

Provider Navigator Program

This program aims to help enrolled providers and new applicants to successfully join and remain in the workforce by providing individual assistance.

Goals



Successfully assist applicants through the provider enrollment process so they may be approved more quickly.



Assist enrolled providers remain successfully in the workforce by providing support and guidance with using Carina to find work, complete required training, and complete all actions for renewal.



Increase provider EVV compliance to ensure Oregon is meeting the 21st Century Cures Act requirements.

Services provided

Enrollment

- Completing enrollment paperwork
- Using ORCHARDS to complete background check.
- Registering for new worker orientation
- Supporting to effectively communicate with the local office during enrollment process and throughout employment.
- Helping take the next steps once provider number is issued.
- Effectively use the Carina registry to find work by helping build a strong profile.
- Show how to track credential dates to ensure timely renewal.

Systems navigation

- Explaining difference between courses through Carewell SEIU 503 Training and Certifications through the OHCC.
- Knowing resources as a provider (OHCC, Carewell SEIU 503, union, etc.).
- Explaining who to contact for assistance (pay issues, order PPE, etc.) or reporting health/safety issues.
- EVV Payment Systems
- Teach providers to use Oregon Provider Time Capture Direct Care Innovation (OR PTC DCI) or the eXPRS for tracking time.

Enhancing professional growth

- Time management & planning skills
- Computer skills
- Verbal & written communication skills
- Resume-building skills
- Interviewing skills
- Supporting providers to read and understand a consumer-employer task list.

Referral

Referrals can be initiated at any point by anyone within the various systems or at the community level, including self-referrals.

Referrals should be done through the [Provider Referrals and Plans form](#).



Scan this QR code to access the form.



Or link to the form here:

<https://app.smartsheet.com/b/form/4f608666d2464481a6ad819e3306ea54>

Contact information

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You can get this document in other languages, large print, braille or a format you prefer free of charge. Contact the Oregon Home Care Commission at OHCC.ProviderNavigator@odhsoha.oregon.gov or 877-624-6080 (voice/text). We accept all relay calls.