

DISALLOWED SERVICES: Corrective action steps

- Review Billing Summary document for services disallowed.

Disallowed Services								
Provide information for each service(s) in the identified columns below.								
Chart #:	Client #	Rendering Staff Initials	Date of Service	Type of Service	# of Services	Total Time in Minutes (only enter number) NOTE: Bed Days = blank	Payor Source (DMC or County)	Reason Code

- Take appropriate corrective action for each disallowed service.
 - Correction in SanWITS from DMC Billable to Non-Billable
 - Payment Recovery when the service has already been billed to DHCS
 - Copy QM staff when emailing Payment Recovery forms to BHS Billing Unit.
 - See [Steps for Disallowed Services Tip Sheet](#) for more information
- Update Billing Summary document to reflect the action taken.
 - If correction, date corrected in SanWITS
 - If payment recovery, date payment recovery form was sent to the BHS Billing Unit.
 - Add comments if additional information needs to be shared about the corrective action.

Corrective Action Type (For Program Use)		
Indicate the corrective action for each service(s) with the date action was completed.		
If Correction - Date Edited/Deleted Service in SanWITS	If Repayment - Date Completed Payment Recovery Form Sent to SUD BU	Comments

- NEW - Update SanWITS encounter to include disallowed status and reason for disallowance. (see example)
 - Reason for disallowance should match the *Reason Code* column on the Billing Summary document.

The screenshot shows an encounter form for 'Group Counseling OS'. The 'Disallowance Reason' dropdown menu is open, showing four options: (1) Claimed reimbursement for a service not rendered, (2) Claimed reimbursement for a service at an uncertified location, (3) Same day billing not consistent with DMC-ODS Same Day Matrix, and (4) Residential Bed Day does. The 'Disallowed' checkbox is checked, and the 'Billable' status is set to 'Yes'.

- Return completed Billing Summary document to QM staff via email within required timelines (14 days).
 - Include any communication with the BHS Billing Unit or Payment Recovery forms that were not shared with QM Staff initially.