|  | Question | Responses | Links for more information. |
| --- | --- | --- | --- |
|  | For shared living, what does it mean that shared living providers cannot also act as natural support for the people? | While providing a paid waiver service, a person must follow all applicable rules and requirements. A person cannot have 'clocked out' of providing Shared Living to do something as a natural support on the same day they're providing the Shared Living service. |  |
|  | Do reviewers ask for EVV records? What do they ask for? | No, reviewers will not look at EVV records at this time. They do want to see the service delivery documentation. Get more information on the review process at the link. | [Compliance Overview](https://dodd.ohio.gov/compliance/Office+of+Compliance/Compliance-overview) |
|  | Will you please go further into the personal funds/payee rule? | Please see the training for Personal Funds at the link. It was from February 2023. | [Office of Compliance Provider Training Series](https://dodd.ohio.gov/compliance/office+of+compliance/provider-training-series) |
|  | For Shared Living, how would it work for UI/MUI. We have a lot of people that choose not to complete these forms. | When there is a UI or MUI, all providers are required to complete an incident report form. |  |
|  | HPC transportation, 1 client, NMT, what inspections are required? | Modified vehicles used to provide NMT or routine/HPC transportation must be inspected, on each day the vehicle is used to provide transportation, by the first driver of the vehicle and prior to transporting an individual in a wheelchair, to ensure the permanent fasteners, safety harnesses or belts, and access ramp or hydraulic lift are working. The inspection shall be documented by the driver that conducts the inspection. | [Non-Medical Transportation Rule](https://dodd.ohio.gov/forms-and-rules/rules-in-effect/5123-9-18) |
|  | Is a provider allowed to refuse to go back in a home effective that day? If not, then how would the county board be able to enforce them to continue going. | Please send your question along with more detail to our email box. | [Compliance@dodd.ohio.gov](mailto:Compliance@dodd.ohio.gov) |
|  | Julie, could you talk a little more about medical care coordination? Is there a specific DODD form for that? | Please send your question along with more detail to our email box. | [Compliance@dodd.ohio.gov](mailto:Compliance@dodd.ohio.gov) |
|  | What if a participant has a safety issue that will not allow them to continue attending programming without negatively impacting others? What should you do if not allowed to suspend services? | Work with the person, their provider, and the county board to discuss options. |  |
|  | I provide 24/7 HPC services for an individual who is a minor and is staying in my home while I provide services. Do I need to have lease/residency agreement? | If you are unrelated to the person, you must have a lease/residency agreement. Watch for information in an upcoming Memo Monday. |  |
|  | Regarding Shared Living, a paid provider is also the guardian and parent of the individual. From what I understand, a MAR and Med Admin Cert is not needed for this paid provider. Should a document be created for this provider to verify that meds have been passed? | Information about family delegation and medication administration by family members can be found on DODD's website. If a provider is administering medication as a family member, there should still be some indication on the service delivery documentation that this support was provided. | <https://dodd.ohio.gov/home/med-admin/family-delegation> |
|  | If there is a second staff member in the vehicle during an NMT trip, are they also required to sign? | They are not required to sign, but do need listed as another person who was in the vehicle during the trip/commute |  |
|  | What is the group size if a DSP is using transportation "on behalf of the individual"? | Please send your question along with more detail to our email box. | [Compliance@dodd.ohio.gov](mailto:Compliance@dodd.ohio.gov) |
|  | If providing NMT and my spouse or child are in the vehicle, do I need to list their names as well? | Yes, all persons who are in the vehicle during any part of the trip/commute need identified on the documentation |  |
|  | For adult day habilitation that is community integration do we have to show the number of units as well? even if the service is bill daily? | You are still required to document the number of 15-minute units for ADS |  |
|  | For NMT the start and stop time begins when? When the Van leaves the driveway of the driver who is providing the services or does the start and stop time begin when you pick up the first client from their home and the last client dropped off to their home on the van? | The start time is when you pick up the first person and the stop time is when you drop off the last person. |  |
|  | If someone is just paying for food with their credit card, is that considered money management? | If a provider is assisting someone with personal funds, including food stamps, as part of another service, this falls under the personal funds rule. Money Management is a specifically billed waiver service. |  |
|  | How can a company providing commercial transportation would show sufficient evidence demonstrating that they meet the new definition of “commercial transportation” (i.e., Documentation demonstrating ownership of a public bus transit system, a public light rail transit system, or taxicab). |  |  |
|  | You state that providers can bill a daily rate and not the 15 minutes units. Is there a way to put the daily rate in the CPT? | The daily rate is only available for congregate settings where individuals share services. If a person meets this qualification, you should work with the SSA to authorize the daily rate. |  |
|  | For HPC and SELF, it looks like we do NOT need to document every single stop between pick up place and drop off place? This is very important info for me because I do a lot of community inclusion transportation for multiple individuals and spend a lot of time writing down EVERY single stop in between. Thank you! |  |  |
|  | There have been some posts on social media that state providers do not need to complete outcomes for individuals they serve, saying that outcomes are only for ADS or Voc services. How should this be addressed? |  |  |
|  | Not sure about vehicle inspection records for HPC transportation. Nothing in rule that I could find as to what that inspection contains, and documentation needed? | Modified vehicles used to provide routine/HPC transportation must be inspected, on each day the vehicle is used to provide transportation, by the first driver of the vehicle and prior to transporting an individual in a wheelchair, to ensure the permanent fasteners, safety harnesses or belts, and access ramp or hydraulic lift are working. The inspection shall be documented by the driver that conducts the inspection. | [Transportation Rule](https://dodd.ohio.gov/forms-and-rules/rules-in-effect/5123-9-24) |
|  | Can you cover QA documentation? Quality assurance/medical. | We aren't sure what you're asking. We require providers to have an internal compliance program to ensures compliance with certain areas but have no requirements on Quality Assurance Documentation. |  |
|  | For HPC transportation for supported living do we need to provide a license plate number for each time someone is transported into the community? | Yes, the license plate number is a required documentation piece. | [Transportation Rule](https://dodd.ohio.gov/forms-and-rules/rules-in-effect/5123-9-24) |
|  | Does the time in and out and the units need documented if billing the daily rate. | Time in and out is not required when it is a daily rate HPC. |  |
|  | Can you include documentation for Day Habilitation that is community based. | The documentation requirements for integrated ADS/VH do not differ from facility-based ADS/VH. |  |
|  | Should an independent provider carry commercial insurance providing NMT? if so, do we need a vehicle inspection | Vehicles used to transport individuals are required to meet state minimum insurance requirements. Daily inspections are required for NMT for a modified vehicle or vehicle equipped to transport five or more passengers. An annual inspection is also required. | [Non-Medical Transportation Rule](https://dodd.ohio.gov/forms-and-rules/rules-in-effect/5123-9-18) |
|  | Can you please post or send the address for the compliant forms for services delivered | When the DODD templates are finalized, they will be shared in a variety of methods, including through Memo Monday. |  |
|  | Also, can you cover documentation for remote support | The documentation elements and requirement for remote support is in the rule. | [Remote Support Rule](https://dodd.ohio.gov/forms-and-rules/rules-in-effect/5123-9-35) |
|  | Can we have a separate OISP documentation specific presentation? there are many questions between providers and county boards... | The documentation requirements do not differ for the OhioISP. This training covered what is required for OhioISP documentation |  |
|  | Can you cover QA documentation? Quality assurance/medical. | We aren't sure what you're asking. We require providers to have an internal compliance program to ensures compliance with certain areas but have no requirements on Quality Assurance Documentation. |  |
|  | This is great information but some of the slides are not written at the recommended reading level for a person with ID. While this presentation is designed for providers, there are consumers who actively manage their homecare services and some of this information would be helpful for them to ensure their provider is compliant. Would it be possible to convert what would be considered relevant information for consumers into “clear” language? This may also benefit family members where English is not their first language as well. | The department is working on this. Thank you. | <https://ddc.ohio.gov/resources-and-publications/clear-language/clear-language> |
|  | Can you explain Employment First Documentation for ADA in more detail, please? |  |  |
|  | Previously was told for HPC transportation we did not need to document times...is that still true. | Yes. HPC/routine transportation documentation is not required to include start/stop times. NMT documentation is required to include the times the trip or commute started and stopped. | [Transportation Rule](https://dodd.ohio.gov/forms-and-rules/rules-in-effect/5123-9-24) |
|  | Outcome and services documentation is still in compliance if it’s on paper, correct? It doesn’t have to be electronic. | Documentation can be written or electronic. |  |
|  | It is very difficult to pull HPC or Shared Living services that should be documented out of the new OhioISP. Can you tell providers what should be documented? Can we have a training from you specifically on that? | Documentation requirements are in each of the waiver service rules. | [List of Rules in Effect](https://dodd.ohio.gov/forms-and-rules/rules-in-effect/administrative-rules-list) |
|  | Should providers be documenting addresses of each destination they've gone to/from, or does simply stating the name and location suffice, i.e., Costco, Perrysburg? | The names of the locations are sufficient |  |
|  | We provide the remote back-up but do not "contract" with the remote support company providing the monitoring. As a license facility - what documentation are we required to show for the review? | If you are billing for the remove support with paid backup service, you will be responsible for providing the remove support service delivery documentation. |  |
|  | Can we call/email you if we have an unanswered question? | Please send your question along with more detail to our email box. | [Compliance@dodd.ohio.gov](mailto:Compliance@dodd.ohio.gov) |
|  | I need to change my bank information. How do I report a new bank account? | All banking information is managed through Ohio Shared Services over at the office of Budget and management.  They can be reached at the information this web page | [https://obm.ohio.gov/areas-of-interest/state-of-ohio+payees/ohio-payees](https://gcc02.safelinks.protection.outlook.com/?url=https%3A%2F%2Fobm.ohio.gov%2Fareas-of-interest%2Fstate-of-ohio%2Bpayees%2Fohio-payees&data=05%7C01%7CVanessa.Prather%40dodd.ohio.gov%7Cdae74f9d230048a7049908dbaee395c9%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C638296064714088143%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=afOFxjSyrqlVYFKY8e0dv2M4jB5QRdpf8W6VTcf4Jbs%3D&reserved=0) |
|  | Who do we contact to request information for how to have an abbreviated review? | Please send your question to our email box. | [Compliance@dodd.ohio.gov](mailto:Compliance@dodd.ohio.gov) |
|  | I have a question about how GT calculates time. I was getting EVV discrepancy reports and when I contacted them, I was told they round which against the rule of how we calculate our time | To show the math and how it's wrong. this is how a one-hour shift gets miscalculated by GT:   Let's say I'm scheduled from 2:00-3:00 which should be 4 billable units.   2:00-3:00 = 60 min (60min/15= 4 billable units)  I arrive at 1:50 for the 2:00 shift, knock on the door and punch in when I'm let in... because I'm not sitting in my car for 10 min waiting while making my client stare at me out their window. That's a ridiculous suggestion. I'm running a business and my time is money. |  |