DISALLOWED SERVICES: Corrective action steps

- Review Billing Summary document for services disallowed.

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<th>Disallowed Services</th>
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<td>Provide information for each service(s) in the identified columns below.</td>
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- Chart #: | Client #: | Rendering Staff Initials | Date of Service | Type of Service | # of Services | Total Time in Minutes (only enter number) | Payor Source (DMC or County) | Reason Code |
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- 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.

- 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.

- 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.