PRESENTATION

OPI Power Hour 12-11-2019

Homecare Worker Information

Presenters:

- Roberta Lilly, OHCC Training/Registry Manager
- Traci Lerner, APD LTSS team
- Lindsay Vanderworker, APD LTSS team
- Sandy Abrams, OPI Program Analyst

ADRC Aging and Disability Resource Connection of OREGON

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Topics today will include:

- OPI and HCW programs
- HCW Registry
- Active and Inactive HCW status
- HCW Wages
- Employer Resource Connection
- Consumer-Employed Provider (CEP) Specialist Manual
- Host Explorer Screens
- HCW Terminations
- On-line Tools
- Overtime and Travel Time

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Oregon Home Commission Registry

Registry and Referral System

OREGON Home Care COMMISSION

Seniors and Adults with Physical Disabilities

Are you a senior or a person with a physical disability or someone who is assisting a senior or person with a physical disability in finding and hiring a homecare worker to provide in-home/personal care services?
If so please click here.

People with Developmental or Intellectual Disabilities

Are you a parent, family member, self-advocate or consumer, representative, case manager or personal agent seeking or assisting a child or adult with developmental/intellectual disabilities with finding and hiring a personal support worker to provide their needed services in and outside of the home?
If so please click here.

Addictions and Mental Health

Are you a consumer of services for addictions and/or mental health? Are you a support provider for consumers of services for addictions and/or mental health?
If so please click here.

Consumer Matching

- Profile to search for potential workers
- Post on Help Wanted Ad
  - Suggest typing elsewhere and then copy and paste to avoid Registry time out

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Registry Quick Guide

Quick Guides are available on the OHCC website.

- Consumer Quick Guide
  - https://aix-xweb1p.state.or.us/es_xweb/DHSforms/Served/de2929.pdf
- Worker Quick Guide
  - https://aix-xweb1p.state.or.us/es_xweb/DHSforms/Served/de2820.pdf

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Employer Resource Connection

- Referrals can be made to *Employer Resource Connection* for assistance on effectively using the Registry and other employment related skills
- OHCC will be updating website soon!

Contact OHCC if you need to make a referral:

- **OHCC.ERC@dhsoha.state.or.us**
- 1- 877-867-0077

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Helping someone with their Registry profile?

- Sign in under your own log in
- Notify the Registry email box if you have questions
- Contract the Registry email box:
  - Registry.OHCC@dhsoha.state.or.us
    - Manager's email approval
      - Name
      - Job title, duties
      - Phone
      - Email
      - District/county

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Registry Updates

Currently, the Registry does require the user to contact OHCC if they forget their password. The changes to the password reset will allow the user to reset their password without the assistance from OHCC. The password will be sent through the user's email.

Refer questions to the Training Team at OHCC.

Call:
1-877-867-0077 (Training and Registry)

Email:
Training.OHCC@dhsoha.state.or.us

- Password Reset
  - Statewide Communication will be coming soon
  - Users will need to have an email associated with their rights
  - Password reset will occur on the first day that the Registry Updates are "Go Live" (date is not set yet, but sometime in January).

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Other Registry changes coming

- Updated OHCC contact information
- Removal of Home Choice tabs
- "Help Wanted" ad for PSWs will be updated

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Elevate

The new newsletter that OHCC is now offering to workers and offices is both electronic and in paper copy.

Offices needing an increase in the total number delivered to the office will need to contact the Training Team and we can increase your office supply.

We encourage you to sign up for the electronic copy but we also post it on our website the first day it is complete:

https://www.oregon.gov/DHS/SENIORS-DISABILITIES/HCC/PSW-HCW/Pages/Worker-News.aspx

- OHCC new newsletter is no longer blue!
- Newsletter is printed every two months
- Posted on website
- Sign up for your email copy
- "Click" on the tile and it takes your right to that section

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Training and other languages

- English
- Spanish
- Russian
- Arabic
- Somali
- Vietnamese
- Interpreters in the classroom

- Elevate newsletter has a section for each language
- OHCC is interested in reaching more workers who need the other language courses

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Professional Development Certification (PDC)

- 2 - year certification
- .50 increase per hour for each hour of work
- All requirements need to be met throughout the certification period
- Certification is not stackable with other certifications

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PDC continued…

- Workers will need to complete the following in order to qualify:
  - Less that a 20% “No Show” rate on their attendance record
  - Complete Core Courses (online or in person)
  - Complete 5 hours of PDC Safety Courses
  - Complete 5 hours of PDC Elective Courses
  - Complete assessments for each class and pass at 80% or better
  - CPR/First Aid certified (demonstration of skills)

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PDC continued…

- Submit PDC application to Certifications.OHCC@dhsoha.state.or.us
- Must be submitted by the first day of the month
- Workers receive the certificate and a letter of approval via email.

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PDC continued…

```
SENH                        SPD Enhanced Eligibility

Prov Nmbr: ______   Prime Nmbr: ________
Date From: __________  Date To: __________

  Prov # Prime #  Date From  Date To
```

- HCW clerks, or those who have rights to pay vouchers, should have access to the SENH screen.
- SENH screen provides the viewer with a summary of the certification dates.
- Need help? Email the Certification shared box at:
  - Certifications.OHCC@dhsoha.state.or.us

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SENH

- Enter the provider number
- Date range
- Data will show you when the PDC or the CPR/First Aid expires
- If the CPR/First Aid is expired, they PDC rate increase will not be issued
- No rate changes can occur on one voucher

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Enhanced Certification

- Workers will need to complete the following in order to qualify:
  - Have PDC or pass a Readiness Assessment
  - Less than a 20% “No Show” rate on their attendance record
  - CPR/First Aid certified
  - Complete and submit application to OHCC
  - All requirements met within 90 days of finishing last class

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Enhanced continued…

- Enhanced curriculum is being redesigned and portion will be available online
- Required course work:
  - Four 6 - hour training days in the classroom
  - Cohorts are offered throughout the state

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Enhanced continued…

- 2-year certification
- 1.00 per hour for Enhanced approved consumers
  - Rate is not stackable with other certificates
  - Enhanced services are determined through the assessment of services

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Enhanced continued…

- Enhanced service qualifiers are determined through the CAPS assessment of services (case management)
- CAPS Treatments include:
  - Bladder/bowel
  - Feeding /eating
  - Skin/Nails
  - Oxygen
- Tracheostomy
- Behavioral (documented plan)
- Mobility
- Medication

For a complete list of applicable treatments: http://www.dhs.state.or.us/spd/tools/cm/capstools/EHCW%20Treatments.pdf

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Questions?

- Contact information:
  - Roberta.e.lilly@dhsoha.state.or.us

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PRESENTATION

HCW Screens

What to know

Presented by Traci Lerner and Lindsay Vanderworker
APD Medicaid Services and Supports Unit

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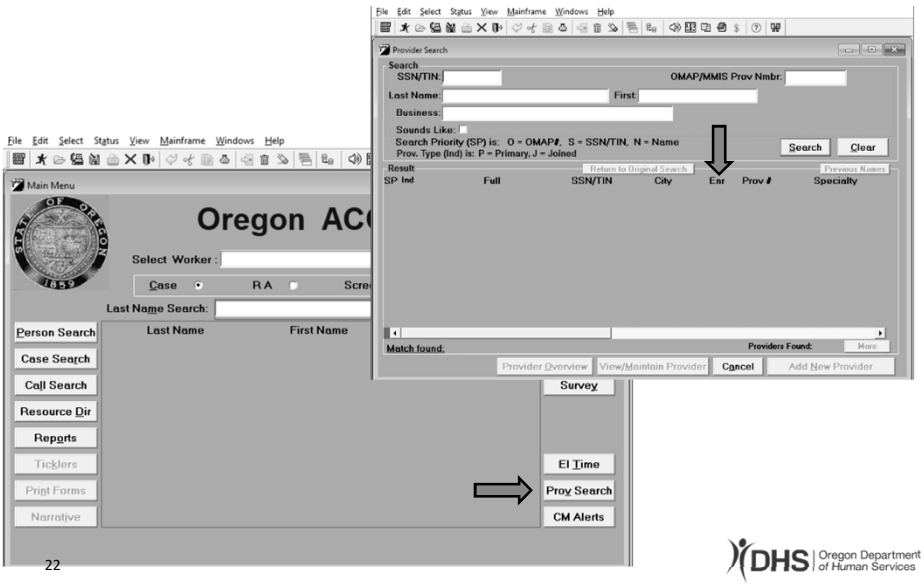
How to see if a HCW is Active



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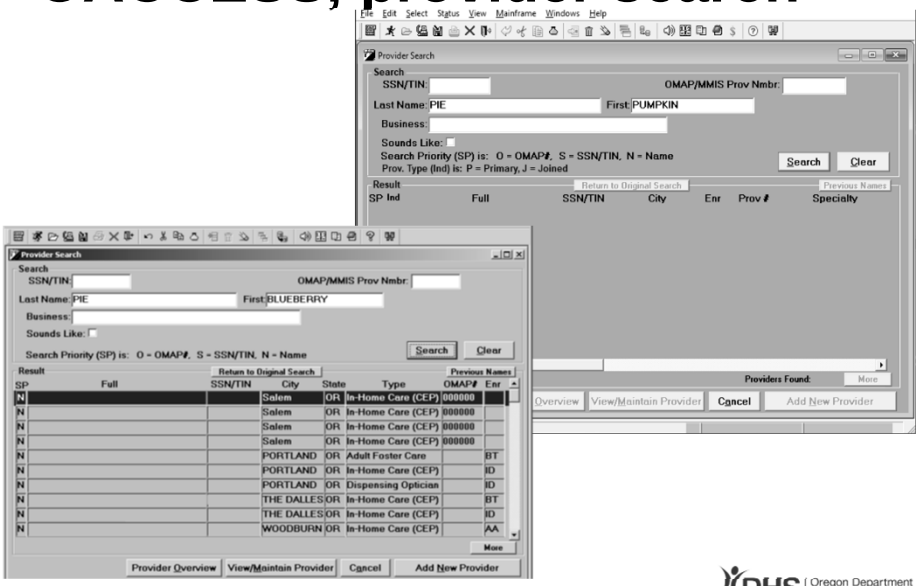
OACCESS, provider search



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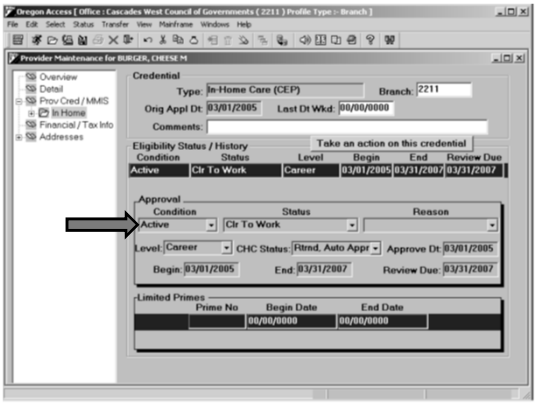
OACCESS

Here you can see if a provider is active or pending.



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HCW/OPI Payment Screens in Host Explorer

OATH is a screen used by the clerk issuing the voucher. Case Managers do not have the rights to use this screen.

Example: Issue a voucher for an hourly OPI worker when there **is not** a previous voucher.

- On a blank mainframe screen, type OATH,prime#,provider#
- Press Enter.

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OATH how to use

```
OATH                    OPI Service Authorization Detail          07/15/2011
Trans Typ A          Upd Date  07/15/2011  Upd RACF          Not on file
Vch Nmbr  00000000   Prcs Tran
Prim Id              Recip
Prov Nmbr            Prov Name                              City/St BEAVERTON, OR
    Service  Auth Beg   00/00/00   Auth End 00/00/00       Lst Work 00/00/00
    Cat      Contact Br 3412        Auth Wkr ___
    Hrly/Hrly Paid Leave (Y/N)  N
    Chore (Y/N)                 N
    Mileage (Y/N)               N   Pub Trans Allowance (Y/N)  N
    Live-in (Y/N)               N   Days work per wk:    7 _ 6 _ 5 _ 2 _ 1 _

       Proc     Description    Units/Mil   Rate    Line Tot



                 Tot Svc Units          Auth Clm
Err Code:
Msg: P173 Must enter both Begin and End dates

                 PF4=Plan Chg   PF5=Hours Chg
```

- Enter the begin and end dates in the “Auth Beg” and “Auth End” fields.
- Key “Y” at “Hrly/Hrly Paid Leave”
- If mileage is authorized, key “Y” at “Mileage”
- Press Enter.

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OATH how to use

```
OATH                    OPI Service Authorization Detail          07/15/2011
Trans Typ A          Upd Date  07/15/2011  Upd RACF          Not on file
Vch Nmbr  00000000   Prcs Tran
Prim Id              Recip
Prov Nmbr            Prov Name                          City/St BEAVERTON, OR
    Service  Auth Beg   11/06/01    Auth End 11/06/30    Lst Work 00/00/00
    Cat OPI  Contact Br 3412        Auth Wkr
    Hrly/Hrly Paid Leave (Y/N)  Y
    Chore (Y/N)                 N
    Mileage (Y/N)               Y   Pub Trans Allowance (Y/N)  N
    Live-in (Y/N)               N   Days work per wk:    7   6   5   2   1

       Proc     Description    Units/Mil   Rate    Line Tot
       OP334 ADL Full Assist      10.00    10.2000    102.00
       OP334 ADL Subst Assist     10.00    10.2000    102.00
       OP336 Mileage/Pub Trans    10.00     0.4850      4.85


                  Tot Svc Units   20.00  Auth Clm    208.85
Err Code:                                Err Stat:
Msg:
QUES  ADD VCHR TO FILE? Y/N   ANSW y   PRNT 598B? y 11/07/15   MAIL BR? N
                 PF4=Plan Chg   PF5=Hours Chg
```

- Enter the hours and/or mileage the provider is authorized to work for the client and press enter.
- Key “Y” at “Add Vchr to File” and “Y” at “Prnt 598B”
- Press Enter.

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OATH how to use

Voucher has been added.

```
OATH                    OPI Service Authorization Detail          07/15/2011
Trans Typ A          Upd Date  07/15/2011  Upd RACF          Not on file
Vch Nmbr  00000000   Prcs Tran
Prim Id              Recip
Prov Nmbr            Prov Name                          City/St BEAVERTON, OR
    Service  Auth Beg   11/07/01    Auth End 11/07/31    Lst Work 00/00/00
    Cat OPI  Contact Br 3412        Auth Wkr ___
    Hrly/Hrly Paid Leave (Y/N)  Y
    Chore (Y/N)                 N
    Mileage (Y/N)               Y   Pub Trans Allowance (Y/N)  N
    Live-in (Y/N)               N   Days work per wk:    7 _ 6 _ 5 _ 2 _ 1 _

       Proc     Description    Units/Mil   Rate    Line Tot
       OP334 ADL Full Assist      10.00    10.2000    102.00
       OP334 ADL Subst Assist     10.00    10.2000    102.00
       OP334 ADL Minimal Asst      0.00    10.2000      0.00
       OP334 Self Management       0.00    10.2000      0.00
       OP336 Mileage/Pub Trans    10.00     0.4850      4.85

                  Tot Svc Units   20.00  Auth Clm    208.85
Err Code:
Msg: 83  Vchr record          added
```

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ONGO

ONGO - This screen shows the ongoing authorization of a HCW working for a consumer. **Vouchers will continue to issue for this HCW until the expiration date.**

- If the hours, mileage, or expiration date needs to change:
  - ONIQ, then press enter.
  - PROVIDER, then press enter.
  - Look for exp date to match the exp date on the service plan for same PRIME/
  - Provider number
  - Type “X” to select appropriate plan, then press enter
  - Tab to hours line/units line
- Change to appropriate, then press enter. Press F9 to save
- OR
  - ONGO,Prime number, Provider number, then press enter
  - Tab to hours/units line
  - Change to appropriate, then press enter. Press F9 to save.

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```
ONGO                  On-Going Service Authorization              05/23/20
Status      Expire 05/31/2020 Updt 2019-05-14 Upd RACF           Not on fil
Prim ID            Recip                          Branch 0313   Wkr BS
Prov Nmbr          Prov Name                           City/St SWEET HOME,
Service  Auth Beg   06/09/2019  Serv Cat APD Last Issued Period 06/22/2019

        Authorization For  HATH Y   MATH _   OATH _   (Select One)
 Hrly (Y/N)    Y                  Spousal Pay (Y/N) N
 Live-In (Y/N) N   Days per wk: _ Days: Su _  M _  T _  W _  Th _  F _  S _
 Per Care Prov (Y/N)   N          OPI Pilot (Y/N) N
 Mileage (Y/N) Y                  Pub Trans Allow N

The following services will be automatically authorized for each voucher per

 Proc Mod Description       Unit/Mil     Rate   | Unit/Mil     Rate
OC111  Z6 Hourly ADL/IADL     50.00    14.6500  |
OT111  Z6 Mileage/Pub Trans   15.00     0.4850  |
```

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More Info can be found here

Training on ONGO is found here: http://www.dhs.state.or.us/spd/tools/cm/ONGO%20ONIQ%20SVCH%20Training%20Packet%20v1%201.pdf

Please note, some of the information in the link, such as monthly authorizations, is now out of date

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Voucher Not Issuing ONIQ

- This screen is used to see when a HCW's ongoing voucher authorization (ONGO) is
- going to stop. This means no more vouchers will issue after the expiration date.
- Review this screen before the end of each month.
- When reviewing this screen, enter in your branch number and a letter next to
- "Expiring Auth".

```
ONIQ            On-Going Voucher Authorization                    10
Branch  1111    Prime ________    Prov ______    Expiring Auth X    P.
                                                 Last Issue  SVC
 Begin Dt     Expire Dt   Prime     Prov   Branch   Period     CAT  St.
_ 09/01/2019  10/26/2019                            10/26/2019  APD
_ 10/13/2019  10/26/2019                            10/26/2019  APD
_ 10/28/2018  10/31/2019                            10/26/2019  APD
_ 10/28/2018  10/31/2019                            10/26/2019  APD
_ 10/28/2018  10/31/2019                            10/26/2019  APD
_ 09/29/2019  11/09/2019                            10/26/2019  APD
_ 01/06/2019  11/09/2019                            10/26/2019  APD
_ 12/09/2018  11/09/2019                            02/02/2019  APD
_ 12/09/2018  11/09/2019                            10/26/2019  APD
_ 11/25/2018  11/09/2019                            02/02/2019  APD
_ 12/09/2018  11/09/2019                            02/02/2019  APD
_ 12/09/2018  11/09/2019                            02/02/2019  APD
_ 10/13/2019  11/09/2019                            10/26/2019  APD
_ 12/09/2018  11/09/2019                            10/26/2019  APD
_ 09/29/2019  11/09/2019                            10/26/2019  APD
_ 11/11/2018  11/09/2019                            10/26/2019  APD
_ 11/25/2018  11/09/2019                            10/26/2019  APD

F8 FOR MORE
F3=Exit  F5=Refresh  F7=Prev  F8=Next
```

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Example

- If today's date is October 20th, 2019 and the expiration date is ending at the end of the first pay period of the following month (in this example, 11/09/19), it usually means the consumer's benefit is ending and a re-assessment is needed. If a re-assessment is needed, please ensure that a new re-assessment is completed with an updated service plan as appropriate. If there is not enough time to complete a new service plan, the previous assessment's benefits must be extended out in order to avoid any disruption in the voucher being sent out (if a Tier 3 exception is in place, Central Office may need to be contacted to extend the exception). If the expiration date is ending in the same month, the expiration is usually intentional, i.e. the provider is no longer working for the consumer or a new ONGO was created.

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SVCH

- Enter in branch or provider number
- This screen is used to see when an HCW has an ONGO authorization, however a
- Voucher has not been mailed out due to an error.
- Review this screen within 3 days before the end of each pay period.

```
SVCH                        Suspense Vouchers                    10/04/2019
Branch 1111 Prov _____                                            Page 0003

DEL PRIME  PROV    BR  SERV BEGIN SERV END    SUSPENSE REASON
                       09/15/2019 09/28/2019 A84 NO SVC CAT FOUND FOR SERV
-                      09/15/2019 09/28/2019 A84 NO SVC CAT FOUND FOR SERV
-                      09/15/2019 09/28/2019 A84 NO SVC CAT FOUND FOR SERV
-                      09/15/2019 09/28/2019 A84 NO SVC CAT FOUND FOR SERV
-                      09/15/2019 09/28/2019 A87 PROC/CLI ASMT INVALID W/EL
-                      09/15/2019 09/28/2019 A87 PROC/CLI ASMT INVALID W/EL
-                      09/15/2019 09/28/2019 A87 PROC/CLI ASMT INVALID W/EL
-                      09/29/2019 10/12/2019 P331 PDC/CPR no longer valid f
-                      09/29/2019 10/12/2019 JH017 This provider is no long
-                      09/29/2019 10/12/2019 A89 PERC/SVCCAT/PROC/CASE DESC
-                      09/29/2019 10/12/2019 A84 NO SVC CAT FOUND FOR SERV
-                      09/29/2019 10/12/2019 A84 NO SVC CAT FOUND FOR SERV
-                      09/29/2019 10/12/2019 A87 PROC/CLI ASMT INVALID W/EL
-                      09/29/2019 10/12/2019 A87 PROC/CLI ASMT INVALID W/EL
-                      09/29/2019 10/12/2019 A87 PROC/CLI ASMT INVALID W/EL
-                      09/29/2019 10/12/2019 A89 PERC/SVCCAT/PROC/CASE DESC
-                      09/29/2019 10/12/2019 A84 NO SVC CAT FOUND FOR SERV
```

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SVCH

- The dates will let you know which pay period the HCW did not receive a voucher. If the HCW should not receive a voucher (i.e. they are no longer working for the consumer), the authorization needs to be ended in ONGO. If the HCW should receive a voucher, review the suspense reason to determine why the voucher did not issue. Once the issue is resolved, the system will issue the voucher on the following day if it is within approximately two months from the end of the pay period.
- If a voucher will not issue, the following information should be reviewed:
  - SELG: APD Service eligibility should be current
  - WLGR: Coding should reflect current in-home related services for the entire
  - Pay period. Also, changes to the program or status code in the middle of a
  - Pay period will cause problems
  - CA/PS benefit is not current
  - Provider number has been terminated or inactivated
- If the issue is resolved, mark an “x” in the DEL column to remove the line.

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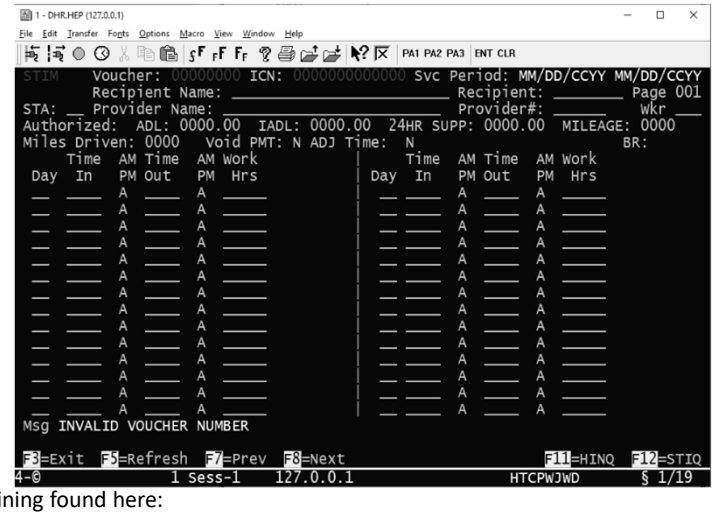
ASH1

Pay a Voucher - STIM

STIM,voucher#

- Key in the day, time in/time out, AM/PM for each line as indicated on the voucher.
- A voucher that has been partially keyed in and saved, but has yet to be completed, may be accessed through STIQ.



Additional STIM training found here:
https://www.dhs.state.or.us/spd/tools/cm/PTC/HCW%20Training%20Packet%20V12.pdf

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Slide 36

ASH1 Abrams Sandy H, 12/9/2019

Correcting Voucher

- OPAY is the screen you use. OPAY,voucher# then press Enter.
- Key "**E**" at "**Trans Type**" and press enter.
- At the bottom of the screen, the system will ask "**Erase/Cancel Payment**?"
- Key "**Y**" and press Enter.
- If it has PRCS code 36 you cannot edit it
- Payment is erased. Once the payment has been erased, the "PRCS Trans" of the voucher will automatically change to 30.

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OPI Issuance Codes

- OP 332 OPI Pilot
- OP334 OPI Hourly
- OP336 OPI Mileage

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Processing Transaction Codes

10 - Voucher authorization voided (deleted)

15 - Voucher payment voided (deleted)

24 - Voucher credit ready to pay

27 - Voucher credit

30 - Voucher in authorization status

35 - Voucher in ready to pay status

36 - Voucher in paid status — regular

45 - Adjustment approved to pay

46 - Voucher adjustment paid

47 - Voucher adjustment zero paid

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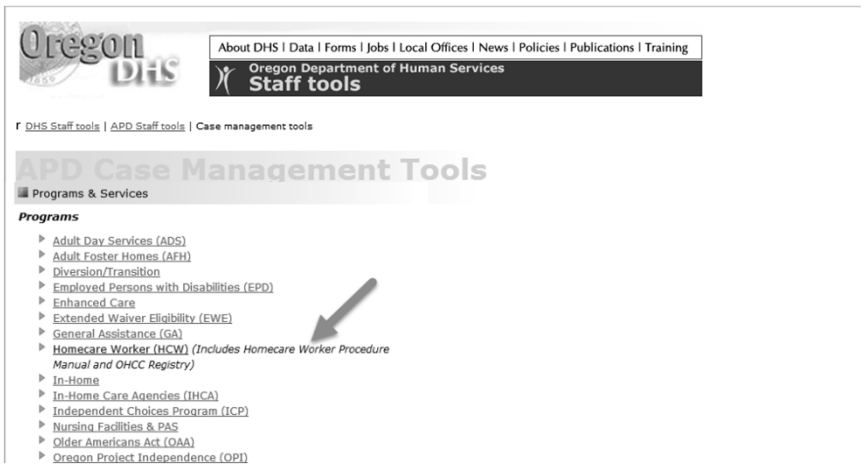
APD Staff Tools

http://www.dhs.state.or.us/spd/tools/cm/index.htm



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CEP Specialist Training Manual

- For Further Questions or Guidance on Mainframe Screens; Provider enrollment and Maintenance; Voucher Issuance History; Issuing vouchers, paying vouchers, deleting vouchers, correcting payments, codes, error messages, etc; please refer to the CEP manual on the HCW website
- https://www.dhs.state.or.us/spd/tools/cm/homecare/DHS%202893%20CEP%20Manual%20191106.pdf

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HCW who violates Oregon Administrative Rules

- OAR 411-031-0050 is the rule that discusses violations that could result in a HCW having their provider number terminated.
- At this time the Medicaid Fraud Unit will not pursue or accept referrals when a HCW is working for an OPI consumer.
- Central Office will accept referrals when a HCW has violated an Oregon Administrative Rules.

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HCW Violations 411-031-0050

a) Has violated the requirement to maintain a drug-free work place;
b) Has an unacceptable background check;
c) Demonstrates a lack of the skills, knowledge, and ability to adequately or safely perform the required work;
d) Violates the protective service and abuse rules in OAR chapter 411, division 020 and OAR chapter 407, division 045;
e) Commits fiscal improprieties;
f) Fails to provide services as required;
g) Demonstrates a lack of the ability or willingness to maintain consumer-employer confidentiality;

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HCW Violations 411-031-0050

h) Introduces an unwelcome nuisance to the workplace;
i) Fails to adhere to an established work schedule;
j) Has been sanctioned or convicted of a criminal offense related to that individual's involvement in any program established under any public assistance program;
k) Fails to perform the duties of a mandatory reporter;
l) Has been excluded by the Health and Human Services, Office of Inspector General, from participation in Medicaid, Medicare, and all other federal health care programs; Number that matches the homecare worker's legal name, as verified by the Internal Revenue Service or Social Security Administration

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HCW Violations 411-031-0050

m) Works for a consumer-employer or claims payment for working while the homecare worker does not have a valid, current provider number;

n) Fails to inform the Department and their consumer-employer within 14 days of being arrested, cited for, or convicted of any potentially disqualifying crime listed in OAR 125-007-0270; or

o) Exerts undue influence over a consumer-employer.

p) Fails to comply with a background check requested by the Department

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Referral of Alleged Violations

- The form to refer a case to Central Office can be located on the HCW website:
- https://www.dhs.state.or.us/spd/tools/cm/homecare/index.htm
  - The referral is under “forms” and is called “HCW referral of alleged violation and request for termination form”
  - You would fill this form out and send to the email box:
  - HCW.Terminations@dhsoha.state.or.us

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OAR 411-031-0020

- Please refer here for definitions as to the specific violations that are referenced in 411-031-0050

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Overtime and Travel Time

- The formula for HCW on the 50 hour CAP list was created by adding up the total hours of march, April and may of 2016 then multiplying that number by 3 (for the 3 months) then divided it by 13 (average number of weeks in the 3months) and this number will show if the worker is on the 40 or 50 hour caps then multiply that by 2 (to give the pay period vouchers hours).
  - Questions about who is on it check with
  - Lindsay Vanderworker: 503-856-6931.

- HCW and PSW hours are combined together.
  - Mainframe: SOTI, Provider#
    - X_ next to date and time
    - XPRS under OT amt.
- Travel Time is Included in the hours working.
  - Example: HCW is working 40 hours and claiming travel time they will be over their allotted time.

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Questions?

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