with Others

Use PCG Match to send secure messages to learn more about 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.

### Respond to Job Postings

1. Click **“Send Message”** to contact the individual or case manager who posted the job.

Matched Jobs

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SERVICES NEEDED:

ZIPCODE WHERE SERVICES NEEDED:  
Columbus 43218 (94 miles)

DAYS NEEDED: Saturday      TIME NEEDED: Overnights      Created: 11/21/2022

SERVICES NEEDED: Home Care Attendant      EXPERIENCE NEEDED: Assistive Devices      OTHERS:

2. Enter your message into the popup box and press **“Send Message”**.

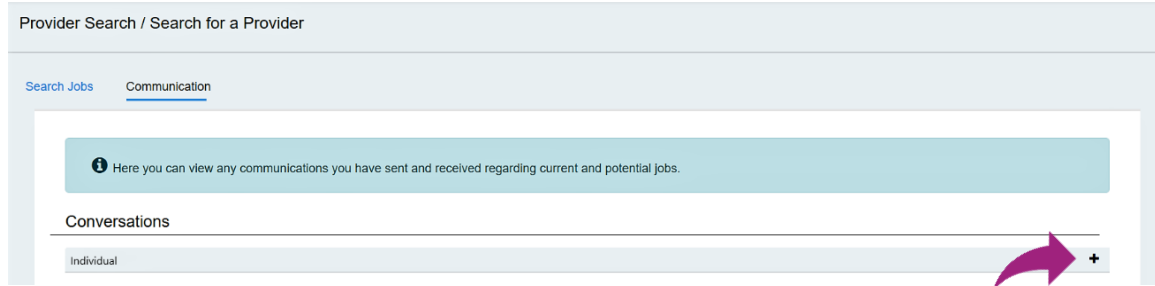
MESSAGE: \*

Hello! How are you today?

I believe that I may be able to fill your posted job request and am interested in learning more. I am a Home Care Attendant living in Columbus and am available Saturdays/Overnight. I would love to talk further and see if I would be a good fit for you. Thank you!

## Reply to Messages

1. You will receive an email notification when another user 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 **“+”** next to each individual or case manager’s name to view conversations and reply to messages.

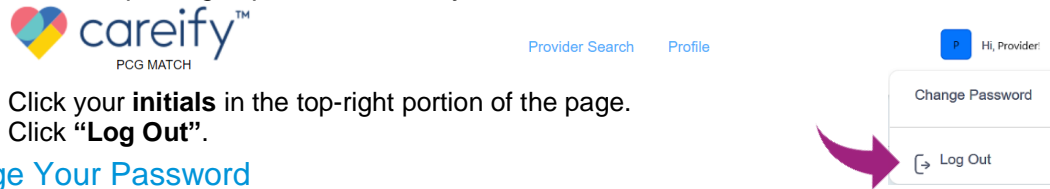


## 5 Manage Your Account

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

### Log Out

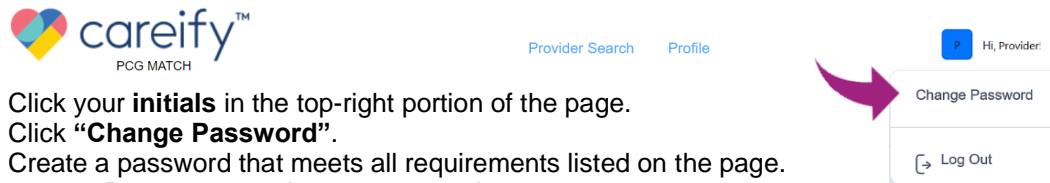
Keep your account secure by logging out when you are finished. Note that you will automatically be logged out after a prolonged period of inactivity.



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

### Change Your Password

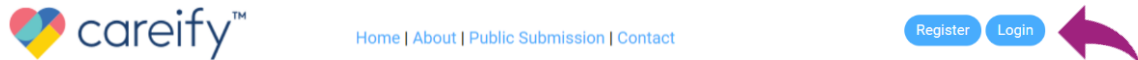
You can change your password while logged into the system.



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

### Reset a Forgotten Password

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



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.

**For additional 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.**

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](#).