



CBO DISPATCH

The “B” means BUSINESS

CBO Dispatch No.: NGA 15-005

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CLIENT PAYMENT PLANS



Collecting payments for services rendered is imperative. Payments can be collected from third party payers such as private insurance, Medicare, or Medi-Cal, and from the clients themselves. Clients are billed based upon the information obtained during financial screening and captured on the Payer Financial Information (PFI) form by each provider’s financial operations staff. As a reminder, the State requires all clients to be financially screened to determine who, or which guarantor, will pay for the rendered service and determine the client’s ability to personally contribute to paying for their services. Clients are billed based on the information that is collected on the PFI. Please note that once LIVE in the Integrated Behavioral Health Information System (IBHIS), contract providers must enter the information from the PFI into the client’s Financial Eligibility and Systemwide Annual Liability Form in IBHIS.

Clients determined to be able to contribute toward the cost of services have an annual liability. They should be informed of their responsibility at the time of determination and that all or a portion of the liability will be due after they have received a service. Financial operations staff should also inform clients, if necessary, that they may pay the annual liability amount on a payment plan. In general, these plans should not exceed **four (4) months** but may, in some cases, be as long as **six (6) months** with sufficient justification. Program staff must use the most recent version of the PFI dated 02/11/2011, which limits the payment plan to six (6) months. Providers putting clients on payment plans should also require the client or responsible party to sign an agreement to the payment plan.

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|----|---|------------------|----------------------|---------------------------|-------------------------------|
| 22 | Number Dependent on Adjusted Monthly Income (Client included) | ANNUAL LIABILITY | ANNUAL CHARGE PERIOD | Payment Plan \$ | Permits a maximum of 6 months |
| | | | FROM TO | per month for 1 2 3 4 5 6 | |

The PFI is available online at http://lacdmh.lacounty.gov/hipaa/documents/PFI_Rev20110211.pdf.

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If you have any questions or require further information, please contact CBO at (213) 480-3444 or RevenueManagement@dmh.lacounty.gov.



DOES NOT APPLY TO FEE-FOR-SERVICE PROVIDERS

