

# When Parents Get a Medical Bill



If Parents ignore the bill



# This happens with

- Physical therapy
- Supplies
- Pharmacies
- Doctors
- Hospitals
- Specialists
- The list goes on and on.....

# What should a parent do

- Parents can call number on bill and make sure the provider has all correct billing information!
  - Private insurance
  - Medi-cal
  - CCS
- Important—inform parents/clients to also contact CCS anytime they get a bill.

# How can CCS help?

- Make sure parents/clients know to contact CCS if they need help resolving a bill.
- Ask the parent/client bring the bill to you or send a copy so that you have all of the details.



# How can CCS help?

- Once you have the bill, check for the following:
  - Is there a SAR on file that covers the service provided?
  - Was Medi-Cal active on the date of service?
  - Was CCS active on the date of service?
  - Check CMS Net for previous entries related to this same bill.

# How can CCS help?

- Once the account rep has found the client in their system, start asking questions.
  - Did you submit the claim to the State fee-for-service Medi-Cal or to the Medi-Cal Managed Care Plan?
  - Did you enter the SAR # on your claim?
  - If they already submitted a claim to the State fee-for-service Medi-Cal and it was denied, find out the denial reason.

# How can CCS help?

- Other issues that lead to a denial—if everything else has already been checked:
  - If the biller is using a physician SAR, the physician's name and NPI must be entered on the claim form:
    - Box 17 on the CMS-1500
    - Box 76 on the UB-04—even though it says this is the rendering provider.



# How can CCS help?

- Closing the call
  - Get the name and number of the account rep.
  - Remind them that the parent/client is not responsible for this bill.
  - Ask them to re-set the Collections clock.
  - Ask them to call you if they continue to get denied—give them your direct line.

# What about the Medi-Cal Help Desk?

- When to tell the provider to contact the Help Desk:

**Always!!**

**800-541-5555**

# How can CCS help?

- What about when...

... the parent doesn't ask for help until after they have been sent to collections?

# How can CCS help?

- If all else fails...

Welfare and Institution Code  
14019

# Paper Trail

- Enter a detailed case note in CMS Net.  
Include:
  - Name and phone number of account rep
  - Date of call
  - Billing provider and DOS
  - Problem and solution statement
  - SAR # given to account rep



# Close the Loop

- Contact the parent or client to let them know that you have taken action on the bill.
- Ask them to contact you right away if they get re-billed.