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.

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

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