

Changes to Oregon Home Care Commission (OHCC) registry

Background and overview:

In their 2019-2021 collective bargaining agreement, the Oregon Home Care Commission (OHCC) and SEIU Local 503 agreed to implement a new in-home care registry through partnership with Carewell SEIU 503. This collaboration led to Carina – a matching registry for providers and people who pay for in-home services through Medicaid and Oregon Project Independence (OPI).

As part of this transition to a new in-home care registry, Carina has replaced the OHCC registry as the primary way to connect providers and people who need in-home services.

Carina is an easy-to-use website where people looking for providers (homecare workers, personal support workers, or personal care attendants) to support them can quickly and easily match with providers who meet their needs. Carina is an optional tool for all Medicaid and Oregon Project Independence (OPI) consumers.

The OHCC registry is only available for people who pay directly for in-home care (private pay) and for providers who accept private pay work. New providers will not be added to the OHCC registry.

What this means:

This means that the OHCC registry is no longer available for the following groups:

- Individuals who receive in-home services paid for by Medicaid and Oregon Project Independence (OPI) and use the OHCC registry to find homecare workers, personal support workers and personal care attendants.
- Providers, including homecare workers, personal support workers and personal care attendants, who receive payments through Medicaid or OPI and are looking for work.
- People who pay for in-home services through Medicaid or OPI are encouraged to sign up for Carina to find a provider (not agency providers). Carina is not available for private pay individuals.

Who is affected by these changes?

Provider types who use the OHCC registry to find work:

- Homecare workers who work with APD eligible individuals;
- Personal support workers who work with ODDS eligible individuals; and
- Personal care attendants who work with OHA eligible individuals.

People who receive in-home services paid for by Medicaid or OPI and use the OHCC registry to find providers, including:

- Individuals served by the Office of Aging and People with Disabilities

- Individuals served by the Office of Developmental Disability Services
- Individuals served by Oregon Health Authority Health Services Division

Other users of the registry system who may be affected through workflow changes include case managers, options counselors, employer resource connection consultants and discharge planners.

When will this change happen?

This change is happening now as we work to transition people off of the OHCC registry and onto the Carina registry. We expect all individuals who receive Medicaid or OPI, and providers who serve these individuals to move from the OHCC registry to Carina.

What happens to current Medicaid and OPI profiles on the registry?

Medicaid and OPI profiles will still be on the registry but cannot be used to find a provider or to find work.

Is signing up for Carina required?

Carina is a completely voluntary option for providers and people who receive in-home care. There is no requirement to sign up for Carina.

However, using Carina can make it easier to find work or find a provider.

What steps should people who receive their services with Medicaid and OPI take?

Individuals who receive their in-home services through Medicaid and OPI should sign up for Carina if they need to find a provider.

To sign up, they will need to request an access code from either their case manager or an Employer Resource Connection consultant.

I am a consumer-employer and am having trouble setting up a Carina account. What should I do?

If you are having trouble setting up a Carina account, talk to your case manager, personal agent or services coordinator about getting a referral to meet with an Employer Resource Coordinator.

What steps do providers need to take?

Providers who are looking for work and have a provider number should create a profile on Carina.

Where can I find more info about the registries?

- The Carina website includes frequently asked questions, instructional videos and more. Visit: <https://carina.org/> to learn more.
- The Oregon Department of Human Services website includes information about both registries. Visit: <https://www.oregon.gov/odhs/home-care-consumers/pages/about-the-registry.aspx> to learn more.