

APRIL 2024

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.

AIA HOTLINE



For questions regarding claim status or handling, please contact AIA via the Physician Claims Hotline at:
(800) 303-5242

CLAIMS DEADLINE REMINDER FISCAL YEAR (FY) 2023/24

The deadline for submission of claims for Fiscal Year (FY) 2023/24 service dates from July 1, 2023 through June 30, 2024) is:

October 31, 2024 at 5:00 P.M.

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!

In the event, that claims are returned to you (prior to the deadline) by the Post Office, save your envelope as proof of timely submission).

Claims Mailing Address

PSIP claims can be mailed to:
American Insurance Administrators (AIA)
P.O. Box 17908
Los Angeles, CA 90017-0908
Attention: PSIP CLAIMS

NOTIFYING AND REFUNDING THE COUNTY



If after receiving payment from the County, physician is reimbursed by a patient or a responsible third party, physician, or the physician's billing company, shall notify the County within 60 days of receipt of the payment (see address below) in writing, and reimburse the County the amount received from the County.

Make Refund Check Payable to:
**County of Los Angeles/
Department of Health Services**

Refund checks should be accompanied by:

- a copy of the Remittance Advice, and
- a specific explanation for the refund, (e.g., received payment for services from Medi-Cal, etc.)

Submit Notification and/or Refund to:
**Los Angeles County/
Department of Health Services
Finance – Special Program Funds
1000 S. Fremont Avenue
Unit 8, Bldg. A11, 2nd Fl. South, Suite 1200
Alhambra, CA 91803**

CLAIMS APPEAL

When appealing a claim, make sure all documents requested (e.g., reports, path reports) are submitted with a HCFA/CMS 1500, and a copy of the rejected or denial letter.

REIMBURSEMENT ISSUES

Physicians who would like a reimbursement issue reviewed should forward requests or recommendations to:

L.A. County EMS Agency/PRAC
10100 Pioneer, Suite 200
Santa Fe Springs, CA 90670
Attention: Reimbursement Coordinator

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SUBMITTING CHANGE OF NOTICE FORM AIA Must Be Notified



UPDATE YOUR CONTACT INFO

Providers must complete and submit a Change of Notice Form and provide supporting documents to American Insurance Administrators (AIA) when any change in the physician information occurs (e.g., office address change, billing company change).

Updated Physician License

A current copy of the physician's license must be on file. If a current copy of the physician's license is being submitted check:
 Updated Physician License box.

Change of Notice Form and documents can be **faxed to:**

(562) 692-8689

Attention:

AIA-PSIP Physician Enrollment Department
or by **email to:**

AIALAPSIP@MAPINC.COM

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

If you have any further questions on completing the Change of Notice Form, please contact AIA via the Physician Claims Hotline at:

(800) 303-5242

or by email to:

AIALAPSIP@MAPINC.COM

Physician Services for Indigent Program (PSIP) Billing Training Workshops

Providers interested in scheduling a Physician Services for Indigent Program (PSIP) Reimbursement workshop for personnel that need assistance in form



completion and submission can contact Marta Contreras of American Insurance Administrators (AIA) at: marta@mapinc.com.

This workshop will cover the following:

- Submission of Program Enrollment Forms
- Claim Reimbursement Period

Physician Services for Indigent Program (PSIP) Billing Training Workshops

- Billing Procedures
- Claim Appeals
- Payment and Notifications
- Program Audits

PSIP Payments through Direct Deposit

There is an option for providers to sign up to receive their warrant by direct deposit.



Should you consider direct deposit, the following link to the website is provided for you to sign up at:
<https://directdeposit.lacounty.gov>

You'll need to create a vendor code and give a TIN so you can log in.

We only accept one of these 3 documents:

1. A voided check
2. Recent bank statement (dated within the last 3 months).
3. Recent bank verification letter (dated within the last 3 months).

Noted: the bank verification letter is a letter from the bank, and it must confirm the bank account holder's name, address, account number, routing number, and account type (either checking or saving).

In addition, the letter must be using the bank's original letterhead, signed by the bank representative, with his/her name, title, contact number, and bank's address.

If you have any further questions, please contact:

disb.directdeposit@lacounty.gov