

WHO IS PUBLIC CONSULTING GROUP?

The State of Ohio contracts with PCG to conduct unannounced site visits for moderate and high risk provider types.

WHY IS PCG HERE?

PCG works with the Ohio Department of Medicaid (ODM) to determine if providers are operating their business within Medicaid and Waiver program rules and regulations.

WHAT YOU CAN EXPECT FROM PCG

PCG may ask to speak with anyone within your business who has knowledge of the business. Generally, PCG speaks with the provider(s), business owner(s), and the office administrator. PCG will look at documentation such as policies and procedures, background checks, documentation of services provided, and other documents needed to determine the outcome of the site visit.

If PCG determines areas of the business are out of compliance with Medicaid or Waiver program rules and regulations, PCG will educate the appropriate personnel to ensure the business is operated within the Medicaid or Waiver program rules and regulations. Based on the findings, you may receive a "Notice of Operational Deficiency" (NOD) in the mail further outlining any non-compliant areas. If you receive a NOD, you will be responsible for submitting a "Plan of Correction" (POC) to ODM within 14 days. The NOD will clearly list the due date, instructions to submit the POC, and a number to call with any questions. You may also visit www.ohiohcb.pcgus.com to obtain further information regarding this process.

EDUCATION INFORMATION

Providers are required to comply with the following:

- Medicaid Provider Agreement
- Ohio Revised Code
- Ohio Administrative Code
- Federal statutes and rules
- It is your responsibility to stay up-to-date with any changes in Ohio Medicaid rules and regulations.
- OAC 5160-1-17.2*

Keeping your provider information current in MITS is imperative:

- Providers are required to notify ODM within 30 days of a change within your organization (change of address, ownership or certification).
- See OAC 5160-1-17.2*

Documenting Services:

- You must have documentation to support all of your Medicaid billing. You must maintain this documentation for at least 6 years.
- If you are audited and do not have documentation to support your billing, you will have to pay back all monies received.
- If it is determined that this error was intentional, you could be charged with fraud.
- OAC 5160.1.17.2*

Inside your Policies and Procedure manual (P&P), your business should include:

- Record Retention Policy – 6 years in the state of Ohio. If you are a durable medical equipment provider, records must be kept 7 years. OAC 5160-1-17.2 (D)* or OAC 4761:1-9-04*
- Disaster Recovery Plan – A disaster recovery plan is a documented process or set of procedures to recover and protect a business IT infrastructure in the event of a disaster.

Background Checks:

- ODM requires background checks (BCI) on all employees and FBI checks for all employees who have lived in the State of Ohio for less than 5 years.
- Before hiring a new employee, you must conduct a background check.
- Depending on the type of provider, you may have additional requirements such as drug and alcohol testing, and an annual review of driving records.
- OAC 5160-45-07, OAC 5160-15-02, and OAC 5123:2-2-02*

Federal Exclusion Checks:

- In addition to background checks, you must also conduct federal exclusions list checks per 42 CFR 1001.1902. You may not hire an employee who appears on this list.
- The federal exclusion database can be searched from www.OIG.HHS.gov.

HIPAA:

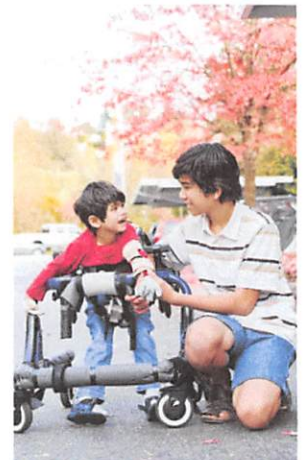
- Per federal requirement, you must maintain compliance with the Health Insurance Portability & Accountability Act of 1996 (HIPAA).
- HIPAA identifies requirements to assure confidential personal records are protected and secure.
- OAC 5160-1-17.2*

Certificates and Licensures:

- Providers are required to ensure that all health care workers maintain all necessary licenses and/or certifications required to perform their designated job duties.
- OAC 5160-1-17*

By working together and improving the overall quality of Ohio Medicaid providers, we will make patient health care more reliable, safe, and accessible.

**All federal regulations set forth in this document can be found at <http://codes.ohio.gov/oac/>*



1(877)-908-1746
option 4

P.O. Box 151510
Columbus, OH 43215
ohiohcb.pcgus.com
tel: 877-908-1746
ohiohcb.pcgus.com