

Homecare Worker Contact Information and Resources



Questions/Information	Organization to contact	Phone number/Email/Website
<p>Questions/Information related to:</p> <ul style="list-style-type: none"> • ADA claims • Late payment penalty requests • OregonSaves • Overpayment • Difficulty of care • PPE questions • Verification of employment/ verification of income • Worker complaints • Worker safety claims 	<p>Oregon Home Care Commission (OHCC) Customer Relations Team</p>	<p>Customer Relations phone number: 877-624-6080 Customer Relations email address: OHCC.CustomerRelations@dhsosha.state.or.us</p>
<p>Grievances and late-payment penalty requests are initiated with the MAC.</p> <p>Other questions:</p> <ul style="list-style-type: none"> • Carewell member benefits • Carewell training • Collective bargaining agreement • Paid-time off 	<p>Member Assistance Center (MAC) Carewell Training & Benefits</p>	<p>MAC phone number: 844-503-7348 MAC email address: contact@seiu503.org Carewell Training & Benefits website: https://www.carewellseiu503.org/</p>
<p>OHCC Certifications:</p> <ul style="list-style-type: none"> • Professional Development Certification • Enhanced Certification • Exceptional Certification • Ventilator Dependent Quadriplegia Certification 	<p>OHCC Certifications/Customer Relations</p>	<p>OHCC Certification email address: CERTIFICATIONS.OHCC@dhsosha.state.or.us</p>

Questions/Information	Organization to contact	Phone number/Email/Website
CPR/First Aid	OHCC CPR/First Aid	Phone number: 888-365-0001 Email address: CPR.FirstAid@dhsoha.state.or.us Web page: https://www.oregon.gov/dhs/SENIORS-DISABILITIES/HCC/PSW-HCW/Pages/CPR-FirstAid.aspx
Health & Safety web page content: <ul style="list-style-type: none"> • How to request personal protective equipment (PPE) • PPE reports • Flu prevention resources • COVID-19 training courses • COVID-19 resources, FAQs, handouts • Link to Tobacco Quit Line • Workers' compensation 	OHCC Health & Safety web page	OHCC Health & Safety web page: https://www.oregon.gov/dhs/SENIORS-DISABILITIES/HCC/PSW-HCW/Pages/Health-Safety.aspx
COVID-19 Vaccine Clinics and Resources Federal Retail Pharmacy Program participating pharmacies Vaccine information and resources in other languages	OHCC COVID-19 Vaccine Clinics and Resources	OHCC COVID-19 Vaccine Clinics and Resources web page: https://www.oregon.gov/dhs/SENIORS-DISABILITIES/HCC/Pages/COVID-19-Vaccine-Clinics-and-Resources.aspx
Registry questions Referral list Help wanted ads How to access the Registry guides on the web page	OHCC Registry	Registry phone number: 877-867-0077 Registry email address: Registry.OHCC@dhsoha.state.or.us Registry website: https://or-hcc.org/ Registry web page: https://www.oregon.gov/dhs/SENIORS-DISABILITIES/HCC/Pages/Registry.aspx
Replacement W-2s	APD Provider Relations Unit	Phone number 855-503-7233 Message phone number

Questions/Information	Organization to contact	Phone number/Email/Website
Sign-up for future Community Health Worker training cohorts	OHCC Community Health Worker Training	CHW phone number: 877-880-8071, option 1 CHW email address: OHCC.CHW@state.or.us
How to register for a class or cohort Sign-up to receive Elevate newsletter Stipend questions	OHCC Training	Training phone number: 877-867-0077 Training email address: Training.OHCC@dhsosha.state.or.us
Workers' compensation questions Help filing a workers' compensation claim	OHCC Workers' Compensation (WC)	WC phone number: 888-365-0001 WC email address: Workerscomp.OHCC@dhsosha.state.or.us
Provider Time Capture Electronic Visit Verification	Oregon Provider Time Capture	PTC email address: PTCProject.Info@dhsosha.state.or.us PTC web page: https://www.oregon.gov/DHS/APD/ORPTC/pages/index.aspx
OregonSaves Questions: Opting out of program, withdrawing money, and increasing your contribution amount General OregonSaves questions If OregonSaves does not have your name, contact OHCC Customer Relations	OregonSaves Member Assistance Center (MAC) OHCC Customer Relations OHCC Customer Relations	OregonSaves phone number: 844 661-6777 OregonSaves email address: clientservices@oregonsaves.com MAC phone number: 844-503-7348 MAC email address: contact@seiu503.org Customer Relations phone number: 877-624-6080 Customer Relations email: OHCC.CustomerRelations@dhsosha.state.or.us

When to contact the APD/AAA Local office

Questions/Information	Organization to contact	Phone number/Email/Website
Authorized hours Enrolling as a provider Payment issues Vouchers	Homecare Worker Coordinator or CEP Specialist	Link to local office contact information: https://www.oregon.gov/DHS/Offices/Pages/Seniors-Disabilities.aspx

When to contact the case manager

Questions/Information	Organization to contact	Phone number/Email/Website
Changes in your consumer-employer's condition or hospitalization Report work-related safety concerns Attendance – Time off, unexpected personal emergency, change in hours worked notify case first business Task list not received	Case manager	Link to local office contact information: https://www.oregon.gov/DHS/Offices/Pages/Seniors-Disabilities.aspx

When to contact the consumer-employer

Questions/Information	Organization to contact	Phone number/Email/Website
Questions about when and how to do a task Attendance – Time-off, late to work, unexpected personal emergency Sign-off on timesheet/voucher	Consumer-employer	Contact consumer-employer by phone, in-person, or email. Always ask consumer-employer what their preference is.

Additional Resources

Questions/Information	Organization to contact	Phone number/Email/Website
<p>Unemployment claims</p> <p>Need assistance or have questions about your unemployment claim?</p> <p>Submit your question(s) through the contact form</p>	<p>For unemployment claim questions contact the Oregon Employment Department</p>	<p>Website: https://www.oregon.gov/employ/unemployment/pages/default.aspx</p> <p>Contact form: https://unemployment.oregon.gov/contact-us#submit-a-message-through-our-contact-us-form</p>
<p>Report Medicaid fraud</p>		<p>1-888-FRAUD-01</p>
<p>Report Medicare fraud</p>		<p>1-800-MEDICARE</p>
<p>Report abuse of an older person, person with a disability, or child</p>		<p>855-503-7233</p>



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You can get this document in other languages, large print, braille or a format you prefer. Contact OHCC at 877-867-0077 or email nancy.d.sodeman@dhsola.state.or.us. We accept all relay calls or you can dial 711.