



# Oregon

Kate Brown, Governor

**Department of Human Services**

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**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, 2016**

## **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 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.

## **Reporting requirements**

The report delivered to the legislature on December 1, 2015 provided detailed information about the risks and benefits of implementing a universal provider number and single online application through the Oregon Home Care Commission's Registry, required system and business process changes and a proposed high-level analysis approach. 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.

## **Project Analysis**

Since December 1, 2015, DHS performed an in-depth project analysis that looked at the feasibility of implementing an online application and universal provider number. The analysis brought to light some of the same barriers that were identified in the initial report, so DHS will need to continue the analysis before progress can be made. DHS is currently implementing system changes that may result in undefined impacts that might raise additional challenges. A final analysis will be completed after work on these system changes are complete.

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Identified areas that require further analysis:

- A. Standardization of business processes across programs
- B. Centralization of provider enrollment and credential records
- C. Establishment of a common certification process
- D. Development of background check requirements that will meet the needs of all programs
- E. Determine next steps.

### **Online application**

The Oregon Home Care Commission has added the online application feature to its list of Registry enhancements. To implement the online application DHS/OHA would need to agree to one application for homecare and personal support workers.

### **Summary**

DHS believes that implementing a universal provider number, coupled with an online application process, remains the correct long-term strategy. We hope this initiative will be able to be prioritized in the 2017-2019 biennium.

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