



Universal Provider Number and Single Online Application Annual Report

Prepared for the Interim Committees of the
Legislative Assembly Related to Human Services

December 1, 2015

Legislative Mandate

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 Registry will allow the workforce to serve clients without going through multiple enrollment and credentialing processes for each DHS or Oregon Health Authority (OHA) program. DHS is required to provide an update to the Legislative Assembly related to Human Services annually beginning December 1 2015.

The Oregon Home Care Commission recognizes there are benefits and risks to this project. Given the short time frame between the passage of Senate Bill 774 and the due date of the first report, DHS/OHA Shared Services Office of Information Systems (OIS) has not had sufficient time to conduct a comprehensive project assessment. OIS will continue to work with the Commission and DHS/OHA to develop a business case for the project, detailed user requirements, and a project implementation plan.

This report provides a summary of the DHS proposed high-level analysis of the project, including initial risks and benefits.



Oregon Home Care Commission Initial Benefits and Risks discussions

I. Why implement a universal provider number?

A universal provider number benefits consumers, families, and workers by:

- A. Allowing homecare/personal support workers to provide services to consumers across all DHS/OHA programs under one provider number
- B. Removing barriers so workers can begin providing services to consumers more quickly
- C. Eliminating confusion and reducing administrative burdens to workers needing to obtain multiple provider numbers
- D. Potentially reducing duplicate background checks on workers who have already passed a background check

II. Why implement a single online application through the Oregon Home Care Commission Registry?

A single online application through the Registry will:

- A. Provide one door for individuals to enter who want to join the homecare workforce
- B. Enable workers to self-select multiple programs they serve
- C. Increase homecare workforce size (particularly in low population areas/programs with limited visibility, such as the State Plan Personal Care Mental Health Program)
- D. Streamline the worker enrollment process and reduce/eliminate redundancies



III. Limitations that will require system and/or business process changes

- A. Provider Types and Specialty Codes: Implementation of a universal provider number will require a careful look at how provider types and specialty codes are assigned to workers to ensure that the payment process includes a clear audit trail.
- B. Training Certification: Work to minimize the complexity of provider type and specialty coding when designing training certification requirements.
- C. Universal Provider Enrollment Agreement: Create a uniform universal provider enrollment agreement for all DHS/OHA homecare and personal support workers.
- D. A Single Provider Database: Identify a single provider database system to issue provider numbers for all homecare and personal support workers. This is important because DHS/OHA are using multiple systems at this time.

DHS is committed to equal access, service excellence, and equity for all Oregonians. Using a universal provider number and single online application through the Registry will improve the onboarding process for homecare and personal support workers and will aid in expanding the workforce. This in turn will result in an improved consumer experience, because consumers will have access to an increased number of workers on the Registry and can hire new workers without delays. The implementation of a universal provider number and a single online application through the Registry will require making changes to the information technology structure across multiple systems and to the way business is conducted today. It is clear that all DHS and OHA internal stakeholders must be engaged to develop a plan that will address as many risks and benefits as possible.

OHCC developed and completed a draft Business Change Request document and presented it to the Aging and People with Disabilities/Office of Developmental Disability Services Business Change Request Workgroup. The workgroup determined there was insufficient time to prepare an analysis based on the project scope. DHS Information Technology and Business Supports (ITBS) agreed to provide a high-level analysis of the resources required.



Proposed high-level analysis approach

Each program area (e.g., APD, ODDS, and OHA) has its own unique set of business processes and procedures for similar activities and are not in alignment with each other. Implementing a universal provider number involves multiple applications and business processes/procedures impacting provider enrollment, service authorization and service payment systems for DHS and OHA. Each affected IT application (including Medicaid Management Information System (MMIS), eXPRS, Oregon ACCESS, APD Provider Database, Oregon Web Infrastructure Treatment Services (OWITS), OHCC Registry) contains unique identifying numbers for providers, provider types and specific services provided.

Any potential solutions related to Senate Bill 774 will require changes to program specific business processes and/or applications. The impact of these potential changes is currently unclear. As a result, ITBS has proposed a project team comprised of appropriate subject matter experts from impacted program areas, the OHCC, DHS/OHA OIS, DHS ITBS, and independent contractors (as necessary) be chartered to conduct the necessary analysis. The project team will be charged with producing the following deliverables:

- Business case(s)
- 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, constraints for each identified option
- High level or rough order of magnitude (ROM) estimate of each identified option's duration and cost

Next Steps

- A. Identify appropriate analysis project team members
- B. Charter the project team to complete the following steps
- C. Develop/finalize business case(s) based on identified need
- D. Complete a high-level technology/business processes analysis
 - a. Current state and future state
- E. Identify/engage key stakeholders outside of project team
- F. Establish a project steering committee
- G. Identify options/alternatives to meet business case(s) needs
- H. Develop a comprehensive project plan





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