



Quick Reference Guide

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This guide will give you the basics of how to use the Homecare Choice Program. For more details, tools and resources to help you hire and manage caregivers, see the “Homecare Choice Program Participants’ Manual.”

Take these steps to participate in the Homecare Choice Program:

- 1. Contact the Homecare Choice Program** by:
 - Visiting the Homecare Choice Program website at www.homecare-choice.oregon.gov;
 - Emailing us at Homecare.Choice@state.or.us; **or**
 - Calling the Homecare Choice specialist at 1-844-494-4227.
- 2. Take the online program questionnaire** about managing and directing your homecare services.

3. **Create your Registry user account** when prompted.
4. **Complete your self-assessment** to determine what you need help to do.
5. **Review your service plan.**
6. **Complete and return your signed “Homecare Choice Participant Enrollment Agreement” form** via mail, email or fax to:

Mail: Homecare Choice Program
676 Church Street N.E.
Salem, OR 97301

Email: Homecare.Choice@state.or.us

Fax: 503-378-5886

7. **Interview and hire your caregiver.** Determine how many hours you would like your caregiver to work. You and your caregiver review the service plan and both of you sign it. Send the service plan to the Homecare Choice Program.
8. **Prepay the program for two service periods** (see “Paying for Services”). Your first payment covers two service periods (each service period is two weeks). After you send that payment, you can either pay for one service period at a time every two weeks or you can pay monthly to cover two service periods.
9. **Complete the enrollment packet for the fiscal intermediary, Public Partnership, LLC (PPL).** This will give PPL permission to pay your caregiver for you and help you meet the legal responsibilities of being an employer.

Send the completed enrollment packet to PPL via one of these two preferred methods:

Fax: 1-844-832-4134

Email: HCC@pcgus.com

OR:

Mail: PPL-OR

Homecare Choice Program
7776 S. Pointe Parkway West, Suite 150
Phoenix, AZ 85044

If you have any questions about the enrollment forms, please call PPL's customer service number at 1-844-885-6908.

Services can begin when:

- The program receives your signed enrollment agreement.
- The program receives and verifies your prepayment for services.
- You submit your PPL paperwork.
- You receive your employer identification number (EIN) from PPL; and
- Your caregiver has submitted his or her information to PPL.

For further information about what PPL requires, please see its “Employer of Record Packet” or contact PPL at 1-844-885-6908 or CSHCC@pcgus.com.

Paying for services

- **Paying online** with your credit or debit card is the preferred method. Visit our online store at <https://apps.oregon.gov/ECommerce/DHSOHA/EPS/Program?key=11>.

If you need help with how to make a payment online or have any technical questions, please call 1-855-255-4304.

- **To set up a recurring payment** on your credit or debit card, complete the “Recurring Payment Credit Card Authorization” form available at www.homecare-choice.orgon.gov or call the program at 1-844-494-4227. Please mail the completed form to:

Homecare Choice Program Payments
Client Pay-in Technician
500 Summer Street N.E. E-08
Salem, OR 97301



- **To submit a credit or debit card payment through the mail**, complete the “Homecare Choice Credit Card Authorization” form available at www.homecare-choice.oregon.gov or by calling the program at 1-844-494-4227 and mail it to:
Homecare Choice Program Payments
Client Pay-in Technician
500 Summer Street N.E. E-08
Salem, OR 97301
- **To pay by check**, send it and a copy of your invoice to:
Homecare Choice Program Payments
Client Pay-in Technician
500 Summer Street N.E. E-08
Salem, OR 97301

Please review the calendar in your enrollment packet for service payment due dates. Decide if you want to pay each service period (twice per month) or once per month. We will invoice you at the interval you choose.

Paying your caregiver

1. **Decide with your caregiver when you want to verify his or her work hours.** You can do this on a daily or weekly basis or at the end of the pay period. You can even pick a day of the week or a certain date. **Note:** Timecards are due every other Monday to ensure your caregiver is paid on time.
2. **To enter your caregiver’s hours**, log into PPL’s web portal at <https://fms.publicpartnership.com/PPLPortal>. (Refer to informational packet from PPL.) Anytime you need assistance with using the Web portal, contact PPL Customer Support at 1-844-885-6908 or email CSHCC@pcgus.com.

3. **Validate the electronic timesheet or reject with a reason** (e.g., Jane claimed she worked on Tuesday, but she really worked on Wednesday).
4. **If you want your caregiver to provide transportation** for you in his or her vehicle:
 - Verify he or she has a valid Oregon Driver’s License.
 - Verify he or she has current insurance coverage.
 - Decide how much your caregiver will be reimbursed for mileage and notify the Homecare Choice Program.
 - Approve the mileage reimbursement request on PPL’s Web portal.
 - Once you receive an invoice from the program, submit your payment for the cost of mileage reimbursement following the same process as you would for paying for ongoing services (refer to “Paying for Services”).

Helpful tip

Before deciding on a rate, you may want to refer to the mileage reimbursement rate set by the Internal Revenue Service (www.irs.gov). You may reimburse more or less than the IRS rate. Homecare and personal support workers through Medicaid receive \$.485 per mile.



Hiring and managing your caregiver

- If you need tools and resources to hire and manage a caregiver, visit our website at www.Homecare-Choice.oregon.gov or call our Homecare Choice specialist at 1-844-494-4227 for more assistance.
- If you are interested in information about services and resources not covered under the program, call our Homecare Choice specialist at 1-844-494-4227 or visit the ADRC (Aging and Disability Resource Connection of Oregon) website at www.adrcforegon.org. We can connect you with an options counselor in your community.
- If you have concerns about your caregiver that you cannot resolve yourself, please call our Homecare Choice specialist at 1-844-494-4227.

Filing a complaint

Complete the “Homecare Choice Customer Service Complaint” form available on our website at www.homecare-choice.oregon.gov or call our Homecare Choice specialist at 1-844-494-4227. We are committed to resolving any complaints or concerns you may have.

Asking for a refund

Complete the “Homecare Choice Request for Credit Card Refund” form available on our website at www.homecare-choice.oregon.gov or call the Homecare Choice specialist at 1-844-494-4227 for help. We will keep you updated on the status of your request; you can expect to receive a refund within 30 days. The portion of the payment used for program administration will not be refunded.

Note about being an employer

When you hire an in-home caregiver through the Homecare Choice Program, you are considered a household employer and must meet certain state and federal requirements. PPL can help you by making sure you complete all required paperwork to pay your caregiver and withhold and report taxes.



To learn more about being a household employer, you may want to check out the following resources:

- “Household Employer’s Tax Guide” (IRS Publication 926) available at www.irs.gov;
- Oregon Bureau of Labor of Industries (BOLI) fact sheets available at www.oregon.gov/boli;
- Oregon Department of Revenue website at www.oregon.gov/dor;
- Your insurance carrier.

Please be aware that the Oregon Home Care Commission cannot provide tax or legal advice. Please consult with your attorney or tax accountant.



676 Church Street N.E.
Salem, Oregon 97301

1-844-494-4227

www.homecare-choice.oregon.gov
Homecare.Choice@state.or.us

This document can be provided upon request in an alternate format for individuals with disabilities or in a language other than English for people with limited English skills. To request this publication in another format or language, contact Homecare.Choice@state.or.us, 1-866-494-4227 or 711 for TTY/relay.