

# 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

[OHCC.ProviderNavigator@odhsoha.oregon.gov](mailto:OHCC.ProviderNavigator@odhsoha.oregon.gov)

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](mailto:OHCC.ProviderNavigator@odhsoha.oregon.gov) or 877-624-6080 (voice/text). We accept all relay calls.



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