



Requirements for all provider types to become certified

This checklist outlines requirements of [OAC 173-39-02](#) to assist providers in preparing for initial and ongoing certification reviews completed by AGE and its representatives.

OAC 173-39-02 Provider Checklist

Requirements to Become Certified

- ☐ Meet all required qualifications (*licenses, training, staffing, National Provider Identifier if required*).
- ☐ Complete required background checks for owner and managing employees.
- ☐ Maintain a business site with secure, locked record storage (*unless participant-directed*).
- ☐ Keep an active phone number and email; update contact info promptly.
- ☐ Maintain at least \$1 million liability insurance and a process for client claims (*unless participant-directed*).
- ☐ Hold active Medicaid and PASSPORT Administrative Agencies provider agreements.
- ☐ Maintain a written incident-reporting policy.
- ☐ Use Electronic Visit Verification (EVV) if required.

Requirements to Stay Certified

- ☐ Provide required service documentation (*time sheets, receipts, EVV records, etc.*).
- ☐ Report suspected abuse, neglect, or exploitation to Adult Protective Services and notify AGE/PAA within one business day.
- ☐ Report any major change affecting safety or service needs (*missed services, address change, refusals, incidents, significant health/behavior changes*).
- ☐ Report provider contact changes within seven days.
- ☐ Provide 30-day written notice before ending services unless an exception applies.
- ☐ Follow all confidentiality laws and ensure staff are trained.
- ☐ Comply with direct-care worker relationship rules (*who can be paid for services*).
- ☐ Supervise volunteers, if used.
- ☐ Follow person-centered planning requirements; maintain signed service plans.

- ☐ Ensure staff follow ethical and professional conduct standards (*no gifts, distractions, substance use, inappropriate behavior, etc.*).
- ☐ Complete mandatory AGE/PAA training.
- ☐ Keep service and qualification records for at least six years; electronic systems allowed.
- ☐ Bill only when service-verification requirements are met.
- ☐ Follow all federal, state, and local laws; ensure subcontractors do the same.
- ☐ Subscribe to AGE rule-update emails.

Additional Requirements by Provider Type

Agency Providers

- ☐ Disclose ownership information and any felony history.
- ☐ Provide an organizational chart.
- ☐ Submit required attestations (*civil rights compliance, wage laws, workers' compensation, taxes*).

Non-Agency Providers

- ☐ Attest that all taxes have been paid.

Participant-Directed Providers

- ☐ Meet OAC 173-39-02.4 requirements.

Assisted Living Providers

- ☐ Acknowledge assisted living rules supersede conflicting Residential Care Facilities agreements.
- ☐ Keep an active Residential Care Facilities license.
- ☐ Provide required disclosures and attestations.
- ☐ Maintain policies on resident rights, abuse reporting, and incident reporting.
- ☐ Follow assisted living payment rules and transfer/discharge requirements.
- ☐ Provide 90-day written notice before ending services (*unless exempt*).