GREAT PROVIDER PLAYBOOK

Insights you can act on from OPRA

Let's Talk Service Documentation

Every waiver service includes documentation requirements within its governing rule. These requirements outline exactly what information must be recorded to validate that the service was delivered as authorized in the OhioISP. Compliance is not just about providing the service — it is about documenting correctly when recording service delivery.

Service Documentation	**Service Documentation** is how providers demonstrate that Medicaid-funded services were delivered as authorized and support payment validation. It includes records created at the time services are provided that fully disclose the nature and extent of the service. Documentation must clearly reflect: • What service was delivered • When and where the service occurred • Who provided the service • How it meets the applicable requirements in **Chapter 5123-9** of the Ohio Administrative Code
Required Elements	To comply with state and federal rules, every service note must include specific, identifiable elements that clearly show *who* received the service, *what* was done, *when and where* it was done, *who* delivered the service, and *how* it connects back to the individual's OhioISP. Records may be maintained in either handwritten or electronic formats but must contain **all required elements.** The following are common required elements for service documentation and should be present in every service note where applicable: • Individual Name • Medicaid ID Number • Provider Name and Identifier (agency/contract number) • Service Type • Date of Service • Time / Units (begin/end times OR units delivered per service requirement • Place of Service • Service Description • Signature / Initials of person delivering service **Scope of Service** refers to the specific supports and activities authorized for delivery under a service as identified in the OhioISP and defined by rule. Service documentation must clearly reflect that the supports provided fall within the approved scope of the service and align with what is authorized in the individual's OhioISP.
Group Size	Group size refers to the total number of individuals receiving the service at the same time under the supervision of one staff member. Group size directly impacts service delivery expectations, billing units, and compliance with staffing ratios outlined in the rule. The following services require group size to be documented: • HPC (if not billed at daily rate) • Participant-Directed HPC • Remote Support • Social Work • Transportation • Non-Medical Transportation • Nutrition Services • Shared Living • Interpreter Services • Waiver Nursing • Self-Directed Transportation

Common Documentation Questions

Compliance	Documentation that substantiates the extent of services provided must be **retained for at least six years from the date payment for services is received**. If an audit or survey has been initiated, records must be maintained until the audit or survey is fully resolved, whichever period is longer. Documentation must be made available upon request to: • DODD • ODM • CMS (or ODH as the state representative of CMS) • County Board / Council of Government • Other persons with authority designated by DODD or ODM to review service documentation
Rules Under OAC 5123-9	**Chapter 5123-9-23 of the Ohio Administrative Code** governs the delivery of Home and Community-Based Services (HCBS). Under this chapter, there are specific service rules. Each rule contains a section titled, **Documentation of Services**. The list below highlights different service rules but is not an all-inclusive list of services under HCBS.

5123-9-12 Assistive Tech	5123-9-18 Non-Medical Transport.	5123-9-33 Shared Living
5123-9-13 Career Planning	5123-9-24 Transportation	5123-9-35 Remote Support
5123-9-14 Vocational Habilitation	5123-9-27 Health Care Assess.	5123-9-37 Waiver Nurs. Del.
5123-9-15 Ind. Employ. Support	5123-9-30 HPC	5123-9-39 Waiver Nursing
5123-9-16 Group Employment	5123-9-31 HPC (daily billing unit)	
5123-9-17 Adult Day Support	5123-9-32 Participant Direct. HPC	

Documentation Resources	**DODD Service Documentation Templates** **Questions and Answers** (listed under Additional Resources) **Service Documentation Training**

For more information or resources on documentation and service delivery, please contact Rachel Hayes, Director of Residential Resources, at **rhayes@opra.org.**

The OPRA Advantage

OPRA membership gives you access to the tools, training, and support providers need to stay compliant and deliver high-quality services. From the Great Provider Playbook to expert policy guidance and a strong provider network, ORPA helps you stay focused on what matters most—supporting people with IDD. To learn more about becoming a member of OPRA, please contact Sonya Summers, Member Communication Manager, at **ssummers@opra.org**.

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• Quality • Leadership •