BEHAVIORAL HEALTH PERSONAL CARE ATTENDANT (BH PCA) ENROLLMENT PROCESS

ROUGH TIME FRAME: 1 MONTH - 3 MONTHS
(FASTER IF ALREADY ENROLLED AS A HCW OR PSW)

STEP 1: BACKGROUND CHECK - DO NOT WORK

- Applicants must complete and submit BCI (Background Check Information) form, a picture of a government-issued ID, and a picture of them holding this ID near their face.
  - Submit completed form and pictures to Comagine Health:
    - **Email:** BHPCASupport@comagine.org
    - **Fax:** 877-575-8309
    - **Mail:** Oregon Behavioral Health Support Program, 650 NE Holladay Street, Suite 1700, Portland, OR 97232
- After these are received from the applicant and Oregon Health Authority (OHA) runs the background check, the applicant will receive an email from the background check unit ORCHARDs with a portal link to complete the background check disclosure. This must be completed within 21 days from the date of portal link creation.
- After completing this disclosure, the applicant may also receive an additional email from OHA with fingerprinting instructions if fingerprints are required for their background check. Fingerprints must be completed within 21 days of fingerprinting notice.
- If the applicant has a current valid background check as an active Home Care Worker (HCW) or Personal Support Worker (PSW), ORCHARDs will reference this one and the applicant won't need to complete the disclosure or fingerprints.

STEP 2: ORIENTATION TRAINING – DO NOT WORK

- Applicants must complete the in-person New Worker Orientation training through Carewell prior to being enrolled as a PCA.
- See 'New Worker Orientation Flyer' for more information on this training.
- If the applicant has already taken the training as an active HCW or PSW, they are not required to re-take it. Please submit a certificate of completion to Comagine Health.

STEP 3: ENROLLMENT FORMS – DO NOT WORK

- After background check and training are completed, applicants must complete and submit **2521** (Provider Enrollment/Update), **3975** (Provider Enrollment Agreement), and **I9** (Employment Eligibility Verification) forms. A picture of a **supporting document** for the I9 form must also be submitted (usually passport, social security card, or birth certificate).
- See 'BH PCA Enrollment Forms Instructions' for more information on completing forms.
- Submit completed forms and supporting document to Comagine Health via email, fax, or mail using contact information in Step 1 above.

STEP 4: WELCOME LETTER - DO NOT WORK

- After completed enrollment forms and supporting documents are received, Comagine Health will submit to OHA for enrollment. This process is typically completed in 1-3 weeks.
- Once enrolled, the applicant will receive a welcome letter from OHA and Comagine Health will reach out to the applicant confirm their enrollment as well.

STEP 5: SERVICE PLAN PENDING - DO NOT WORK

- After the PCA's enrollment is completed, Comagine Health will contact them and their prospective client to confirm they would like to begin working together, if not already confirmed. Comagine Health will then submit the prior authorization form to OHA to start the service plan so that the PCA can begin working for their prospective client.
- If the PCA will be providing transportation for their client, Comagine Health will request they submit their current proof of car insurance and current driver license. Transportation and mileage reimbursement cannot occur until these are received and processed by OHA.
- The PCA cannot begin working until the form is processed by OHA and the service plan is officially established. This process is typically completed in 1-3 weeks.

STEP 6: READY TO WORK!

- When the service plan is officially established, Comagine Health will receive an email from OHA confirming the prior authorization. Comagine Health will reach out to the PCA and client to notify both parties and review the task list, typically within 2 business days.
- There may be a delay of a few business days to get the service plan authorization entered in the PTC DCI system for the PCA to clock their hours. In the meantime, the PCA can begin working and keep track of their hours by hand to clock them in the PTC DCI once their service plan authorization has been entered.
- Newly enrolled PCAs must take two online core trainings within 120 days after enrollment to keep their enrollment active. Workers receive stipends for completing each of these trainings.
    - See 'New Worker Orientation Flyer' for more information on these trainings.
- Newly enrolled PCAs must also complete and submit a W4 form to withhold taxes correctly.
    - Federal W-4: https://www.irs.gov/
    - Oregon W-4: https://www.oregon.gov/dor/forms/Pages/default.aspx
    - Email: PC.20@odhsoha.oregon.gov
    - Mail: AMH PROV PAY 500 Summer St NE E86 Salem, OR 97301

Questions?

- Contact Comagine Health regarding the application and service plan approval processes:
    - 888-416-3184
    - BHPCASupport@comagine.org
- Contact Carewell regarding orientation training or core trainings:
    - 1-844-503-7348
    - carewellSEIU503training@risepartnership.com
- Contact Medicaid Provider Enrollment Unit (PEU) regarding enrollment:
    - 800-336-6016 (option 6)
- Contact OHCC regarding the registry or career advancement trainings and certifications:
    - 877-867-0077
    - https://www.oregon.gov/dhs/seniors-disabilities/hcc/Pages/index.aspx
- Contact OHA's PCA Coordinator regarding W4s, W2s, or payment issues:
    - 503-945-9708
    - PC.20@odhsoha.oregon.gov
    - **Please note that Comagine Health is NOT involved in payroll or taxes and is NOT the PCA's employer.**