

# Visit Services Contract Billing Instructions

## Contract Amendment Changes

Visit Services no longer needs to have the billable time rounded. The contract amendment removes the time rounding instructions and allows you to bill for your actual time spent working.

## Visits Service billing form (effective 7/1/14)

The updated billing form has the following changes:

- PCV Initial Intake has been added to both tabs for parent-child visits, allowing for 2 hours of reimbursement for phone calls and the initial parent-child visit to determine how to best serve the family.
- The payment for the Sibling Visit Initial Intake has been reduced from 3 hours to 2 hours to match the new contract terms.
- Cell V30 on the sibling visit tab has been changed to show the correct limit for Activity Fees as \$7.03 which is what CA has been paying.
- Please contact your regional fiduciary designee with any questions.

**General Instructions** -- Complete billing form on a monthly basis and include the following information:

- The date services were provided.
- Information relating to service eligibility.
- Send all billing electronically by secure email to your regional fiduciary designee.
- All billing must be received within sixty (60) days of service.
- Mail in to the regional fiduciary designee the "Visit Services Monthly Billing Total Page" which is the last page of the billing form with your signature. Attach to the "Visit Services Monthly Billing Total Page" all receipts for claimed ancillary billing or sibling visit activities.
- The Contractor shall not bill separately for visitation time for children visiting together. For example, three (3) siblings visiting a parent shall be billed for one (1) family not three.
- The Contractor shall not bill for Parent Child Visits and Sibling Visits services which occur simultaneously.

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**Billing Form Instructions** -- There are four (4) tabs to the billing form.

**Less than 15** – This tab is for billing of children you served who are in a Children's Administration placement for **less** than 15 months.

- Original Placement Date (OPD) can be found on the referral form.
- Always bill under the child with the oldest OPD and list subsequent children's names in the comments section of that same line.
- When there is more than one transporter who transports multiple children to one visit, bill for each transporter separately, using the child with the oldest

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OPD in each vehicle and subsequent children in comments section if applicable.

- You can bill up to 2 hours for the initial assessment calls and visit ONLY- to assess needs and plan for subsequent parent-child visits. You will also be paid separately for the actual transportation time for the initial visit.

**More than 15** - This tab is for the billing of children you serve who are in a Children's Administration placement **more** than 15 months.

- Same instructions as Less than 15 OPD above.

**Sibling Visits**- This tab is for billing of children who visit with siblings, when **no** parent is present.

- Always bill under the child with the oldest OPD.
- List ALL children participating in the visit on SEPARATE LINES along with their person ID number. This allows you to claim up to \$7.03 activity reimbursement per child per visit up to two visits monthly.
- You can bill up to 2 hours for the initial assessment calls and visit ONLY- to assess needs and plan for subsequent sibling visits. You will also be paid separately for the actual transportation time for the initial visit.
- When there is more than one transporter who transports multiple children to one visit, bill for each transporter separately, using the child with the oldest OPD in each vehicle.

**Total** – This tab is a summary of the first three tabs and is to be signed and sent with any receipts for claimed ancillary billing or sibling visit activities

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### Common Questions & Answers

Q: Do we list children differently when billing for Parent/Child visits vs. Sibling visits?

A: Yes, when billing for Parent/Child visitation the child with the oldest OPD is the primary child listed then list subsequent children's names in the comments section of that same line. For sibling visitation billing ALL children are listed on separate lines beginning with the oldest child/OPD first and must include their person ID number.

Q: How do I document sibling activity reimbursement? The contract and billing form says that the activity reimbursement is limited to \$7.03 per child/ per visit up to twice monthly.

A: On the Sibling Visit Tab, Column V you are able to document the activity fee. You must submit a receipt with your end of the month "Visit Services Monthly Billing Total Page".

Q: The billing form has a column for "Initial Intake (2hrs)" on each tab. What is this column used for?

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A: The initial sibling or parent child visit allows you to bill for up to two hours for the time you spend assessing and planning for the needs of the sibling or parent child visit. This time is for phone calls to gather information and work out logistics with all participants. There must also be a face-to-face visit done with the parent and children, or with the sibling group. That initial session does not need to be as long as the subsequent regular visits.

Q: How do I bill when a visit is cancelled and the driver is already en route? The billing form only calculates for the cancellation/no show time, not the driver time.

A: Select no show and then enter your time for the transport to and from and any wait time. You would not use cancellation in this instance. The cancellation option is intended to compensate the provider for the inconvenience in notifying all of the participants due to the parent canceling the visit with less than 24 hours' notice. . Once the transport has started it is a no show.

Q: How do I bill when I did not receive notice of the cancellation in time and actually went to the visit?

A: If you actually went to the visit site you are compensated for your transport time. This should **not** be recorded as a cancellation it should be a no-show.

Q: How much can I bill if I arrive early to a visit?

A: If you transport a child and you are early to a visit, you may bill up to thirty (30) minutes for time spent waiting for the visit to begin.

Q: What if there are multiple transporters for the same visit?

A: Document on the first line of the billing form the child with the oldest OPD in the child column. Then list all other children involved in the visit in the comments section on the same line.

On each subsequent line, indicate that "transportation only" is provided:

- List the staff name; the date of the visit; transportation time and any billable ancillary transportation costs.
- List all the children transported *by that staff* in the comments section.

Q: How do we bill for sibling visits?

A: List the transportation and supervision in one line under the name of the child with the oldest OPD. List only the other siblings and person ids in the following lines. Leave a space between sibling groups

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Q: Can a paper copy be sent for billing?

A: All billing for visit services must be submitted electronically using secure email. You only mail the signed "Visit Services Monthly Billing Total Page with any receipts for claimed ancillary costs or sibling visit activities attached.

Q: Can I automatically get two (2) hours for no shows?

A: Contractors can only bill for the time they actually waited and no longer than 2 hours.

Q: Why does line 7 of the parent-child tab and line 5 of the sibling tab reflect a rate different than the contracted rate of \$24.49?

A: The rate is \$24.49; the rate you see on lines 5 & 7 are only for the fiduciaries to facilitate paying through FamLink. The contract pays by tenths of an hour but FamLink does not allow for fractional units so the document converts the amount payable to whole units but must adjust the rate in order to pay the correct amount as calculated by the worksheet. In the past we simply rounded the units up and paid a higher amount.