

Action Request Transmittal Aging and People with Disabilities



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Number: APD-AR-23-021

Issue date: 9/22/2023

Topic: Other

Due date: Upon Receipt

Subject: Home Care Worker Office Contact Process

Applies to (check all that apply):

- | | |
|---|---|
| <input type="checkbox"/> All DHS employees | <input type="checkbox"/> County Mental Health Directors |
| <input checked="" type="checkbox"/> Area Agencies on Aging: Types A and B | <input type="checkbox"/> Health Services |
| <input checked="" type="checkbox"/> Aging and People with Disabilities | <input type="checkbox"/> Office of Developmental Disabilities Services (ODDS) |
| <input type="checkbox"/> Self Sufficiency Programs | <input type="checkbox"/> ODDS Children's Intensive In Home Services |
| <input type="checkbox"/> County DD program managers | <input type="checkbox"/> Stabilization and Crisis Unit (SACU) |
| <input type="checkbox"/> Support Service Brokerage Directors | <input type="checkbox"/> Other (<i>please specify</i>): |
| <input type="checkbox"/> ODDS Children's Residential Services | |
| <input type="checkbox"/> Child Welfare Programs | |

Action required:

Homecare workers who serve APD/AAA consumers (Medicaid and OPI) may need to speak with a case manager urgently. To ensure HCWs are able to report urgent issues related to service authorizations, service hours and payment, or other concerns, local offices should have a designated Worker of the Day (WOD) who can assist HCWs when a consumer-employer's case managers is unavailable, or they do not have an assigned case manager.

If a WOD is unavailable, local offices must have a clear process in place to ensure HCWs are able to speak with a supervisor, manager, or other designated staff person who can resolve urgent issues.

If the local office has a designated line for HCWs to call for assistance, the expectation is that calls are checked daily and responded to within 24 hours.

The Oregon Home Care Commission (OHCC) will provide information to HCWs about how and to whom issues should be reported in all local APD/AAA offices.

Non-urgent issues should be redirected to the designated case manager for follow up when they return. If the consumer does not have an assigned case manager, please consult with your local office leadership on coverage for these types of situations.

Examples of urgent situations:

- The HCW has written approval to work but the authorized hours are either not in PTC or do not match what was authorized and they need to provide services to the consumer right away.
- The HCW has not been paid for approved hours – This does not include working more hours than authorized or submitting time late. Please resolve the issue and direct them or assist them with completing a late/partial payment request form found on the OHCC’s [website](#) to determine eligibility for late/partial payment penalty fees.
- The HCW had to work more hours authorized because of an emergency.
- There is an immediate health and safety issue involving the consumer. Examples include but are not limited to:
 - 911 was called due to a medical emergency
 - The consumer was injured
 - The consumer went to the hospital and the HCW had to provide services while in the waiting room or emergency room
 - The HCW needs to work more hours for a consumer due to a weather-related event, wildfire, power outage, etc.
 - Abuse or suspected abuse involving the consumer

Reason for action:

HCWs are required to report issues to the local office, such as health and safety concerns, working more hours than authorized due to an emergency, or missing authorization in PTC. Local office staff must be responsive to issues reported by HCWs.

Field/stakeholder review: Yes No
APD Review Group, APD District Managers, AAA
If yes, reviewed by: Program Managers AAA Directors

If you have any questions about this action request, contact:

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