SUPT Services - ODS Waiver All Other
Medi-Cal Denials Workflow

Service Provider	BHS Avatar Billing Team	State of CA (DMH, ADP)

Service Provider:

- Enter new services via Client Charge Input form to process replacememts
- Complete and submit "Claims Correction Spreadsheet" for replacements
- Submit a replacement invoice to program
- Review clients ledger (SAC) and Phase II denials by posting date

BHS Avatar Billing Team:

- Process replacements
- Close charges on the new service
- Attach it to the original claim #
- Rebill the new services
- Generate 837 file to claim the voids to the State of CA
- Compile and post services on the 835 file
- Replacements approved? Delete original services

State of CA (DMH, ADP):

- Adjudication of 837 file
- 835 file generated after the adjudication of 837 file