

Online Direct Care Professional Training Provider Help Aid

PURPOSE

This help aid was developed to support Personal Assistance Agencies (PAAs) who delivery Home and Community-Based Services (HCBS) to Medicaid participants on the Aged & Disabled (A&D) Waiver or State Plan PCS and elect to utilize the online training modules approved by the Idaho Department of Health and Welfare (IDHW), Bureau of Long Term Care (BLTC).

TRAINING REQUIREMENTS

The BLTC has reviewed and approved the following online training courses hosted by **Home Care Pulse** (formerly known as In the Know) and **CareAcademy** to meet the requirements outlined in the Provider Training Matrix for **Attendant Care and Homemaker services only**.

Please Note: All Participant Specific Endorsement training **MUST** be conducted by the PCS agency's Registered Nurse as outlined in the Provider Training Matrix.

The approved online training courses can be accessed via the following links:

IdahoCares: <https://idahocares.dhw.idaho.gov/>

Providers are strongly encouraged to use the IdahoCares training and can access the information on the Online Training Instructions for Direct Care Professionals Help Aid available on the Provider Website.

Home Care Pulse: <https://www.homecarepulse.com/resources/welcome-idaho/>

CareAcademy: <https://careacademy.com/idaho-medicaid/>

The following table identifies the online training courses that **MUST** be completed by all Direct Care Professionals to meet the Provider Training Matrix requirements.

Provider Training Matrix Required Competencies	Home Care Pulse Corresponding Required Courses	CareAcademy Corresponding Required Courses
Communication 1. Basic knowledge of reading and comprehension specific to participant service plans 2. Ability to follow verbal and written instructions	Client Centered Care	CARE0100 – What Does It Mean to Be A Professional Direct Care Professional? <i>For enhanced initial training, CareAcademy recommends: CARE0103 – Communicating with Older Adults.</i>

3. Clear prompting and cueing related to participant service delivery 4. Basic knowledge of effective communication		
Infection Control 1. Basic knowledge of how infections are spread, proper handwashing techniques and knowledge of Universal Precautions 2. Basic knowledge of Personal Protective Equipment (PPE)	• Standard Precautions	• CARE0700 – Maintaining a Clean & Healthy Environment (Infection Control)
Confidentiality 1. Adheres to Health Insurance Portability and Accountability Act (HIPAA) and agency confidentiality guidelines	• Maintaining Confidentiality • Client Centered Care	• CARE0202 – Clients’ Rights, HIPAA & Elder Abuse Prevention
Documentation 1. Knows basic guidelines and fundamentals of documentation specific to participant service plans	• Reporting & Documenting Client Care	• CARE0204 – Observation, Reporting & Documentation: Part 2
Participant Rights & Preferences 1. Knowledge of the limitations regarding participant information including Advanced Directives, Physician Scope of Treatment (POST) or DNR status 2. Basic knowledge of HCBS participant rights IDAPA 16.03.26.533-534 3. Basic knowledge participant dignity, respect, and preferences	• Reporting & Documenting Client Care • Client Centered Care	• CARE0100 – What Does It Mean to Be A Professional Direct Care Professional?
Documentation 1. Observation: Basic knowledge of and ability to identify participant’s physical and mental factors along with usual daily routines. 2. Reporting: Knowledge of mandatory and incident reporting as well as role in reporting condition changes	• Reporting & Documenting Client Care	• CARE0204 – Observation, Reporting & Documentation: Part 2

Eating Meals 1. Basic knowledge of fluid balance/hydration 2. Strategies to ensure adequate nutritional/fluid intake <i>For Feeding tubes or special circumstances Specific Endorsements are required.</i>	• Helping with Activities of Daily Living • Nutrition for the Elderly	• CARE0300 – Assisting with Personal Care Through ADLs
Toileting 1. Knowledge of elimination, terms, and problems with urinary and bowel function 2. Knowledge of proper cleansing procedure 3. Knowledge of toileting equipment/supplies including care, cleaning, and disposal	• Helping with Activities of Daily Living	• CARE0300 – Assisting with Personal Care Through ADLs <i>For enhanced initial training, CareAcademy recommends: CARE0302 – Assisting with Elimination Needs.</i>
Mobility 1. Knowledge of basic terminology and assistive devices including cane, walker, wheelchair, and crutches 2. Limitations of direct care staff must be identified on the employee's health screen <i>For mechanical lifts and maintenance exercises Specific Endorsements are required.</i>	• Helping with Activities of Daily Living • Helping Clients with Mobility	• CARE0300 – Assisting with Personal Care Through ADLs <i>For enhanced initial training, CareAcademy recommends: CARE0400 – Assisting with Independent Living Through ADLS.</i>
Transferring 1. Knowledge of proper body mechanics and transfers: Bed to chair/commode, bed to wheelchair and back and participants with weak or paralyzed side	• Helping with Activities of Daily Living • Helping Clients with Mobility	• CARE0300 – Assisting with Personal Care Through ADLs <i>For enhanced initial training, CareAcademy recommends: CARE0400 – Assisting with Independent Living Through ADLS.</i>
Personal Hygiene 1. Basic knowledge of oral care, hair care, skin care, nail care and basic grooming needs 2. Nail care for diabetic or circulatory compromised participants is limited to nail filing only	• Helping with Activities of Daily Living	• CARE0300 – Assisting with Personal Care Through ADLs

Dressing 1. Basic knowledge of dressing practices including upper and lower body <i>For compression hose, prosthetics and orthotics Specific Endorsements are required.</i>	• Helping with Activities of Daily Living	• CARE0300 – Assisting with Personal Care Through ADLs
Bathing 1. Basic knowledge of bathing techniques	• Helping with Activities of Daily Living	• CARE0300 – Assisting with Personal Care Through ADLs <i>For enhanced initial training, CareAcademy recommends: CARE0301 – Assisting with Bathing.</i>
Medications 1. Basic knowledge of prompting and cueing, self-directed medication, and treatment administration 2. Knowledge of program limitations in accordance with IDAPA 23.01.01 "Rules of the Board of Nursing" <i>For participant specific medications, oxygen therapy and inhalation equipment Specific Endorsements are required.</i>	• Helping with Activities of Daily Living	• CARE0400 – Assisting with Independent Living Through IADLs <i>For enhanced initial training, CareAcademy recommends: CARE0518 – Assisting with Medication Self-Administration: Part 2.</i>
Meal Preparation Basic knowledge of the following: 1. Meal Planning: Basic nutrition needs 2. Preparation: Preparation of nutritious foods following diet requirements 3. Storage and Handling: Understanding labels, seasonal foods, as well as safe food storage and handling 4. Safe use of household appliances <i>Special diets require Specific Endorsement.</i>	• Helping with Activities of Daily Living • Nutrition for the Elderly • Food Preparation & Safety Tips	• CARE0400 – Assisting with Independent Living Through IADLs <i>For enhanced initial training, CareAcademy recommends: CARE0600 – Overview of Nutrition & Food Preparation.</i>
Shopping 1. Basic knowledge of purchasing items based on participant	• Helping with Activities of Daily Living	• CARE0400 – Assisting with Independent Living Through IADLs

preference and consideration of a fixed income		
Laundry 1. Basic knowledge of accepted practice in laundry procedures including following label and washing machine instructions, folding, and putting away laundry	• Helping with Activities of Daily Living	• CARE1000 – Light Housekeeping Techniques
Housework 1. Basic knowledge of routine housekeeping duties including ability to clean surfaces, furnishings, dishes, floors, and garbage disposal	• Helping with Activities of Daily Living	• CARE1000 – Light Housekeeping Techniques

The following courses are recommended, but not required.	
Home Care Pulse	CareAcademy
Infection Control in Home Care Bill of Rights Activity and the Elderly Basic Nutrition and Hydration Using Assistive Devices Mechanical Lift Use & Safety Performing Safe Transfers Performing Mouth Care Dressing and Grooming Tips Bathing Tips Common Medications Feeding Your Clients Housekeeping Basics	CARE0103 – Communicating with Older Adults CARE0302 – Assisting with Elimination Needs CARE0301 – Assisting with Bathing CARE0518 – Assisting with Medication Self-Administration: Part 2 CARE0600 – Overview of Nutrition & Food Preparation

DOCUMENTATION REQUIREMENTS

Agencies are required to keep evidence of completed training in employee files. If an employee has completed the training and can produce the training course certificate of completion, the agency is not required to retrain that employee; however, it is the responsibility of the agency to retain evidence of training completion in the employee file.

CHALLENGE EXAM

The BLTC has approved Home Care Pulse and CareAcademy to offer a Challenge Exam for individuals who have been paid Direct Care Professionals for a minimum of twenty-four (24) months with no lapse in employment as a Direct Care Professional.

The Direct Care Professional, when hired, is not required to complete the full training course of modules. Instead, they may take the Challenge Exam and if passed this exam will take the place of the required training courses.

The Challenge Exam is not allowed for any Participant Specific Endorsements. The agency Registered Nurse (RN) must conduct all endorsement training.

ACCESSING TRAINING CERTIFICATES

Direct Care Professional Access

If the Direct Care Professional has completed online training courses through Home Care Pulse or CareAcademy, they can access the course certificates regardless of their employment status. The Direct Care Professional can log into their account and access certificates for completed courses even after they leave an agency. Legally, the certificates are the Direct Care Professional's intellectual property and belong to the Direct Care Professional.

IdahoCares Online Training

If the Direct Care Professional is having difficulty accessing their account, they should contact the IdahoCares support team by emailing IdahoCaresTraining@dhw.idaho.gov or chat with support located on here <https://www.idahocares.dhw.idaho.gov/>.

Home Care Pulse

If the Direct Care Professional is having difficulty accessing their account, they should contact the Home Care Pulse support team at (877) 307-8573 or speak with the support team via their online services located here <https://www.homecarepulse.com/contact/>.

CareAcademy

If the Direct Care Professional is having difficulty accessing their account, they should contact the CareAcademy support team at (866) 227-3895 or speak with the support team via their online services located here <https://careacademy.com/idaho-medicaid/>.

Agency Access

When an agency hires a new Direct Care Professional, the agency will have access to the Direct Care Professional's training course certificates even if the online courses were completed while employed with another agency. The agency is responsible to maintain on file the certificate of completion for all required courses and to ensure that the Direct Care Professional is trained according to the Provider Training Matrix.

Frequently Asked Questions

Q.	Why has the BLTC approved online training courses?
A.	We listened! Agencies have been asking us for a solution to the high cost of training staff that can move from agency to agency. National research has identified one reason for the high turnover rate among Direct Care Professionals is due to a lack of quality training.

Q.	Is online training mandatory?
A.	No, the online training courses are not mandatory. Agencies may elect to develop their own training process but must ensure that they meet all the requirements outlined in the Provider Training Matrix.

Q.	Are the online training courses compliant with the Provider Training Matrix?
A.	Yes! The courses we have endorsed ensure that the Direct Care Professional will meet all standards outlined in the Provider Training Matrix except for Participant Specific Endorsements. Specific Endorsement training must be conducted by the agency RN as outlined in the Provider Training Matrix and following the Idaho Board of Nursing rules.

Q.	What about return demonstrations?
A.	A return demonstration is required for procedures outlined in IDAPA 16.03.26.552.01. Agencies are strongly encouraged to ensure that Direct Care Professionals meet their individual business standards by requiring RN oversight for return demonstrations when appropriate.

Q.	How will I know if my staff have completed the courses with a passing grade?
A.	The user will receive a certificate of completion once all courses have been taken. The agency will have access to reports for summary data. Each training course includes an exam that the user is required to pass.

Q.	If a Direct Care Professional completed the coursework with another agency, can I accept their certificate of completion and be compliant with BLTC training requirements?
A.	Yes! One of the benefits of using the online training modules is that providers do not need to retrain staff if they have completed all of the required courses. However, the agency is required to have a certificate of completion in the employee file.

Q.	What is the cost?
A.	Remember the IdahoCares training is free and available at: https://idahocares.dhw.idaho.gov/ For pricing, please reach out to the approved training vendors at:

	Home Care Pulse: https://www.homecarepulse.com/resources/welcome-idaho/ CareAcademy: https://careacademy.com/idaho-medicaid/
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Q.	Who pays for the modules?
A.	It is up to the provider to determine who will pay for the modules, however the BLTC will not pay for any portion of the training modules and encourage providers to use the IdahoCares training that is free.

Q.	Who developed the modules?
A.	The training modules were developed by Registered Nurses and meet the Board of Nursing guidelines for Certified Nursing training.

Q.	How long does each module take to complete?
A.	The average completion time is 50 minutes per module.

Q.	Is the Direct Care Professional required to complete the training in the office?
A.	That is a business decision that each agency can determine. However, one of the benefits of the web-based modules is that they can be completed anywhere with internet access.

Q.	How many times can a user retake a failed exam?
A.	There is no limit on the number of times a module can be taken. However, the modules are not considered completed until the 80% passing score is obtained. Test questions are randomized each time a user completes a module.

Q.	Does the online module system track the time that a user spends taking the training modules?
A.	Yes, it does indeed track the amount of time the users spend in each module. The tracking/reporting hub has a section that allows the admin to view the total time spent for each user.

Q.	Is continuing education for Direct Care Professionals required by the Provider Training Matrix?
A.	No, it is not, however we strongly encourage providers to invest in ongoing training to ensure that their Direct Care Professionals are qualified. One of the major benefits of the online training modules is that the user will have complete access to all modules available by the company, in addition to the required modules.

Q.	Does the Challenge Exam meet all training requirements?
A.	The Challenge Exam has been approved by the BLTC to meet the Provider Training Matrix requirements for Attendant Care and Homemaker services for individuals that have been paid Direct Care Professionals for twenty-four (24) months or more. The Challenge Exam fulfills the training requirements outlined in the Provider Training Matrix except for Participant Specific Endorsements. The Challenge Exam is only an option for individuals that have been paid Direct Care Professionals for a minimum of twenty-four (24) months.

Q.	How can we access the modules?
A.	The link to the modules can be found on the BLTC provider website page located at: https://healthandwelfare.idaho.gov/providers/home-and-community-based-long-term-care/long-term-care-provider-training.

VERSION HISTORY

Date	Version	Comments
02/2026	v2.6	Added version history tracking
08/2026	v2.7	IDAPA update, accessibility update, added IdahoCares information

The information outlined herein is not new law but is an agency interpretation of existing law, except as authorized by law or as incorporated into a contract. To seek additional information or provide input on the agency guidance document please reach out to BLTCQA@dhw.idaho.gov.