DISALLOWED SERVICES IN SANWITS:
Steps to follow when a service is disallowed.

- Open client’s treatment episode
- Locate the encounter identified as disallowed and apply one of the four options below:
  
  **Option 1** – Encounter has not been released
  - Note Type field – should say “Non Billable”
  - Billable field – Should say “No”
  - Medi-Cal Billable field – Should say “No”
  - Finalize the encounter

  **Option 2** - Encounter has been released, but not batched
  - Reject back to encounter
  - Follow steps above in option 1 to correct

  **Option 3** – Encounter has been released, batched and submitted to the Clearing House (outpatient) or Government Contract (residential) but not billed
  - Contact the Billing Unit for assistance with backing out the disallowed claims.

  **Option 4** – Encounter has been released, batched, and billed
  - Follow steps for Payment Recovery Process located in the Billing Manual located on the Optum website.

Billing Unit Contact Information: ADSBillingUnit.HHSA@sdcounty.ca.gov