

## Tip Sheet for CCare Clinics

Is a client eligible for the RH Access Fund?

Can we bill the RH Access Fund for their family planning services?

| CIRCUMSTANCE       |   | IS THE CLIENT ELIGIBLE? | CAN WE BILL THE RH ACCESS FUND?   | OTHER NOTES  |
|--------------------|---|-------------------------|---|--|
| Insurance Coverage | Client has private insurance (either on their own or through their parents) | Yes                     | Must bill insurance first, unless they've express need for confidentiality. | May balance bill the RH Access Fund the difference between what insurance paid and the RH Access Fund's reimbursement rate.  |
|                    | Client has OHP  | No                      | No  | This would be considered "double dipping" since one of the RH Access Fund's funding sources, CCare, is a Medicaid program.   |
|                    | Client doesn't know   | Maybe                   | Maybe   | Look to see if client has OHP – if they do, they do not qualify for the RH Access Fund. If they don't, they may qualify for the RH Access Fund but you should encourage them to enroll into OHP. |
| Income             | Teen doesn't know parents' income   | Maybe                   | Maybe   | Just count the <i>client's</i> income. If the client's income is 250% or below FPL they are eligible.  |
|                    | Teen's parents' income is more than 250% FPL                                | Maybe                   | Maybe   |  |

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| Income                | Client lives with roommate(s) and doesn't know their income(s).           | Maybe  | Maybe                           | Just count the <i>client's</i> income. If the client's income is 250% or below FPL they are eligible   |
| Citizenship           | Enrollee's citizenship status was not verified through the state process. | Yes  | Maybe                           | Contact the enrollee and request citizenship documentation, and/or submit a birth certificate request.<br><br>Once you have the documentation, update their Eligibility Database record. If the updated record indicates the client's enrollment is active, you may bill the RH Access Fund for the enrollee's family planning services. |
| Client did not enroll | Client declined to enroll   | Maybe, but client cannot be forced to enroll | No                              | Follow normal clinic practices   |
|                       | Client's income is over 250% FPL  | No   | No                              |  |

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| Client did not enroll                       | Client does not have reproductive capacity                                       | No                      | No                              | Follow normal clinic practices   |
|   | Client has OHP   | No                      | No                              | Bill OHP   |
|   | Error with Enrollment Form (e.g. not given chance to enroll, no signature, etc.) | Maybe                   | No                              | <b>DO NOT BILL THE CLIENT</b><br>Next time the client is in the office, correct the error and enter the corrected Enrollment Form into the Eligibility Database. If the updated record indicates the client's enrollment is active, you may bill the RH Access Fund for the family planning services they received during their enrollment period. |
| Client does not want their insurance billed | Client has private insurance (either on their own or through someone else)       | Maybe                   | If they are enrolled, yes       | If the client is enrolled in the RH Access Fund, complete the CVR and enter Explanation Code (or TPR code) "OT" in Section 17A.  |
|   | Client has OHP   | No                      | No                              | Bill OHP fee-for-service   |

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| Client does not want their insurance billed      | Client has both Private Insurance and OHP                                   | No                      | No                              | <p>Bill OHP</p> <p>Complete the CMS-1500 claim form entering <u>"N/C, Confidential"</u> in box 9.</p> <p>Mail the hard-copy claim to:<br/>Attn: Judy Brazier<br/>PSU Lead Worker, OHA/Claims<br/>500 Summer Street, NE E-44<br/>Salem, OR 97301</p> |
| Insurance paid separately for visit and supplies | <u>Total</u> paid by insurance is less than what RH Program would have paid | N/A                     | If client is enrolled           | <p>If the client is enrolled in the RH Access Fund, "balance bill" the RH Program the difference between what insurance paid and what the RH Program would have paid.</p> <p><b>DO NOT BILL THE CLIENT</b></p>                                      |