

Billing emergency services to Medi-Cal

Last modified on 03/19/2026 10:36 am EDT

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.

The screenshot shows the 'Live Claims Feed' interface with various filters and a 'Calculate Counts' button. The filters include 'Select All Offices', 'Select None', 'C new office All', 'D Inpatient Hospital All', 'Primary Office All', 'Claim Type All', 'Claim St All', 'Billing St: All', 'Appt Profiles: All', 'Patient', 'Payer Name', 'Payer ID', 'drc claim #', and 'Clinical Note'. There is also a 'TFL Warning' checkbox and a 'What's this?' link.

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**.

The screenshot shows a form with three dropdown menus: 'Claim Type' set to 'Default', 'Emergency Service' set to 'Yes', and 'Delay Reason' set to '- Not Used -'.

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

| | 24. A. DATE(S) OF SERVICE | | | | | | B. PLACE OF SERVICE | C. EMG |
|---|---------------------------|----|------|----|------|----|---------------------|--------|
| | From | To | From | To | From | To | | |
| | MM | DD | YY | MM | DD | YY | | |
| 1 | 10 | 04 | 23 | 10 | 04 | 23 | 11 | X |
| 2 | 10 | 04 | 23 | 10 | 04 | 23 | 11 | X |
| 3 | 10 | 04 | 23 | 10 | 04 | 23 | 11 | X |

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

| | 24. A. DATE(S) OF SERVICE | | | | | | B. PLACE OF SERVICE | C. EMG |
|--|---------------------------|----|------|----|------|----|---------------------|--------|
| | From | To | From | To | From | To | | |
| | MM | DD | YY | MM | DD | YY | | |
| | 10 | 04 | 23 | 10 | 04 | 23 | 11 | |
| | 10 | 04 | 23 | 10 | 04 | 23 | 11 | |
| | 10 | 04 | 23 | 10 | 04 | 23 | 11 | |