



Ohio Administrative Code

Rule 5122-27-02.1 Other recordkeeping obligations.

Effective: August 1, 2026

This rule governs how providers are to maintain records for behavioral health hotline services as defined in rule 5122-29-08 of the Administrative Code and prevention services as defined in rule 5122-29-20 of the Administrative Code. Maintenance of records mandates for forensic evaluation service and driver intervention program are addressed in rule 5122-29-07 and rule 5122-29-12 of the Administrative Code, respectively.

(A) A provider that provides behavioral health hotline service as defined in rule 5122-29-08 of the Administrative Code is to maintain a log of all telephone calls. At a minimum, the log is to contain all of the following information:

- (1) The reason for the call;
- (2) The problem presented during the call;
- (3) The disposition of the call and whether any referrals were made;
- (4) The date and time of the call;
- (5) The person receiving the call; and
- (6) The name of the caller, if given.

(B) A provider is to maintain a log described in paragraph (A) for seven years.

(C) A provider that provides prevention services as defined in rule 5122-29-20 of the Administrative Code is to maintain documentation for each occasion that prevention services are provided. At a minimum, the documentation for each occasion is to include all of the following:

- (1) The date prevention services were provided;
- (2) The location where prevention services were provided;
- (3) The approximate number of individuals who received prevention services;
- (4) The types of evidence-based prevention strategies used, as described in rule 5122-29-20 of the Administrative Code;
- (5) Whether direct services or indirect services were provided, as defined in rule 5122-29-20 of the Administrative Code;
- (6) A description of the interventions used as referenced in paragraph (C)(2) of rule 5122-29-20 of the Administrative Code; and



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- (7) The signature of the individual who is qualified to provide prevention services in accordance with rule 5122-29-20 of the Administrative Code.
- (D) A provider is to maintain documentation regarding prevention services for at least three years from the date of service.