



Department of  
Developmental Disabilities

**Division of Medicaid Development & Administration**

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

**To:** Independent Medicaid HCBS Waiver Providers  
**From:** Debbie Hoffine, MDA Operations Administrator  
**Date:** January 31, 2014  
**Subject:** Homemaker/Personal Care Service Documentation  
for Independent Providers

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As a provider of waiver services, you are required to keep service documentation to support Medicaid reimbursement. If you are paid for services that are not supported by proper service documentation, you may be required to repay those funds plus accrued interest. Chapter 5123:2-9 of the Ohio Administrative Code (OAC) lists the specific service documentation requirements for each waiver service. It is your responsibility to familiarize yourself with the service documentation requirements for each service that you deliver, as the requirements do vary from one service to another. The rules are readily available to you in the Rules + Laws area of DODD's website ([dodd.ohio.gov](http://dodd.ohio.gov)).

This memo focuses on the service documentation requirements for homemaker/personal care services that are delivered by independent providers and are billed using a 15-minute unit of service under the Individual Options and Level One waivers.

OAC 5123:2-9-30 outlines the documentation requirements for homemaker/personal care services that are billed using a 15-minute unit of service. According to OAC 5123:2-9-30 (E), service documentation for homemaker/personal care shall include each of the following twelve elements to validate payment for Medicaid services:

1. Type of service.
2. Date of service.
3. Place of service.
4. Name of individual receiving service.
5. Medicaid identification number of individual receiving service.
6. Name of provider.
7. Provider identifier/contract number.
8. Written signature of the person delivering the service
9. Group size in which the service was provided.
10. Description and details of the services delivered that directly relate to the services specified in the approved individual service plan as the services to be provided.
11. Number of units of the delivered service
12. Begin and end times of the delivered service.

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A sample billing documentation sheet is included, which meets the twelve requirements identified for homemaker/personal care. Both a blank form and an example of how the form might look once it has been completed are included for your convenience. If you are an independent provider, this sheet could be used to support your service delivery and reimbursement. You are not required to use this specific form, and there are many others available that meet the rule requirements. It is important, however, that you take the time to ensure that any form you choose to use meets all twelve requirements. While all twelve elements are required for full compliance, the begin and end times (time in/ time out) of the actual service delivery are especially important to support the payments you receive.

You must keep your documentation for six years from the date you were paid or until any initiated audit has been resolved. In addition to the potential repayment penalties, failure to keep proper service documentation could also result in your certification to deliver services being terminated. Due to the importance of this documentation, you are encouraged to store your service documentation in secure containers and in a safe place, where it is protected from damage or destruction, such as water damage or other potential hazards. There are many very good storage options available at office supply stores, hardware stores, and most discount household retailers.

Please direct any service documentation related questions to the local county board of DD for the individual(s) you are currently serving. Additional information pertaining to service documentation was sent out on June 11, 2013, and information pertaining to the audits of paid claims was sent out on August 13, 2013. These periodic reminders of your responsibilities as a waiver service provider are intended to help ensure that you have the necessary tools to comply with the variety of requirements involved in the delivery of HCBS waiver services.

Thank you.