



**ORS 410.604 Legislative Report to  
Interim Committees of the Legislative Assembly Related to Human Services  
Universal Provider Number and Single Online Application Annual Report  
December 1, 2017**

## **Background**

Senate Bill 774 passed during the 2015 Legislative Session. This bill, under section (4) (a) and (b) encourages the Department of Human Services (DHS) to determine the feasibility of:

- 1) implementing an online application for workers interested in joining the homecare workforce to apply to be included on the Oregon Home Care Commission's Registry and;
- 2) assigning a universal provider number to each Medicaid home care worker.

A universal provider number and single online application provided through the Oregon Home Care Commission's Registry will allow the workforce to serve consumers without going through multiple enrollment and credentialing processes for DHS or Oregon Health Authority (OHA) in-home services programs.

## **Reporting requirements**

DHS is required to provide an update to the Legislative Assembly related to Human Services annually on the status of implementing an online application and universal provider number.

This year's update focuses on the creation of a workforce development strategic plan. Creating an online application and submission process and adopting the universal provider number are two of the seventeen (17) action initiatives identified in the workforce development strategic plan. The strategic benefits, responsible parties, required partners, potential obstacles, and process milestones are identified in the plan.

## **Workforce Development Strategic Plan**

The Oregon Home Care Commission contracted with Thomas P. Miller and Associates (TPMA) to facilitate the development of a workforce development strategic plan. Internal and external stakeholders, including SEIU, homecare and personal support workers, consumers, advocates, and other state agencies, were actively engaged in strategic planning sessions, focus groups, and surveys. The

report was completed in June of 2017 and is posted on the Oregon Home Care Commission's website at <http://www.oregon.gov/DHS/SENIORS-DISABILITIES/HCC/Pages/Workforce-Development.aspx>.

A hard copy of the report is available upon request.

Strategies that support each goal and action initiatives were identified to support the Oregon Home Care Commission's Worker Classification-Workforce Development Committee's workforce development vision and goals. In addition, each strategy and action initiative supports directives outlined in Senate Bill 774.

The Commission's Worker Classification-Workforce Development Committee and DHS leadership will prioritize each action initiative outlined in the workforce development strategic plan in the 2017-2019 biennium. Specific tasks required to implement prioritized initiatives will then be identified and executed.

### **Additional Analysis Required**

The feasibility of implementing a universal provider number requires additional in-depth analysis including the following:

- An updated business case;
- As-Is/current state process analysis;
- Identified solution options;
- Complexity of identified options;
- Determination of in-scope and out-of-scope items for each identified option;
- List of assumptions, risks, benefits, and constraints for each identified option;
- High level or rough order of magnitude estimate of each identified option's duration and cost.

The completion of additional analysis is dependent on available resources, as there are multiple large-scale technology based system changes currently being implemented by DHS.

There are also policy issues that will need legislative resolution. Different programs utilizing Home Care Workers have different fitness determination standards that will need to be resolved prior to implementing a single provider number.

### **Summary**

DHS believes that implementing a universal provider number, coupled with an online application process, remains the correct long-term strategy.

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