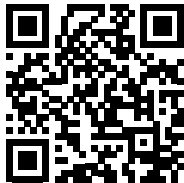



# Homecare Worker Contact Information and Resources



Questions/Information	Organization to contact	Phone number/Email/Website/ Scan Code
<p>Americans (ADA) Disabilities Act claim</p> <p>Payment complaint</p> <p>OregonSaves</p> <p>Overpayment</p> <p>Difficulty of care</p> <p>Parking reimbursement</p> <p>PPE request and questions</p> <p>Verification of employment/ verification of income</p> <p>Worker complaints</p> <p>Worker safety claims</p> <p>How to increase your base wage rate.</p>	<p>Oregon Home Care Commission (OHCC) Customer Relations</p> <p>Contact the OHCC Customer Relations by phone, email, or online service (Use scan code or link.)</p>	<p>Click on the link below or open your camera on your smart device and the code will activate and take you to the OHCC Customer Relations Online Service.</p> <p>Website: <a href="https://forms.office.com/g/untNXn1Vmi">https://forms.office.com/g/untNXn1Vmi</a></p> <p>Scan code</p>  <p>Customer Relations phone number: 877-624-6080</p> <p>Customer Relations email address: <a href="mailto:OHCC.CustomerRelations@dhs.oha.state.or.us">OHCC.CustomerRelations@dhs.oha.state.or.us</a></p>
<p>Help with filing a Bureau of Labor and Industries (BOLI) or Equal Employment Opportunity Commission (EEOC) workplace discrimination claim.</p>	<p>OHCC – Executive Director</p>	<p>Submit a request through the OHCC Customer Relations Online Service. <a href="https://forms.office.com/g/untNXn1Vmi">https://forms.office.com/g/untNXn1Vmi</a></p>

Questions/Information	Organization to contact	Phone number/Email/Website/ Scan Code
<p>Grievances and late-payment penalty requests are initiated with the MAC.</p> <p>Other questions:</p> <ul style="list-style-type: none"> <li>• Collective bargaining agreement</li> <li>• OregonSaves</li> <li>• Oregon Provider Time Capture Direct Care Innovations</li> </ul>	<p>Member Assistance Center (MAC)</p>	<p>MAC phone number: 844-503-7348</p> <p>MAC email address: <a href="mailto:contact@seiu503.org">contact@seiu503.org</a></p>
<ul style="list-style-type: none"> <li>• Carewell member benefits (medical, dental, vision, paid-time off, and employee assistance program)</li> <li>• Carewell required orientation and training, core, and refresher.</li> <li>• Carewell Training &amp; Benefits website: <a href="https://www.carewellseiu503.org/">https://www.carewellseiu503.org/</a></li> <li>• Carewell SEIU 503 Training (required) <a href="https://www.carewellseiu503.org/">https://www.carewellseiu503.org/</a></li> </ul>	<p>Carewell Training &amp; Benefits</p>	<p>Carewell Training &amp; Benefits website: <a href="https://www.carewellseiu503.org/">https://www.carewellseiu503.org/</a></p>
<p>OHCC Certifications:</p> <ul style="list-style-type: none"> <li>• Professional Development Certification</li> <li>• Learn how to increase your base wage rate.</li> <li>• Enhanced Certification</li> <li>• Exceptional Certification</li> <li>• Ventilator Dependent Quadriplegia Certification</li> </ul>	<p>OHCC Certifications/Customer Relations</p>	<p>OHCC Certification email address: <a href="mailto:CERTIFICATIONS.OHCC@dhsola.state.or.us">CERTIFICATIONS.OHCC@dhsola.state.or.us</a></p> <p>OHCC Customer Relations online: <a href="https://forms.office.com/g/untNXn1Vmi">https://forms.office.com/g/untNXn1Vmi</a></p> 

Questions/Information	Organization to contact	Phone number/Email/Website/ Scan Code
CPR/First Aid	OHCC CPR/First Aid	Phone number: 888-365-0001 Email address: <a href="mailto:CPR.FirstAid@dhsosha.state.or.us">CPR.FirstAid@dhsosha.state.or.us</a> Web page: <a href="https://www.oregon.gov/dhs/SENIORS-DISABILITIES/HCC/PSW-HCW/Pages/CPR-FirstAid.aspx">https://www.oregon.gov/dhs/SENIORS-DISABILITIES/HCC/PSW-HCW/Pages/CPR-FirstAid.aspx</a>
OHCC Health & Safety web page content: <ul style="list-style-type: none"> <li>• How to request personal protective equipment (PPE)</li> <li>• PPE reports</li> <li>• Flu prevention resources</li> <li>• COVID-19 training courses</li> <li>• COVID-19 resources, FAQs, handouts</li> <li>• Link to Tobacco Quit Line</li> <li>• Workers' compensation</li> </ul>	Visit OHCC Health & Safety web page or contact OHCC Customer Relations.	OHCC Health & Safety web page: <a href="https://www.oregon.gov/dhs/SENIORS-DISABILITIES/HCC/PSW-HCW/Pages/Health-Safety.aspx">https://www.oregon.gov/dhs/SENIORS-DISABILITIES/HCC/PSW-HCW/Pages/Health-Safety.aspx</a> Customer Relations phone number: 877-624-6080 Customer Relations email address: <a href="mailto:OHCC.CustomerRelations@dhsosha.state.or.us">OHCC.CustomerRelations@dhsosha.state.or.us</a> OHCC Customer Relations online: <a href="https://forms.office.com/g/untNXn1Vmi">https://forms.office.com/g/untNXn1Vmi</a>
COVID-19 Vaccine Information 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: <a href="https://www.oregon.gov/dhs/SENIORS-DISABILITIES/HCC/Pages/COVID-19-Vaccine.aspx">https://www.oregon.gov/dhs/SENIORS-DISABILITIES/HCC/Pages/COVID-19-Vaccine.aspx</a>
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: <a href="mailto:Registry.OHCC@dhsosha.state.or.us">Registry.OHCC@dhsosha.state.or.us</a> Registry website: <a href="https://or-hcc.org/">https://or-hcc.org/</a> Registry web page: <a href="https://www.oregon.gov/dhs/SENIORS-DISABILITIES/HCC/Pages/Registry.aspx">https://www.oregon.gov/dhs/SENIORS-DISABILITIES/HCC/Pages/Registry.aspx</a>
Replacement W-2s	Aging & People with Disabilities Provider Relations Unit Leave a message.	Phone number 503-947-5138 Message phone number

Questions/Information	Organization to contact	Phone number/Email/Website/ Scan Code
Sign-up for Community Health Worker training cohorts	OHCC Community Health Worker Training	CHW phone number: 877-880-8071, option 1 CHW email address: <a href="mailto:OHCC.CHW@state.or.us">OHCC.CHW@state.or.us</a>
How to register for a class or cohort and to receive the Elevate newsletter. OHCC Stipend questions Elevate newsletter	OHCC Training	Training phone number: 877-867-0077 Training email address: <a href="mailto:Training.OHCC@dhsosha.state.or.us">Training.OHCC@dhsosha.state.or.us</a> <a href="https://www.oregon.gov/dhs/SENIORS-DISABILITIES/HCC/PSW-HCW/Pages/Worker-News.aspx">https://www.oregon.gov/dhs/SENIORS-DISABILITIES/HCC/PSW-HCW/Pages/Worker-News.aspx</a>
Workers' compensation questions Help filing a workers' compensation claim	OHCC Workers' Compensation (WC)	WC phone number: 888-365-0001 WC email address: <a href="mailto:Workerscomp.OHCC@dhsosha.state.or.us">Workerscomp.OHCC@dhsosha.state.or.us</a>
Oregon Provider Time Capture Direct Care Innovation Electronic Visit Verification Authorized hours Enrolling as a provider Payment issues OR PTC DCI Authorizations	Oregon Provider Time Capture OR PTC DCI Contact DCI help desk at 1-855-565-0155 or email <a href="mailto:ORPTCSupport@dcisoftware.com">ORPTCSupport@dcisoftware.com</a> for help with: <ul style="list-style-type: none"> <li>• Basic system navigation</li> <li>• Log in assistance</li> <li>• System errors</li> </ul> Homecare Worker Coordinator or CEP Specialist	PTC OR PTC DCI email address: <a href="mailto:PTCProject.Info@dhsosha.state.or.us">PTCProject.Info@dhsosha.state.or.us</a> PTC OR PTC DCI web page: <a href="https://www.oregon.gov/DHS/APD/ORPTC/pages/index.aspx">https://www.oregon.gov/DHS/APD/ORPTC/pages/index.aspx</a> OR PTC DCI web portal: <a href="https://orptc.dcisoftware.com/">https://orptc.dcisoftware.com/</a> Link to local office contact information: <a href="https://www.oregon.gov/DHS/Offices/Pages/Seniors-Disabilities.aspx">https://www.oregon.gov/DHS/Offices/Pages/Seniors-Disabilities.aspx</a>
OregonSaves Questions: Opting out of program, withdrawing money, and increasing your contribution amount General OregonSaves questions	OregonSaves  Member Assistance Center (MAC)	OregonSaves phone number: 844 661-6777 OregonSaves email address: <a href="mailto:clientservices@oregonsaves.com">clientservices@oregonsaves.com</a>  MAC phone number: 844-503-7348 MAC email address: <a href="mailto:contact@seiu503.org">contact@seiu503.org</a>

Questions/Information	Organization to contact	Phone number/Email/Website/ Scan Code
If OregonSaves does not have your name, contact OHCC Customer Relations	OHCC Customer Relations	Customer Relations phone number: 877-624-6080 Customer Relations email: <a href="mailto:OHCC.CustomerRelations@dhsosha.state.or.us">OHCC.CustomerRelations@dhsosha.state.or.us</a>

### When to contact the case manager

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

### When to contact the consumer-employer

Questions/Information	Organization to contact	Phone number/Email/Website/ Scan Code
<p>Questions about when and how to do a task</p> <p>Attendance – Time-off, late to work, unexpected personal emergency</p>	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/ Scan Code
<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: <a href="https://www.oregon.gov/employ/unemployment/pages/default.aspx">https://www.oregon.gov/employ/unemployment/pages/default.aspx</a></p> <p>Contact form: <a href="https://unemployment.oregon.gov/contact-us#submit-a-message-through-our-contact-us-form">https://unemployment.oregon.gov/contact-us#submit-a-message-through-our-contact-us-form</a></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>Oregon Department of Human Services Abuse Hotline.</p>	<p>Call 1-855-503-SAFE (7233). This toll-free number allows you to report abuse or neglect of any child or adult to the Oregon Department of Human Services.</p>



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