

Changes to FY14 Department of Health Billing Guide (highlighted in yellow)

Page 4-Fees

- As a courtesy to clients, we may bill non-participating third party payers for medical services provided. The client is ultimately responsible for any uncovered charges (i.e., out-of-network and deductibles).

This was also added in other sections on page 10 and 13.

Page 5-Account Collections and Delinquent Accounts

Added types of payments accepted on page 5

Payments Accepted

- Cash
- Credit Cards (MasterCard, Visa, American Express, and Discover)
- Debit Cards
- Personal Checks
- Business Checks for business transactions
- Money Orders
- Cashier Checks
- Monetary donations shall be accepted and considered payment on an account balance.

Added to the Exception clause listed under Service Consequences for Delinquent Account-

Exception: Any client who has Medicaid coverage will not be denied services because of an unpaid account balance. No Family Planning or STD client will be denied services because of the inability to pay or for an unpaid account balance.

Page 10- Immunizations

Changed second bullet under **Is there a fee?** -State Supplied Vaccine is available to those who qualify.

Clarified that sliding fee scale for Rabies treatment is for **Post** exposure treatment only.

Page 12- TB

- Client fees may be associated with non-routine TB testing (i.e., T-SPOT that is only available to certain clients).

Page 17- Guidelines for Determining Eligibility for Sliding Fee Scale per State Consultant

- If a Family Planning client has no proof of income, any charge will be based on the amount of **income reported** by client statement.

Page 20- Appendix 2- Service Fees

The Department of Health's charges for Medical Record **and Environmental Health Record** copies are within the limits set by North Carolina state law