

Advisory Bulletin



Important Industry Information for our Valued Customers

State Mandated Medicaid Audit

The State of Ohio Medicaid has contracted with a third party (PCG) to perform **on-site audits** of EMS providers.

Recently one of our clients shared their notes from an actual Medicaid audit. We thought this information might be useful to you in the anticipation of your impending audit.

Our Client's Comments & Notes

"To note, this audit seemed more involved than others we have experienced. PCG was training a new field agent during this visit which maybe the reasons this audit was more involved than others. "

1. Calamity proof cabinet for medical records

- Client showed a fire resistant gun safe
- Accepted

2. Record retention policy

- Client showed a written retention policy, accessible by anyone in the public at any time 24/7
- Accepted

3. Ability to recover lost records - disaster recovery plan

- Client showed proof of using the cloud for automatic electronic backups
- Accepted

4. Personnel records in calamity proof cabinet

- Client had them in a standard filing cabinet
- Rejected - needs to be in a calamity proof cabinet

5. Driving records of each EMT

- Client had them at the township fiscal officer's office
- Warning - needs to be in the firehouse.

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6. CPR certifications of each EMT

- Client stores records with school
- Warning - needs to be in the firehouse

7. Legible (color preferred) copies of each person's EMT card

- Client showed proof of color scans or photos of EMT cards
- Accepted

8. Proof that all EMTs are current

- Client showed a spreadsheet matrix with cert numbers and dates with color coded expiration dates
- Accepted

9. Proof that OIG test was conducted on all EMTs

- Client showed proof of OIG checks done on all members
- Accepted

10. BCI check on all EMTs

- This is not required unless you perform non-emergent transfer services. [See follow up here.](#)

11. HIPAA policy

- Client showed proof of a written HIPAA policy and a posted policy in the meeting room
- Accepted

12. HIPAA officer

- Client showed proof of a HIPAA officer
- Accepted

13. ORC/OAC/Medicaid Officer

- Client showed proof of this officer and how communication is completed,
- Accepted

14. Medicaid registration number

- Client showed proof of our medicaid number
- Accepted

15. Percentage of Medicaid runs

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- Client showed proof of average percentage of Medicaid runs
 - Accepted
- 16. EMT training proof, Certified Ohio EMS Training Officer**
- Client showed proof of training and attendance records, proof that we are a training facility with an Ohio certified EMS trainer
 - Accepted
- 17. MITS records current**
- Client showed proof that our MITS is current for contact
 - Accepted
- 18. Random report check**
- Client pulled a random medicaid report and several aspects were audited, including patient demographics, times, mileage, response modes, procedures, history, etc
 - Accepted
- 19. Secured business files**
- Client proved that business files are secure from anyone in the station except for assigned officers by being in a small locked room
 - Accepted
- 20. Truck maintenance records, oil changes, etc**
- Client showed truck maintenance sheets showing oil changes, tires, etc as well as our maintenance person attending Ohio emergency vehicle repair technician school
 - Accepted
- 21. Other Comments**
- They did not look at drugs, tagging or logging, but they did take photos of the station layout as well as each squad.

Results

Overall, it was mentioned that this client was the most prepared and most documented EMS provider that the group of 3 auditors has ever audited.

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