

Action Request Transmittal Aging and People with Disabilities



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Topic: Long Term Care

Subject: Mandatory Webinar for Staff Who Authorize In Home Care Agency Services

Number: APD-AR-23-006

Issue date: 2/22/2023

Corrected: 2/23/2023

Due date:

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: Type 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:

Case managers (CMs) and support staff who authorize In-Home Care Agency (IHCA) services (by either approving the services in Oregon ACCESS or entering a Plan of Care in MMIS) must attend a one one-hour webinar regarding IHCA payment issues and resolutions.

Sessions will be held at the following dates and times:

- **Mar 8, 2023 09:00 AM Pacific Time (US and Canada)**
 - https://www.zoomgov.com/webinar/register/WN_Tm6OJKr2Qr6_JwoJf71psQ
- **Mar 8, 2023 02:30 PM Pacific Time (US and Canada)**
 - https://www.zoomgov.com/webinar/register/WN_pVY5cGZMTKizBJIT6xW7KQ
- **Mar 9, 2023 09:00 AM Pacific Time (US and Canada)**
 - https://www.zoomgov.com/webinar/register/WN_QGAL8z9JSn-Wsu-zAfxswW

Staff who are required to attend a webinar but are unavailable to attend any of the sessions may watch a recording, which will be available in workday after the training.

CMs and support staff who are not involved with IHCA services are encouraged, but not required, to attend.

Reason for action:

Several IHCA's have reported issues with timely claims processing, resulting in substantial past due payments, impacting the provider's ability to serve Medicaid eligible Oregonians.

Field/stakeholder review: Yes No

If yes, reviewed by:

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

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