



Our Healthcare Journey: A Monthly Bulletin for Ohio Medicaid's In-Home Service Providers

January 2026

Welcome to 2026! The New Year is a great time to celebrate what we've accomplished and look forward to what's ahead. January welcomes more than just a new calendar year, it's an opportunity to pause, reflect, and reset. Embrace this season of renewal to set intentions, refresh routines, and continue providing excellent care. Thank you for the impactful work you do every day. Let's make 2026 a year of growth and excellence together!

In this edition of the monthly newsletter for Ohio Medicaid's in-home service providers, PCG will share a roundup of the resources, trainings, and support available to help ensure your ongoing success.

In this issue you will find:

- Education Corner – In-Person Training Courses
- Provider Toolkit – Toolkit Highlight: Personal Care Aide Visit Documentation – Two Visits Per Day
- Nursing News
- EVV Update
- PCG Partner Spotlight – Organización Civica y Cultural Hispana Americana (OCCHA)
- PCG Match: What's New & Next – Updates & Set up for success in the new year
- Making a Difference – *Flu: Symptoms, preventions, and risks*

We hope you find this information engaging and helpful!

Rule Changes

There are no rule updates to share this month. To be notified about rule changes as they occur, please sign up to receive email alerts from [Rule Watch Ohio](#).

Education Corner

Looking Ahead: Quarterly In-Person Training

Training for Home and Community Based Waiver Providers – Verification Form

Training Description: PCG, on behalf of ODM, offers free quarterly in-person trainings on Ohio Home Care and MyCare Ohio Waiver in-home services. Designed for agency and non-agency Personal Care Aides (PCAs), Home Care Attendants (HCAs), and waiver nurses, these sessions cover provider requirements, documentation, structural reviews, and incident reporting. Non-agency PCAs can apply these trainings toward their annual 6-hour CE requirement. Registration is required.

Training Date & Time: February 17, 2026, 10AM – 12 PM EST

Location: 274 East 1st Avenue #100, Columbus, OH 43201

Register [HERE](#)

To view the other CE courses available on our website, click [HERE](#).

Provider Toolkit

The Provider Toolkit is a collection of forms approved by ODM that can help you maintain your compliance with documentation requirements. Each document contains a fillable form and step-by-step instructions on how to fill out the form accurately.

Toolkit Highlight: This month, we're highlighting the Personal Care Aide (PCA) Visit Documentation – Two Visits Per Day form designed for PCAs. This document can be used to log each visit completed with an individual as required per OAC 5160-46-04. This is a helpful form if you have two visits per day over the course of one week.

Click [HERE](#) to sign up to receive the provider toolkit, available for PCAs, HCAs, and Nurses! To leverage your toolkit for success, review the updated CE training [How to Make the Most of Your Provider Toolkit](#).

Nursing News

Beginning January 1, 2026, all Ohio Home Care Waiver (OHCW) nursing service claims that require electronic visit verification (EVV) must have a matching EVV visit record at the time of claim submission. Claims submitted without a matching EVV visit record will be denied.

Support is available by contacting HHA at [855-805-3505](tel:855-805-3505).

Electronic Visit Verification (EVV) News

On January 1, 2026, ODM launches the [Next Generation MyCare Program](#), introducing changes to the managed care entities supporting Ohioans eligible for both Medicaid and Medicare health coverage. With the launch please note:

- After December 31, Aetna will no longer participate in any program that is required to use EVV.
- After December 31, United Healthcare (UHC) will not participate in the MyCare Ohio program but will continue to support EVV requirements for their enrolled Medicaid managed care recipients using home health and private duty nursing services.
- Beginning January 1, 2026, Anthem will be added as a MyCare Ohio program payer.

See the complete list of [services and procedure codes](#) affected by the upcoming MyCare launch.

Important Reminder

EVV authorizations must be updated in the EVV system when a member's payor changes. For guidance on how to update the authorization in the Sandata portal, please review [Creating Recipient Authorizations](#).

⚠ Please note: EVV claims validation requirements for MyCare begin March 1, 2026. MyCare claims will not be denied due to EVV data discrepancies until the Phase 7 implementation. Look for more guidance as this date draws closer.

Questions about releases or the system in general should be directed to the Sandata EVV Provider Hotline. Please call 855-805-3505 or send an email to ODMCustomerCareemail@sandata.com.

PCG Partner Spotlight

[Organización Cívica y Cultural Hispana Americana – Empowering Our Community for Over 50 Years](#)

Since its founding in 1972, Organización Cívica y Cultural Hispana Americana, Inc. (OCCHA) has been a cornerstone of support for the Hispanic and multicultural community in the Mahoning Valley. As a non-profit organization, OCCHA is dedicated to improving the quality of life for individuals and families through socio-economic, cultural, educational, and wellness programs. Over the years, OCCHA has expanded its reach and impact, serving more than 2,000 individuals annually. With 91% of clients considered extremely low-income, OCCHA's programs are not just impactful but essential to the well-being of the community it serves.

Through comprehensive programs such as social services, food and clothing assistance, health and mental health initiatives, ESL classes, and youth programs like the annual Summer Camp, OCCHA empowers individuals to achieve stability and success. OCCHA's Workforce Program provides job referrals, employment readiness workshops, and one-on-one support to help clients build essential job skills and connect with meaningful employment opportunities. In addition, OCCHA's Scholarship Program in Memory of Elba Navarro awards 10–15 graduating seniors and two non-traditional students each year with scholarships ranging from \$500 to \$1,000, helping them pursue higher education and achieve their academic goals. In 2024 alone, OCCHA provided support to over 900 families and distributed food to more than 2,600 people.

OCCHA proudly hosts two major fundraisers each year the Food Fest and the Annual Gala. The Food Fest is a community celebration that highlights the rich flavors and traditions of Hispanic cuisine while raising funds to support OCCHA's vital programs. The Annual Gala brings together over 350 guests for an evening of dining, dancing, and giving, raising essential funds that allow OCCHA to continue serving families across the Mahoning Valley. If you would like to know more about OCCHA's programs and what we do, check us out at occhaohio.org or call us at 330-781-1808.

PCG Match: What's New & Next

Updates

We plan to roll out system enhancements to PCG Match in the coming weeks. Here are some outcomes you can expect from the updates:

- Reduced registration errors
- Quick identification of active opportunities
- Improved communication with individuals and case managers
- Easy organization of messaging space

Keep an eye out for communications on information sessions to demonstrate these new features!

Set up for success in the new year

Make 2026 the year you expand your impact. PCG Match offers a streamlined way to connect individuals seeking care with providers like you. It's easy to use and a great way to turn your skills into life-changing opportunities – make a difference this year with PCG Match!

For more information, visit our website here or go to PCGMatch.com to register for an account and begin using PCG Match today.

Making a Difference

Flu: Symptoms, prevention, and risks

What is the flu?

The flu is also referred to as Influenza. It is a contagious respiratory illness that affects the throat, nose, and lungs. It is caused by a virus. According to the Cleveland Clinic Foundation, it is estimated that in the U.S., 20,000-50,000 people die annually from the flu. *Flu season* (when the flu is most common) typically occurs during the winter months, spanning from October through May with peak activity between December and February. The flu spreads by people sneezing, coughing, talking and touching objects. You may contract it by touching contaminated high-touch surfaces such as doorknobs, computers, or phones. The droplets from the virus travel through the air or onto your hands, enter your body through your nose or mouth, and then into your lungs. Flu symptoms typically occur one to four days after exposure to the virus. Sometimes, the flu can resolve on its own in a few days to a week. Avoid exposure to others while symptomatic, if possible, to prevent the spread of the flu.

Risks of the flu

The flu can cause medical complications such as weakening your immune system. It can cause other illnesses (for example, pneumonia, acute respiratory distress, miscarriages, and neural tube effects).

Factors that may increase your chance of complications from the flu include (but are not limited to):

- **Medical conditions:** Pregnancy, Asthma, COPD, history of stroke, Diabetes, AIDs, HIV, a blood disorder, or obesity.
- **Race/Ethnicity:** Higher risk among Non-Hispanic Black, Non-Hispanic American Indian, Alaskan Native, Hispanic, and Latino populations.
- **Age:** Children under the age of 5, adults older than 65, and individuals under the age of 19.
- **Lifestyle:** Living in a long-term care facility or aspirin use.

Common symptoms and how to treat them

Some common symptoms of the flu include:

- Fever
- Sweating and chills
- Headache
- Muscle aches
- Cough
- Fatigue

If you do not have a severe case of the flu, customary methods to treat flu symptoms include:

- Drink plenty of fluids to prevent dehydration.
- Get plenty of rest.
- Apply heat to achy muscles.
- Use over the counter (OTC) medications to help alleviate symptoms. It is best to contact your treating physician to ensure OTCs are safe if you have other medical conditions or take other medications.

How to prevent getting and spreading the flu

Practicing these habits can help protect you and others during flu season:

- Wash your hands thoroughly
- Disinfect surfaces
- Keep the air circulating around you
- Get an annual flu shot
- Cover your mouth when you sneeze or cough
- Wear a mask if you are not feeling well and must be around others
- Do not share food or utensils with others

When to seek medical attention

The flu is resolved with most people on its own. However, if you are at risk of complications from other health conditions or previously mentioned symptoms, or are having any of the symptoms below, seek medical attention immediately.

Adult emergency symptoms	Child emergency symptoms
• Trouble breathing or shortness of breath • Dehydration • Confusion • Difficulty waking • Seizures • Chest pain or pressure Worsening symptoms of existing medical conditions • Severe weakness or muscle pain	• Blue or gray lips or nail beds • Cries and there are no tears, no need to urinate • Rapid breathing • Symptoms worsen or resolve and then return • Any of the adult symptoms

Awareness and prevention during flu season help keep you and your community healthy.

References

1. <https://my.clevelandclinic.org/health/diseases/4335-influenza-flu>
2. <https://www.mayoclinic.org/diseases-conditions/flu/symptoms-causes/syc-20351719>
3. <https://www.cdc.gov/flu/about/index.html>