

## **Changes to FY15 Billing Guide**

### **Pg. 4- Payment by client.**

#### **Changed from**

- The Department of Health mails a bill each month to clients with any unpaid balance.

#### **To**

- The Department of Health mails a bill to clients based upon below
  - Quarterly bills are mailed for accounts with a balance between \$5 and \$24.99.
  - Monthly bills are mailed for accounts with a balance \$25 and greater.
  - Bills are not sent for "confidential services", regardless of account balance.

### **Pg. 5 Delinquent Accounts**

**Changed-** first bullet from 120 to 90

#### **Delinquent Accounts**

- We consider an account delinquent if a payment balance is still due 90 days after the charge activity or after the most recent payment made (whichever is later).

### **Page 10 Immunizations**

**Added** to second bullet "at no charge"

#### **Is there a fee?**

- State Supplied Vaccine is available at no charge to those who qualify.

### **Page 11 Refugee Health**

#### **Is there a fee?**

**Removed** "Immunizations plus" from first bullet

**Added** "State Supplied Vaccine is available at no charge to those who qualify."

## Page 13 WIC/Nutrition

### Removed

#### Is there a fee?

- There are fees for clinic-based Medical Nutrition Therapy services.

#### How is the fee paid? (Medical Nutrition Therapy)

- Full payment, co-pay or sliding scale percentage is the responsibility of the client or client guardian.
- BCDH currently participates with Medicaid, Medicare, Blue Cross Blue Shield (except Blue Care), Cigna, UnitedHealthcare (except Managed Care Plans) and NC Health Choice.
- BCDH will bill other third party payers, only as a courtesy. The client is ultimately responsible for any uncovered charges (i.e., out-of network or out of network charges).

### Changed

#### Program policies to note?

WIC Program Eligibility Requirements

## Page 17 Guidelines for Determining Eligibility for Sliding Fee Scale

### Removed/added in red below-

#### When does the Sliding Fee Scale discount NOT apply?

- for insurance co-payments ~~or deductibles~~
- for certain service charges, including:
  - **Pharmaceutical** charges for **Foreign Travel** medications
  - **Environmental Health** services
  - **Immunization** services, ~~except post exposure rabies injections that use State-supplied vaccine~~
  - **Refugee** services
  - **Medical Records** copies
  - certain other "Miscellaneous" services