Billing emergency services to Medi-Cal

09/16/2024 3:41 pm EDT

When billing emergency services to Medi-Cal (payer ID SKCAO), 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 for it. Source

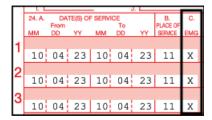
- 1. Navigate to Billing > Live Claims Feed
- 2. Pull up the patient's appointment using their name, date of birth, DrChrono claim ID number, or date of service.



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.

24. A.	DATE(S) OF SERVICE					В.	C.
ММ	From DD	YY	ММ	To DD	YY	PLACE OF SERVICE	EMG
10	04	23	10	04	23	11	
10	04	23	10	04	23	11	
10	04	23	10	04	23	11	