

DISALLOWED SERVICES IN SANWITS:

Steps to follow when a service is disallowed.



- Open client's treatment episode
- Locate the encounter identified as disallowed and apply one of the four options below:
 - Option 1** – Encounter has not been released
 - Note Type field – should say “Non Billable”
 - Billable field – Should say “No”
 - Medi-Cal Billable field – Should say “No”
 - Finalize the encounter
 - Option 2** - Encounter has been released, but not batched
 - Reject back to encounter
 - Follow steps above in option 1 to correct
 - Option 3** – Encounter has been released, batched and submitted to the Clearing House (outpatient) or Government Contract (residential) but not billed
 - Contact the Billing Unit for assistance with backing out the disallowed claims.
 - Option 4** – Encounter has been released, batched, and billed
 - Follow steps for Payment Recovery Process located in the [Billing Manual](#) located on the Optum website.

The screenshot displays the SANWITS system interface for an encounter. Key elements include:

- Note Type:** Non Billable (highlighted with a red box)
- ENC ID:** 527229
- Program Name:** DMC Billing Test Facility/ODS 3.1 RES : 6/1/2018 -
- Service:** Residential Bed Day 3.1 RES
- Service Location:** Residential Substance Abuse TX Facility
- Start Date:** 7/31/2018
- Billable:** No (highlighted with a red box)
- Medi-Cal Billable:** No (highlighted with a red box)
- Diagnoses for this Service:** Primary: F10.21-Alcohol dependence, in remission(ICD)
- Administrative Actions:** Delete, Finalize Encounter

Billing Unit Contact Information: ADSBillingUnit.HHSA@sdcounty.ca.gov