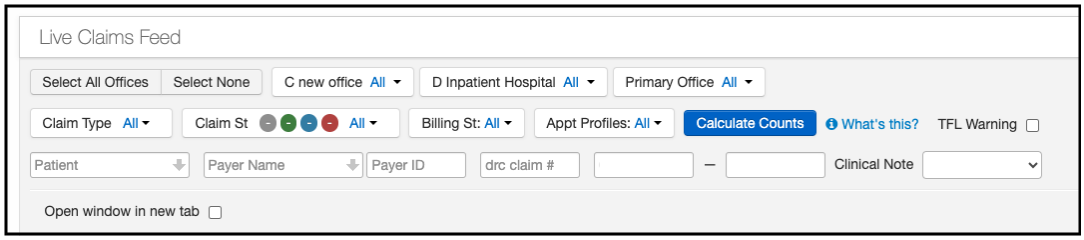
Billing emergency services to Medi-Cal

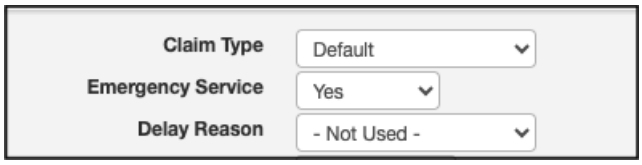
Last modified on 12/18/2024 1:18 pm EST

When billing emergency services to Medi-Cal (payer ID SKCA0), a specific box in the patient's appointment needs to be updated so the appropriate character will populate in box 24C on the HCFA and your claim will not be rejected. Source

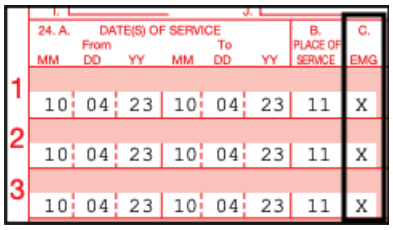
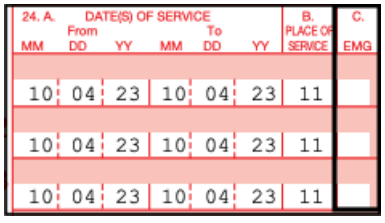
1. Navigate to **Billing > Live Claims Feed**
2. Pull up the patient's appointment using their name, date of birth, DrChrono claim ID number, or date of service.



3. While inside the appointment, there is an option on the top right of the screen to designate the claim as emergent. The drop-down "Emergency Service" will allow you to select **yes** or **no**.



4. Selecting Emergency Service **Yes** will place an X in box 24C on the HCFA 1500 form.



5. Selecting Emergency Service No will leave box 24C on the HCFA 1500 form blank.