Billing emergency services to Medi-Cal

07/24/2024 12:39 pm EDT

When billing emergency services to Medi-Cal (payer ID SKCA0), a specific box in the patient's appointment needs to be updated so the appropriate character will populate in box 24C on the HCFA and your claim will not be rejected for it. Source

• Navigate to Billing > Live Claims Feed

| Billing | |
|--------------------|--------------------------|
| BILLING | 1 |
| Billing | Summary |
| Live C | laims Feed |
| Patien | t Payments |
| Day Sł | neet |
| Transa | ctions |
| Remitt | ance Reports |
| Unmat | ched ERAs |
| Insura | nce Credit Card Payments |
| Accou | nts Receivable |
| Patien | t Statements |
| Produc | ct/Procedure |
| Patien | t Balance Ledger |
| Fee So | chedule |
| Under | paid Items |
| Adjust | ment Master |
| Sales ⁻ | Гах |
| Billing | Log |
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• Pull up the patient's appointment using their name, date of birth, DrChrono claim ID number, or date of service.

| Select All Offices | Select None C new office | All - D Inpatient Hospital All - F | Primary Office All - | |
|--------------------|--------------------------|------------------------------------|------------------------|--------------------------|
| Claim Type All - | Claim St 🕒 🖨 🕒 All | Billing St: All Appt Profiles: | All - Calculate Counts | What's this? TFL Warning |
| Patient | Payer Name | Payer ID drc claim # | | Clinical Note |

• While inside the appointment, there is an option on the top right of the screen to designate the claim as emergent. The drop-down "Emergency Service" will allow you to select **yes** or **no**.

| Claim Type | Default | ~ |
|-------------------|--------------|---|
| Emergency Service | Yes 🗸 | |
| Delay Reason | - Not Used - | ~ |
| | | |

• Selecting Emergency Service **Yes** will place an X in box 24C on the HCFA 1500 form.



• Selecting Emergency Service No will leave box 24C on the HCFA 1500 form blank.

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