
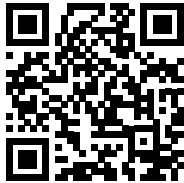


Personal Care Attendant Contact Information and Resources



Questions/Information	Organization to contact	Phone number/Email/Website
<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: https://forms.office.com/g/untNXn1Vmi</p> <p>Scan code</p>  <p>Customer Relations phone number: 877-624-6080</p> <p>Customer Relations email address: OHCC.CustomerRelations@dhs.oha.state.or.us</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. https://forms.office.com/g/untNXn1Vmi</p>

Questions/Information	Organization to contact	Phone number/Email/Website
<p>Grievances and late-payment penalty requests are initiated with the MAC.</p> <p>Other questions:</p> <ul style="list-style-type: none"> • Collective bargaining agreement • OregonSaves • Oregon Provider Time Capture Direct Care Innovations 	<p>Member Assistance Center (MAC)</p>	<p>MAC phone number: 844-503-7348</p> <p>MAC email address: contact@seiu503.org</p>
<ul style="list-style-type: none"> • Carewell member benefits (medical, dental, vision, paid-time off, and employee assistance program) • Carewell required orientation and training, core, and refresher. • Carewell Training & Benefits website: https://www.carewellseiu503.org/ • Carewell SEIU 503 Training (required) https://www.carewellseiu503.org/training/ 	<p>Carewell Training & Benefits</p>	<p>Carewell Training & Benefits website: https://www.carewellseiu503.org/</p>
<p>OHCC Certifications:</p> <ul style="list-style-type: none"> • Professional Development Certification • Learn how to increase your base wage rate. • Enhanced Certification • Exceptional Certification • Ventilator Dependent Quadriplegia Certification 	<p>OHCC Certifications/Customer Relations</p>	<p>OHCC Certification email address: CERTIFICATIONS.OHCC@dhsoha.state.or.us</p> <p>OHCC Customer Relations online: https://forms.office.com/g/untNXn1Vmi</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 	Visit the OHCC Health & Safety web page or contact OHCC Customer Relations.	OHCC Health & Safety web page: https://www.oregon.gov/dhs/SENIORS-DISABILITIES/HCC/PSW-HCW/Pages/Health-Safety.aspx Customer Relations phone number: 877-624-6080 OHCC Customer Relations online: https://forms.office.com/g/untNXn1Vmi
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: 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	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
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 and to receive the Elevate newsletter. OHCC stipend questions	OHCC Training	Training phone number: 877-867-0077 Training email address: Training.OHCC@dhsosha.state.or.us Elevate newsletter https://www.oregon.gov/dhs/SENIORS-DISABILITIES/HCC/PSW-HCW/Pages/Worker-News.aspx
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 Contact DCI help desk at 1-855-565-0155 or email ORPTCSupport@dcisoftware.com for help with: <ul style="list-style-type: none"> • Basic system navigation • Log in assistance • System errors 	PTC OR PTC DCI email address: PTCProject.Info@dhsosha.state.or.us PTC OR PTC DCI web page: https://www.oregon.gov/DHS/APD/ORPTC/pages/index.aspx OR PTC DCI web portal: https://orptc.dcisoftware.com/
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: clientservices@oregonsaves.com MAC phone number: 844-503-7348 MAC email address: contact@seiu503.org

Questions/Information	Organization to contact	Phone number/Email/Website
If OregonSaves does not have your name, contact OHCC Customer Relations	OHCC Customer Relations	Customer Relations phone number: 877-624-6080 Customer Relations email: OHCC.CustomerRelations@dhsosha.state.or.us

When to contact Comagine or the PCA Program Team

Questions/Information	Organization to contact	Phone number/Email/Website
Enrolling as a provider Payment issues	Comagine Health Payment Issues <ul style="list-style-type: none"> • PCA Program Team 	Comagine Contact information Phone: 1-888-416-3184 Fax: 1-877-575-8309 ORBHSupport@comagine.org PCA Program Team 503-945-9708 PC.20@dhsosha.state.or.us

When to contact the PCA Service Coordinator

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 the case manager on the first business day Task list not received	Comagine Health	Comagine Health contact information Phone: 1-888-416-3184 Fax: 1-877-575-8309 ORBHSupport@comagine.org

When to contact the consumer-employer

Questions/Information	Organization to contact	Phone number/Email/Website
<p>Questions about when and how to do a task</p> <p>Attendance – Time-off, late to work, unexpected personal emergency</p>	Comagine Health	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>	For unemployment claim questions contact the Oregon Employment Department	<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>
Report Medicaid fraud		1-888-FRAUD-01
Report Medicare fraud		1-800-MEDICARE
Report abuse of an older person, person with a disability, or child		855-503-7233



550 Capitol St. N.E.
Salem, Oregon 97301

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