



Department of  
Developmental Disabilities

**Division of Medicaid Development & Administration**

John R. Kasich, Governor  
John L. Martin, Director

**To:** Medicaid HCBS Waiver Providers  
**From:** Debbie Hoffine, MDA Operations Administrator  
**Date:** June 11, 2013  
**Subject:** Service Documentation Requirements for Medicaid HCBS Waiver Providers

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This memo is the first in a series of upcoming informational notices being sent by DODD in an effort to maintain provider awareness related to compliance with Medicaid Home and Community Based Services (HCBS) requirements. Proper service documentation is a fundamental requirement for all Medicaid services and is directly related to appropriate payment for Medicaid claims.

Medicaid HCBS waiver providers are required to keep documentation to support Medicaid reimbursement. Section 5123:2-9 of the Ohio Administrative Code lists the specific service documentation requirements for each HCBS waiver service. As a Medicaid HCBS waiver provider, it is your responsibility to familiarize yourself with the service documentation requirements for the service(s) that you deliver and to be fully compliant with those requirements. The rules are readily available to all providers in the Rules + Laws area of DODD's website ([www.dodd.ohio.gov](http://www.dodd.ohio.gov)).

For example, under the homemaker/personal care rule (5123:2-9-30), which covers services that are not billed through the Daily Rate Application (DRA), among other documentation requirements, you must:

1. Document at the time or shortly after you deliver the service. You should not be preparing documentation when asked for it by a surveyor or auditor.
2. Prepare the documentation yourself. You should not rely on a family member or other person to do this.
3. Write down the beginning and end times of the delivered service every day you provided services.
4. Write down the number of units of service or the continuous amount of uninterrupted time you provided the services for every day you provided services.
5. You must keep your documentation for six years from the date you were paid or until any initiated audit has been resolved.

If you are paid for services that are not supported by proper service documentation, you may be required to repay those funds. Failure to keep proper service documentation could also result in your certification to deliver services being terminated.

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DODD has and will continue to review provider service documentation as part of its greater commitment to properly administer Medicaid HCBS waivers. Ohio relies heavily on the Federal funding that supports these waivers in order to serve the citizens of our state with developmental disabilities. We must all be diligent in our compliance responsibilities and must make a concerted effort to hold ourselves and one another accountable. Please take this opportunity to review your own service documentation and ensure that it is in full compliance with the associated rule requirements.

Thank you.