

# Billing emergency services to Medi-Cal

09/16/2024 3:41 pm 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 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.

The screenshot shows the 'Live Claims Feed' interface. At the top, there are buttons for 'Select All Offices' and 'Select None'. Below these are several dropdown menus: 'C new office' (set to 'All'), 'D Inpatient Hospital' (set to 'All'), and 'Primary Office' (set to 'All'). There are also dropdowns for 'Claim Type' (set to 'All'), 'Claim St' (with colored indicators), 'Billing St' (set to 'All'), and 'Appt Profiles' (set to 'All'). A blue 'Calculate Counts' button is present, along with a link 'What's this?' and a 'TFL Warning' checkbox. Below these are search fields for 'Patient', 'Payer Name', 'Payer ID', 'drc claim #', and 'Clinical Note'. At the bottom, there is an 'Open window in new tab' checkbox.

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 section of the appointment 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 an X in box 24C on the HCFA 1500 form.

	24. A. DATE(S) OF SERVICE						B. PLACE OF SERVICE	C. EMG
	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
	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	

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