

AUGUST 2019

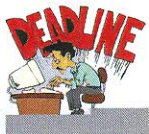
COUNTY OF LOS ANGELES/DEPARTMENT OF HEALTH SERVICES (DHS)
PHYSICIAN REIMBURSEMENT PROGRAM

**PHYSICIAN REIMBURSEMENT
ADVISORY COMMITTEE
(PRAC)**



The Physician Reimbursement Advisory Committee (PRAC) is an advisory committee to the Los Angeles County Department of Health Services on matters related to the reimbursement of emergency and trauma care to private sector physicians. The membership consists of emergency and other specialty physician, surgeons and billing agents. The Department of Health Services established this committee to make recommendations on policies, procedures and rates for the reimbursement of physicians and to review appeals of rejected or denied claims.

**FISCAL YEAR (FY) 2018/19
CLAIMS SUBMISSION
DEADLINE REMINDER**



The deadline for submission of claims to AIA for FY 2018/19 with service dates from:

July 1, 2018 - June 30, 2019

is

October 31, 2019 at 5:00 P.M.

Do not wait until the October 31st claims submission deadline to submit claims.

Claims post marked after the October 31st deadline will be returned to the provider and will not be considered for payment.

There are no exceptions to this deadline!

Note: In the event, claims are returned by the Post Office, save your envelope as proof of timely submission

AIA MAILING ADDRESS

American Insurance Administrators (AIA)
P.O. Box 17908
Los Angeles, CA 90017-0908



**PSIP ENROLLMENT
DOCUMENTS**



PSIP and PSIP/Trauma documents are now available. Providers and billing companies can obtain the documents from either the:

**American Insurance Administrators (AIA)
website at:**

www.aialapsip.com

or the

**Los Angeles County
website at:**

www.ladhs.org/ems

**PAYMENTS/
REMITTANCE ADVICE (RA)**

R/A's are mailed out the same day of the warrant issue date. Please allow 10 working days from warrant/check issued before requesting a copy.

AIA HOTLINE

For questions regarding payments, timely filing, claim status or handling, please contact AIA via the Physician Claims Hotline: **(800) 303-5242** or by e-mail at PSIP@MAPINC.COM



AUGUST 2019

COUNTY OF LOS ANGELES/DEPARTMENT OF HEALTH SERVICES (DHS)
PHYSICIAN REIMBURSEMENT PROGRAM

**UPDATING PROVIDER
CONTACT INFORMATION**

AIA MUST BE NOTIFIED



UPDATE YOUR
CONTACT INFO

Providers whom have recently moved office locations, changed their provider group name, changed billing auditor, changed billing companies **shall submit these changes on the provider's current letterhead and fax to:**

American Insurance Administrators (AIA)
Attention: Enrollment
FAX # (562) 692-8689

Change of Office Location

If the provider has moved their office location submit the following:

- ▶ New address
- ▶ New telephone no.
- ▶ New fax no.

Change in Billing Company

If provider has changed their billing company or gone out of business submit the following:

- ▶ Billing co. name
- ▶ E-mail address
- ▶ Mailing address
- ▶ Telephone no.
- ▶ Fax no.
- ▶ Contact name
- ▶ Former billing co. and contact name

Updating Expired Physician License

If provider has renewed their license:

- ▶ Fax a copy of the updated license

Change in Billing Auditor

If provider has changed their billing auditor, DHS and AIA should also be notified of this change by providing:

- ▶ Name of new Billing auditor
- ▶ Billing auditor's telephone number
- ▶ Billing auditor's e-mail address

The fax number for Department of Health Services is:

FAX # (562)-378-1021
Attention: PSIP Auditor

Submitting current and accurate information will avoid any delays in receiving future payments.

**PHYSICIAN AUDITS
DOCUMENTATION IS THE KEY**

Billers should accurately document and comply with the following audit requirements such as:



- ▶ Document that 2 statements were sent to the patient within 3 months before submitting claim
- ▶ Document and screen that all possible payment sources have been billed and show that no reimbursement of any portion will be received
- ▶ Documentation must show follow-up and final resolution on possible third party coverage
- ▶ Document all information if contacted by an attorney (if applicable)
- ▶ Document all payments
- ▶ County must be notified within 60 days if payment is received from another payor source other than the County