



**City and County of San Francisco  
Department of Public Health**

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Mayor

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**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.
- Add a new column for 'OHC Removal' in FC Monthly Report/Excel File.

**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](mailto:avatarhelp@sfdph.org)

For questions regarding Foster Care Clients with OHC, please contact Nanalisa Rasaily at 415-255-3610 or [nanalisa.rasaily@sfdph.org](mailto:nanalisa.rasaily@sfdph.org)