

PROVIDER MEMO

To: Santa Clara Family Health Plan Providers
From: Provider Network Operations
Date: December 22, 2022
Subject: Balance Billing Reminder

Dear Santa Clara Family Health Plan Providers,

This memo serves as a reminder to all providers that balance billing Medi-Cal beneficiaries is prohibited by federal and state law. Medi-Cal beneficiaries should not pay for physician visits and other medical care when they receive covered services from a provider in their provider network. This means beneficiaries cannot be charged for co-pays, co-insurance, or deductibles. This applies to both Medicare and Medi-Cal providers.

Billing Medi-Cal beneficiaries violates Federal law as outlined in section 1902(n)(3)(B) of the Social Security Act, as modified by section 4714 of the Balanced Budget Act of 1997. This section of the Act is available at: http://www.ssa.gov/OP_Home/ssact/title19/1902.htm. Protections are also found in California Welfare and Institutions Code section 14019.4. MCPs are responsible for ensuring that contracted providers adhere to appropriate billing practices and do not charge beneficiaries. DHCS does review billing practices as a component of the Annual Medical Audit. Violation of billing practices may lead to enforcement actions, including sanctions.

SCFHP is sharing this reminder with our providers to ensure that balance billing does not occur. If balance billing is discovered or suspected, DHCS requires that MCPs work with their providers to provide appropriate training to ensure compliance with state and federal laws.

Thank you for your ongoing partnership.

Any questions can be directed to ProviderServices@scfhp.com.

Santa Clara Family Health Plan's Provider Network Operations Department.