



BLOCK BILLING WITH LOCATION CODES AND NON-BILLABLE SERVICE CODES

All staff must understand how services are claimed and know that some services are not claimable. Non-reimbursable codes and certain location codes block the service from being billed. Progress notes entered into the medical record result in claims for service unless one of the following codes is selected.

NON-BILLABLE SERVICE CHARGE CODES

DIRECT CLIENT CARE UNCLAIMABLE (55) AND UNCLAIMABLE GROUPS (550) are the codes used for services provided to clients and their families that are not claimable to Medi-Cal. These services are meant to include the wide variety of services deemed necessary for recovery and resiliency, but not reimbursable as mental health or other claimable clinical services. This category is intended to permit flexibility in treatment planning on the part of clinical teams and to promote the adoption of recovery-based services to individual clients. These services may be documented by all members of the clinical teams working with clients. Unclaimable services include:

- Transportation of client
- Leaving or listening to voicemail messages and sending/receiving faxes or emails
- Scheduling appointments
- Interpretation/Translation only (without a service)
- Assistance provided to family members seeking needed services for him/herself
- Ongoing Rep-Payee functions such as requesting checks
- Letter excusing client from jury duty/testifying, waiting in court
- Closing a chart (transfer of case could be Case

Management or Plan Development)

- Writing a discharge note
- Reviewing and preparing records for an authorized release
- Walking groups, smoking cessation groups, etc.

Please review a more comprehensive list of non-billable services/activities on p. 21 of this manual.

LOCATION LOCKOUTS

The setting in which an individual resides may make services non-reimbursable. Once the location is entered, our information system will “lock out” the claim from billing. The following locations are blocked from billing:

26.5 OUT-OF-STATE (Client’s location)

IMD (Client’s location)

JAIL/YOUTH SERVICES CENTER (Client’s location)

MISSED VISIT (No Show/Client not at home)

PSYCHIATRIC HOSPITAL (Client’s location - billing blocked unless Case Management for placement/discharge planning)

REDWOOD HOUSE (Client’s location - billing blocked unless Medication Support or Case Management)

When determining which location type to code: (*See p. 23 for examples)

- first consider where the client is located,
- then consider your location.





LOCATION TYPES

26.5 Youth Out-of-State

Age-Specific Community Center

Client’s Job Site

Faith-Based

Field Location away from the clinician’s usual place of business.

Health Facility/PCP/SNF Primary care or general health care provider, including services to patients in a medical bed in a hospital, emergency room, and public health clinic

Home – Private residences, hotels

Homeless Shelter - Services provided at the shelter

IMD/MHRC (Client’s location)

Jail/Youth Services Center (Correctional Facilities – Client’s location here supersedes clinician’s location.) Exception: Clients on GPO (general placement order) are not counted as being in a “Correctional Facility.” If client is on GPO (general placement order) use GPO - Jail/Youth Services Center.

Missed Visit

Mobile Service

Non-Traditional Location

Office - A clinician’s assigned work site/clinic. Does not include phone.

Other Community Location - formalized community meeting areas

PES (Psychiatric Emergency Services)

Phone does not include video conferencing or voicemails (see below)

Psychiatric Hospital Inpatient – (Client’s location here supersedes clinician’s location)

Redwood House/Serenity House (Medsup/Casemgmt). This is billable.

Redwood House/Serenity House (Billing Blocked)

Residential Care- Adults/Licensed Community Care Facility

Residential Care- Children/Residential Care Facility

School Not TDS staff, TDS uses “Office”

Skilled Nursing Facility – Psych

Telehealth “Telemedicine”- Video Conference with client

Voicemail/Fax/Email (Billing Blocked)

EXAMPLES

Senior Center, Teen drop-in center.

VRS, Safeway, Longs

Church, temple, mosque.

Coffee shop

Fair Oaks Clinic, Edison Clinic, Daly City Clinic, Willow Clinic, ER

Belmont Studios, Industrial Hotel

Spring Street Shelter, Maple St.

Cordilleras, 3rd floor

Maguire Facility/ Jail, Youth Services Center (non-GPO),

Camp Kemp

All “No Shows” in all locations

Mobile Clinic

Park bench, on street, under bridge,

All county clinics, TDS sites

Friendship Center, Heart & Soul, Pyramid Alternatives

Client’s Location

Phone

Client’s Location 3AB, Mills-Peninsula, St. Mary’s

Client’s Location

Client’s Location

Cordilleras Suites, Hawthorne House, Wally’s Place, WRA

COYC, Foster homes, Receiving Home

K-12

Client’s Location

Video conferencing

Receive or send voicemail, email or fax

