



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: March 28, 2014
Subject: Transportation Service Documentation for Independent Providers

As a provider of waiver services, you are required to document the services you provide to individuals and to keep your service documentation to support Medicaid reimbursement. If you are paid for services that you have not properly documented, 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 home and community based services (HCBS) 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).

This memo focuses on the service documentation requirements for Transportation services that are delivered by independent providers and are billed as mileage under the Individual Options and Level One waivers.

OAC Section 5123:2-9-24 outlines the documentation requirements for Transportation services that are billed as mileage. According to OAC 5123:2-9-24(E), service documentation for Transportation services shall include each of the following eleven elements to validate payment for Medicaid services:

1. Type of service.
2. Date of service.
3. Name of individual receiving service.
4. Medicaid identification number of individual receiving service.
5. Name of provider.
6. Provider identifier/contract number.
7. Origination and destination points of transportation provided.
8. Total number of miles of transportation provided.
9. Group size in which transportation is provided.
10. Written signature of the person delivering the service.
11. 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.

30 E. Broad Street
13th Floor
Columbus, Ohio 43215

(800) 617-6733 (Phone)
(614) 752-5303 (Fax)
dodd.ohio.gov

The State of Ohio is an Equal Opportunity Employer and Provider of Services

A sample billing documentation sheet is included, which meets the eleven requirements identified for Transportation services. 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, or you can create your own. It is important, however, that you take the time to ensure that any form you choose to use meets all eleven requirements.

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 properly document services and 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 developmental disabilities for the individual(s) you are currently serving. We provided general information pertaining to service documentation on June 11, 2013, and information pertaining to the audits of paid claims was sent out on August 13, 2013. Information pertaining to the documentation of homemaker/personal care services, along with a sample documentation sheet for that service, was sent out on February 4, 2014. 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.