

CHOICES PARTICIPANT DIRECTED PROVIDER NEWSLETTER

WELCOME

Welcome to the first edition of the Choices Newsletter. We are so thankful for our participant directed providers and felt it was time to devote a newsletter to just you. We hope that you find the information contained within it meaningful and supportive of your role as a participant directed provider. If you have suggestions for future content, please do not hesitate to contact one of our team members.

Because You Care...

- Because you care, someone has stayed out of long-term care or the foster care system.
- Because you care, someone has been able to stay in the comfort of their home.
- Because you care, someone has been able to feel part of a family.
- Because you care, someone's stress has stayed lower.
- Because you care, someone has stayed healthier physically and mentally.
- Because you care, someone doesn't feel alone.
- Because you care, someone feels safe.

Because you care, someone's world is a better place.



Who We Are...

For 50 years, the Area Agency on Aging has been a leader in helping those who desire safe, dignified, independent living. We have staff members dedicated to helping to find programs and services in our area that are designed to make life easier for you and those you love. It is our privilege to assist seniors, persons with disabilities and their caregivers in our 7-county region. You can reach the agency to learn more about our transportation, nutrition, health and wellness programs and more by calling 419-222-7723 or 1-800-653-7723. Please also visit us at our website at <https://www.aaa3.org/>.



I have a question but not sure who to call?

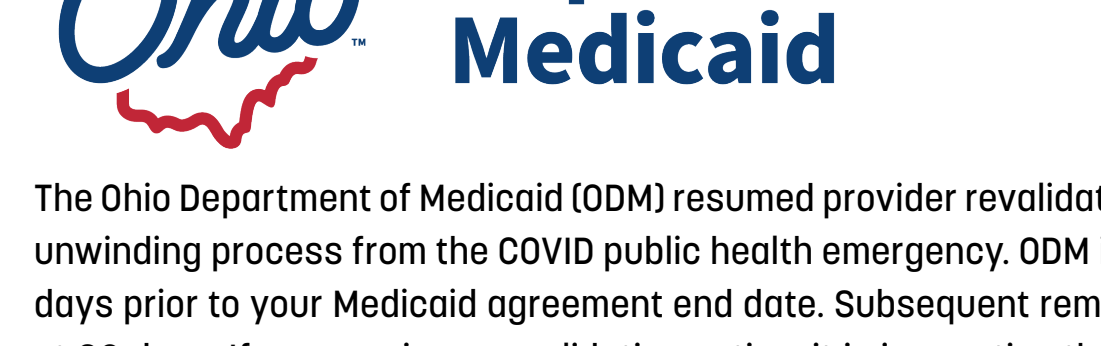
We have several staff who assist with duties regarding participant-direction and have come up with a checklist that may help.

Care Manager-may be one of 19 different care managers depending on where the individual you serve resides. If you are unsure who the care manager is for an individual you are serving, feel free to contact (419) 222-7723 and another staff member will assist you. Care managers handle any concern with PPL, approve wages and authorize the services that can be provided. They also create a person-centered service plan for each individual to share with providers.

Provider Relations-members of a team including Donna Miller and Courtney Hill as well as supervisor Billie Henry. Donna and Courtney conduct pre-certification and annual reviews and any member of the team can be contacted about any questions the provider may have about the requirements. The team can be reached at providercert@psa3.org.

Beci Sarchet is a staff member who, along with her other duties, assists anyone who is interested in submitting an online application to become a participant directed provider for the PASSPORT program. Once the online application has been submitted and a pre-certification review is scheduled, there is no need to contact Beci as her role ends there.

| Who I Call When ... | Care Manager | Provider Relations | Beci Sarchet |
|---|--------------|--------------------|--------------|
| I want to apply to become a participant directed provider? | | | ✓ |
| I have questions about the rules I have to follow when I am a provider? | | ✓ | |
| The individual I am serving needs more assistance? | ✓ | | |
| The individual I am serving reported they had a fall or significant change? | ✓ | | |
| I think I have submitted everything for my application but heard nothing yet? | | | ✓ |
| I am having trouble submitting a timesheet and PPL can't assist? | ✓ | | |
| I received an email, and I am not sure if it applies to me? | | ✓ | |
| I don't remember how many units of training I have to complete annually? | | ✓ | |
| I received an email about revalidation and unsure if I have to do something? | | ✓ | |
| I am taking a vacation and can't provide services for a couple weeks? | ✓ | | |
| I want to serve an individual who lives in a different county? | | ✓ | |
| I am interested in serving additional individuals? | ✓ | ✓ | |
| What code do I need to use to run my criminal record check? | | ✓ | |
| The individual I am serving is moving? | ✓ | | |
| I am moving, have an updated phone number or email address? | ✓ | ✓ | |



Agreement Revalidation

The Ohio Department of Medicaid (ODM) resumed provider revalidation notices in June 2023 as part of the federally required unwinding process from the COVID public health emergency. ODM issues a series of notices with the first one delivered 120 days prior to your Medicaid agreement end date. Subsequent reminders are issued at 90 days, 60 days, and a final notice at 30 days. If you receive a revalidation notice, it is imperative that you take action to complete your revalidation on time. All providers are subject to either 5-year or 3-year time-limited provider agreements.

How do you know if you are due for revalidation?

- Check your mail and email
 - Revalidation reminder notices are mailed and emailed to providers who are due for revalidation prior to the end of their Medicaid agreement. The email will be sent from OHPNM@maximus.com and will advise that there is a revalidation correspondence in the Correspondence folder in Provider Network Management (PNM) module. Please check your spam folder for this email.
- View the Correspondence folder in the PNM module.
 - Revalidation notices are posted in the PNM module and can be accessed in the Correspondence folder. Please be sure to select the type of correspondence from the drop down (in this case <Enrollment Notices>), and search for the "Revalidation Notices."

Review the New Enrollment, Updates, and Revalidation YouTube video at <https://medicaid.ohio.gov/resources-for-providers/nextgeneration-pnm/nextgeneration-pnm>

There is also a Quick Service Guide located on the PNM Learning Page https://ohpnm.omes.maximus.com/OH_PNM_PROD/Resources.aspx

FYI: CPR and first aid are not required for PASSPORT CHCAS providers. The direction that we have received from ODA in the past is for providers to upload a piece of paper in the section of the revalidation screen that asks for CPR/First Aid that says, "Per Ohio Administrative Code 173-39-02.4, this is not required for the PASSPORT Choices Home Care Attendant Service". This can be handwritten or typed.

NOTE: If you think you are due for revalidation but have not received notices, please login to the PNM module and verify that the primary contact information is accurate in accordance with your Ohio Medicaid Provider Agreement. All mailers and email notices are directed to the primary contact individual or address identified in the system.

Updating Contact information in the Ohio Department of Medicaid's Provider Network Module (PNM)

It is imperative that providers ensure that their information is up to date in the PNM. All mailers and email notices from the Ohio Department of Medicaid and the Ohio Department of Aging are directed to the primary contact individual or address identified in the system. There are training resources located on PNM's website to assist you in this process. https://ohpnm.omes.maximus.com/OH_PNM_PROD/Resources.aspx

*****Any questions about the PNM, updating your contact information, or the revalidation process should be directed to ODM. Provider Integrated Helpdesk: 1-800-686-1516**



Compliance Reminders

- Don't forget to document the notifications you make to the care manager about things including any incidents involving the individual, significant changes of the individual; whether physical, mental, emotional, or environmental. All notifications are required to be made within one business day of the provider becoming aware. The documentation of the notification should include the date you became aware and the date you made the notification.

- You are a mandated reporter so don't forget to report any suspected abuse, neglect, or exploitation to Adult Protective Services (APS) in the county where they reside and notify the care manager.

- Criminal record checks are required to be redone every 5 years as well as should be sent to each individual you serve.

- If you need a background check for a new individual, you may request a copy for free if requested within the first month of the initial request or for an \$8 fee from if requested after 1 month but before 11 months of the original request. After 11 months, you are required to complete a new criminal record check. An FBI check always has to be redone and you may not request a copy. Here is the link to the form on the Attorney General's website to request a BCI copy: <https://www.ohioattorneygeneral.gov/Files/Forms/Forms-for-BCI-Criminal-Records-and-Background-Check/Background-Check-Forms/Request-for-Copy-of-Ohio-BCI-Check.aspx>

- Changes in your address, telephone number or email address must also be reported to the Provider Relations team at providercert@psa3.org within 7 days of the changes.

Calendar of Events

- April:**
- Medicaid Awareness Month
 - 2: Autism Awareness Day - Wear Blue
 - 2: Bingocize - Primrose - Tues/Thurs (10 weeks)
 - 13: Bridging the Gap Health and Wellness Expo - Lima Senior - 10-Noon
 - 13: CarFit Event at Bridging the Gap
 - 17: Disaster Preparedness Event - Delphos Senior Citizens Inc. - 11:30-1:00
 - 17: CarFit Event at Lima Fire Station - 11-2
 - 18: Silver Birch Dinner & Auction
 - 19: OCAPS Annual Conference
 - 21-27: National Crime Victims' Rights Week
 - 23: DISH Dining Club Hancock County - 50 North
 - 27: Parkinson's Empowerment Walk & Expo at 50 North
 - 29: Trinity Friends Podcast with Anna Hairston
- May:**
- Older Americans Month
 - National Stroke Awareness Month
 - National Nurses Month
 - Mental Health Awareness Month
 - Arthritis Awareness Month
 - 9: Disaster Preparedness @ Wapak Library
 - 9: Shred A Thon @ AAA3
 - 16: Primrose Health Fair 1-3PM
 - 20: Disaster Preparedness @ NWC Apartments, Lima 12-2P
 - 23: Van Wert Co Drug Take Back Day
 - 27: Memorial Day - Office Closed
 - 27: Memorial Day Parade
- June:**
- Elder Abuse Awareness Month
 - Alzheimer's & Brain Awareness Month
 - 3: Putnam County Shred A Thon
 - 6: Van Wert Peony Festival Parade
 - 8: 50 North Shred A Thon
 - 14: DISH Dining Club Putnam County (Tentative)
 - 19: Juneteenth - Office Closed
 - 27: AAA3 Provider Fair/CEU Event @ Axis Building - 9-3
 - 27: Party on the Patio Mercer Co Coa 10-2
- July:**
- 4: Independence Day - Office Closed
 - 8-11: USaging Annual Conference and Tradeshow
- August:**
- Immigrant Awareness Month
 - 2: Putnam County Expo
 - 4-10: National Farmers Market Week
 - 23: Veterans Day at the Allen county Fair
- September:**
- Healthy Aging Month
 - Pain Awareness Month
 - Falls Prevention Awareness Month
 - 2: Labor Day - Office Closed
 - 2: Labor Day Parade
 - 8: Kalida Pioneer Days Parade
 - 13: DISH Dining Club (Tentative)
 - 14: Multicultural Expo @ Lima YMCA
 - 15: Delphos Canal Days Parade
 - 24: Falls Prevention Day
 - 27: Annual AAA3 Chix and Rib Dinner
 - 27: Shred A Thon @ AAA3

Meet Our Team

Provider Relations Team providercert@psa3.org



Mary Steele, SWA
Vice President of Compliance and Oversight



Billie Henry, RN
Compliance and Oversight Supervisor



Donna Miller, RN
Provider Relations Specialist



Courtney Hill
Provider Relations Specialist



Contact Us

Area Agency on Aging 3
2423 Allentown Rd
Lima, Ohio 45805

Office Hours: Mon-Fri - 8 a.m. - 4:30 p.m.
Call Center Hours: Mon-Fri - 8 a.m. - 5 p.m.
Closed: Saturday & Sunday

419-222-7723
1-800-653-7723
www.aaa3.org



It has been our privilege for 50 years to assist seniors, persons with disabilities and their caregivers!