



NETWORK *Notification*

Notice Date: July 14, 2026
To: Ohio Medicaid
From: CareSource
Subject: Behavioral Health Time-based Service Documentation Requirement
Effective Date: September 1, 2026

Summary

CareSource Behavioral Health (BH) Service Record Documentation Standards (Medicaid) for Ohio market, require documentation for time-based services to include the start and stop times of service provision.

Through August 31, 2026, the CareSource Program Integrity team will accept documentation that includes either start and stop times or total time. Effective September 1, 2026, total time will no longer be accepted for BH time-based service documentation; start and stop times must be documented.

Impact

Documentation regulations will be enforced for dates of service on or after September 1, 2026. Documentation that does not meet this criterion as noted in the [Behavioral Health Service Record Documentation Standards](#) policy, will result in claims denials post medical record review.

Questions?

To access all CareSource policies, visit the CareSource.com Provider Policies page. Select your plan and state, then the type of policy.

For additional questions, please contact Provider Services at 1-800-488-0134 (Monday through Friday, 7 a.m. to 8 p.m.).

OH-MED-P-5817045