



ORS 410.604 Legislative Report
Committees of the Legislative Assembly Related to Human Services
Universal Provider Number and Single Online Application Report
February 5, 2020

BACKGROUND

On May 24, 2019, the Speaker of the House, Representative Tina Kotek, and Representative Keny-Guyer wrote to DHS requesting a report during the 2020 Session on implementing a Universal Provider Number (attached).

DHS reviewed this request and developed a workgroup to address the concerns raised by Speaker Kotek and Representative Keny-Guyer. The workgroup included the Background Check Unit, the Oregon Home Care Commission, Aging & People with Disabilities (APD), the Office of Developmental Disabilities Services (ODDS), and the Oregon Health Authority – Health Systems Division (OHA-HSD).

The Speaker’s letter requested that DHS address the following concerns:

- A. Barriers to implementing a Universal Provider Number;
- B. Steps needed to overcome any barriers;
- C. Operational needs for implementing a Universal Provider Number; and
- D. Explanation of who would qualify for a Universal Provider Number.

A. BARRIERS TO IMPLEMENTING A UNIVERSAL PROVIDER NUMBER

Current enrollment and billing systems are varied, and the lack of an enterprise level provider enrollment system makes it extremely difficult to implement a universal provider number. The procurement or development of a DHS/OHA enterprise level provider enrollment system is critical to DHS implementing a universal provider number. The Integrated Eligibility (IE) project is currently utilizing most available IT resources. Additionally, there are no dedicated funding resources for a new enterprise level provider enrollment and billing system.

B. STEPS NEEDED TO OVERCOME ANY BARRIERS

The feasibility of implementing a universal provider number requires analysis including the following:

- As-Is/current state process analysis (currently being worked on);
- Identified solution options including scope, complexity, risk analysis and costs;
- An enterprise level provider enrollment system for credentialing providers.
- Resolve fitness determination standards and differences between programs.
- A singular payroll system for the entire workforce is most likely needed. The system must be capable of using a universal provider number and it must have the functionality to account for the different pay scales between provider types.

C. OPERATIONAL NEEDS FOR IMPLEMENTING A UNIVERSAL PROVIDER NUMBER

To operationalize a universal provider number for the homecare workforce, DHS believes the following information technology systems are needed:

- A universal online enrollment application that can be accessed by workers with their mobile devices and computers. The application must also have the capability to connect with the enterprise level provider enrollment system through an application programming interface.
- The enterprise level provider enrollment system should have the functionality to support multiple programs. There is a need for a web or cloud-based provider time-capture system and a payment system for the entire homecare workforce.
- DHS/OHA-HSD will also need to streamline and coordinate certification rules and policies. This will include stakeholder and partner engagement through the Rules Advisory Committee process. The entire effort will require legislative funding.

D. EXPLANATION OF WHO WOULD QUALIFY FOR A UNIVERSAL PROVIDER NUMBER

Applicants must successfully complete the following to receive a universal provider number:

- a universal provider enrollment application and agreement to become a homecare and/or personal support worker;
- a background check/fitness determination; and
- all training and credentialing requirements to become a homecare or personal support worker.

NEXT STEPS

Universal Provider Enrollment Application & Agreement

The universal provider number mapping project identified a first step DHS can take towards the implementation a universal provider number. The first step will be to explore the development of a universal provider enrollment application and agreement for Aging & People with Disabilities homecare workers, Intellectual/Developmental Disabilities personal support workers, and Oregon Health Authority-Health Systems Division personal support workers.

Once implemented, individuals seeking to enroll as a homecare and personal support worker would only need to complete one provider enrollment application and agreement, pass a background check and submit fingerprints once, if applicable.

Legislative Concept

DHS has begun engaging stakeholders on the feasibility of uniform background checks/fitness determinations. There is an interest in developing a legislative concept for 2021 Legislative Session.

SUMMARY

DHS believes that implementing a universal provider number and online application coupled with enterprise level provider enrollment and payroll systems for the homecare and personal support workers is still the correct long-term strategy for this growing workforce.