



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

February 2026

Happy Black History Month! Each February we celebrate the history and contributions of African Americans to multiple, crucial facets of our society. Black History Month's origins date back to 100 years ago in 1926, when it was a week-long celebration. February was selected as the month to celebrate because it is close to the birthdays of President Abraham Lincoln (responsible for the Emancipation Proclamation) and the African American abolitionist, author, and orator, Frederick Douglass.

The Association for the Study of African American Life and History (ASALH) has themed Black History Month 2026 as A Century of Black History Commemorations. Click [here](#) to read more about this year's celebration and themes of years past.

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: Nurse Plan of Care form
- EVV News
- Self-Direction News
- PCG Partner Spotlight – The City of Refuge GoodLife Foundation
- Making a Difference – *The Importance of Good Dental Hygiene*

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

Quarterly In-Person Training This Month

Training for Home and Community Based Waiver Providers

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: State Library of Ohio

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 Nurse Plan of Care form. This form is used to document the care needs and nursing services to be provided to the individual. The Plan of Care must be authorized by the individual's treating physician, per OAC 5160-44-22. This form is essential for collecting standardized documentation of each individual's personal information and care plan.

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](#).

Electronic Visit Verification (EVV) News

EVV for new MyCare Providers: Starting March 1, all MyCare claims must include matching Electronic Visit Verification (EVV) to ensure compliance and successful payment processing.

If you previously provided EVV-required services to individuals who are now enrolled in MyCare, there are some action steps you need to take:

1. Update recipient payers and authorizations for people already enrolled in MyCare and transitioning plans.
2. For members moving from PASSPORT or Ohio Home Care Waiver to MyCare, create new programs you can create new "MyC" and "MyCPD" programs.

Additional details on completing these updates are available on the [ODM EVV webpage](#).

If you need to know which plan the person you serve is now with, please complete a [PNM](#) eligibility search. For help with the Sandata EVV solution, please call our support line at 855-805-3505 or email ODMCustomerCareEmail@Sandata.com.

Self-Direction News

Public Partnerships LLC (PPL) now has one main customer service number: (833) 202-6174. Use this number for Ohio Home Care, MyCare waivers, and the PASSPORT program.

Current phone numbers will still work until March 20, 2026.

PCG Partner Spotlight

The City of Refuge GoodLife Foundation was established in 2019 as a 501(c)(3) nonprofit organization dedicated to improving the lives of individuals and families on the east side of Columbus, Ohio, and surrounding communities. The Foundation was created with a focused and intentional commitment to addressing persistent community challenges through targeted, outcomes-driven programming.

Their services are designed to respond directly to identified community needs and include:

1. **Poverty Reduction:** Job skills development, workforce readiness, and employment support.
2. **Maternal and Infant Health:** Education and support to reduce infant mortality by equipping expectant mothers and mothers of young children with essential knowledge, skills, and self-care strategies.
3. **Youth Development:** Summer programming focused on academic enrichment, career exploration, and personal development to prepare youth for productive, meaningful lives.
4. **Community Education and Support:** General support initiatives and educational training, including technology education for senior citizens.

Through these efforts, the City of Refuge GoodLife Foundation addresses the economic, health and wellness, social, educational, recreational, and logistical needs of the individuals and families we serve.

The Foundation's **mission** is to serve and partner with our local community to provide residents with the knowledge, skills, and resources necessary to achieve and sustain an improved quality of life for themselves and their families. Their **vision** is a better life for everyone, achieved by fostering stable and sustainable home environments. The Foundation advances this mission and vision through strategic partnerships with businesses, nonprofits, agencies, and institutions that share aligned goals and values. Learn more about the City of Refuge GoodLife Foundation on their website [here](#).

PCG Match Updates – Find the Right Opportunities Faster

We've rolled out several updates to [PCG Match](#) to make it easier for home health agency and independent providers to connect with the right individuals and manage communication more efficiently. These changes were guided by provider feedback and designed to save time, improve clarity, and keep your work organized.

Feature Spotlight: Find active opportunities more quickly

Search results now help you focus on individuals and jobs that are more likely to respond. You can see when you've already reached out to a job, jump straight to existing conversations, and avoid re-contacting the same people by mistake. Jobs and users you've already messaged are moved lower in the results, making it easier to prioritize active opportunities.

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: *The Importance of Good Dental Hygiene*

Good dental hygiene does more than prevent cavities, gum disease, and bad breath – it can also protect against serious health conditions such as heart disease, diabetes complications, respiratory infections, pregnancy issues, and even cognitive decline including dementia. Older adults with poor periodontal health have a 23% higher risk of cognitive decline and 21% higher risk of dementia.

Good dental hygiene prevents inflammation and oral bacteria from entering the bloodstream, which can prevent more serious complications later on. Inflammation and oral bacteria from poor dental hygiene can impact other health conditions in the following ways:

- Gum Disease (known as Gingivitis): This can progress to periodontitis from the acid produced by the bacteria. Gingivitis is reversible. Periodontitis is not reversible and causes tooth and bone loss.
- Cavities: This is permanent damage to the tooth's enamel caused by the acid in the bacteria.
- Cardiovascular disease: Arteries can get clogged; heart disease and stroke can occur.
- Diabetes: Blood sugar control worsens and gums are at risk of becoming infected.
- Respiratory Infections: The bacteria can spread to the lungs and result in pneumonia.
- Pregnancy Complications: There is risk of premature birth and low birth weight.

Helping older adults:

Many of you serve older adults who have cognitive issues. Here are some things you can do to assist older adults with cognitive decline in oral hygiene care:

- Give simple one-step instructions.
- Communicate what you are going to do.
- Have the individual hold the toothbrush do hand-over-hand assistance to allow the individual to feel in control.
- Reduce background noise to keep encourage calmness – playing or singing calm music or songs may help reduce resistance.
- Use a foaming or preferred flavored toothpaste.
- Provide consistency in time and procedure to the oral hygiene task to reduce confusion and encourage predictability.
- If the individual has difficulty holding items, try an electric toothbrush or manual toothbrush with a silicone grip.
- If the individual shows resistance, try distracting them by having them hold something in their hand like another toothbrush or washcloth, for example.

Take Control of your Oral Health:

Here are a few guidelines you can follow to maintain strong oral health and prevent serious complications for yourself:

- Floss your teeth at least once daily.
- Brush your teeth at least twice daily with fluoride toothpaste.
- Stay hydrated.
- See your dentist twice a year for cleanings and check-ups.
- Limit sugary and acidic foods and drinks.
- Avoid smoking and drinking alcohol in excess. If you smoke, quit. If you drink alcohol, drink in moderation (Women: 1 or less drink per day; Men: 2 or less drinks per day). Heavy drinking and smoking, chewing tobacco or snuff increases your risk of oral cancer.
- Rinse dentures after each meal. Brush them at the end of the day with denture cleaner and store them in water.
- Use alcohol-free mouth rinses if you have dry mouth. Sucking on ice chips and using a humidifier when sleeping also helps hydrate.
- If you have a sudden change in taste, smell, sensitivity to food, bleeding, or white gums, contact your dentist.

By prioritizing your oral health and that of the people you care for, you not only protect smiles, but also your overall well-being for years to come.

References:

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<https://www.nia.nih.gov/health/teeth-and-mouth/taking-care-your-teeth-and-mouth>

<https://www.cdc.gov/oral-health/prevention/oral-health-tips-for-adults.html>

<https://pmc.ncbi.nlm.nih.gov/articles/PMC10669972/>

<https://carequest.org/poor-oral-health-may-contribute-to-the-risk-of-dementia/>

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<https://www.britannica.com/topic/Black-History-Month>