Avatar Billing Bulletin
Foster Care (FC) Clients with Other Health Coverage (OHC) Workflow Change
Mental Health Treatment Programs

July 20, 2021

Who is impacted?
Foster Care children and youth with other health coverage (OHC) information.

What is happening?
A new workflow will be implemented to improve the current process for removing the OHC indicator for Foster Care youth with Medi-Cal. This process will allow services to bill directly to Medi-Cal for timely reimbursement.

When does this take effect?
This will be prospective from July 20, 2021.

How does this impact your program?
The new workflow will require Clinic and Billing Staff to coordinate with each other as follows:

Clinic Staff
- Whoever completes the Episode Guarantor Information (EGI) form will enter a note to remove OHC in the EGI Comment Box.
- A new EGI needs to be submitted (a) when a new episode is opened (b) whenever there is a change in the coverage information; and (c) annually thereafter.

BHS Billing Staff
- Whoever processes EGI will verify OHC information and complete the ‘OHC Removal Form’ on the DHCS website.

Need Additional Support?
For questions regarding accessing the report, please contact the Avatar Help Desk at 415-255-3788 or via e-mail at avatarhelp@sfdph.org
For questions regarding Foster Care Clients with OHC, please contact Nanalisa Rasaily at 415-255-3610 or nanalisa.rasaily@sfdph.org