

Providers must maintain service documentation in accordance with 5123:2-9-06 and service-specific rules in Chapters 5123-9 and 5123:2-9 of the Administrative Code, which are available on our website: dodd.ohio.gov.

Claims for payment a provider submits to the department for services delivered are not considered service documentation, and provider weekly reports are not considered service documentation. Service-specific rules outline what is required on service documentation, and providers should be familiar with the rules covering the services they provide.

Service documentation must be kept in an accessible location and must be made available on request. Providers who fail to produce the records requested within thirty calendar days following the request shall be subject to denial, suspension, or revocation of certification and/or loss of their Medicaid provider agreement.

When a provider stops providing services, he or she must notify the county boards as to the location of the service documentation and the name and telephone number of the person responsible for maintaining the service documentation. This must be done within seven calendar days of discontinuing operations.

Service documentation must be kept for a period of six years from the date of receipt of payment or until an initiated audit is resolved, whichever is longer.

Service documentation may be created or maintained electronically. DODD does not require specific forms to be used for service documentation. Sample documentation forms for homemaker/personal care and hpc transportation are available on our website.

[HPC documentation template](#)

[HPC transportation documentation template](#)