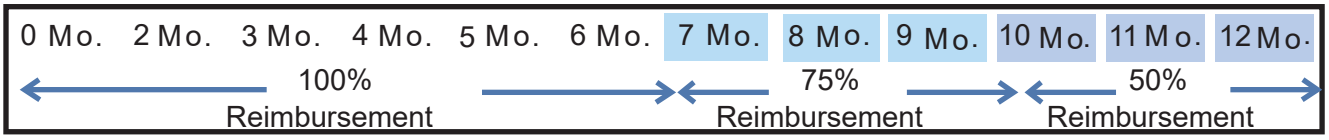
Claim Submission & Follow-Up Overview

SUBMISSION

The Fiscal Intermediary must receive original Medi-Cal or California Children's Services (CCS) claims within six months following the month in which services were rendered. Reimbursement rates are based on when claims are received.



* For more detailed information refer to the resource tables below.

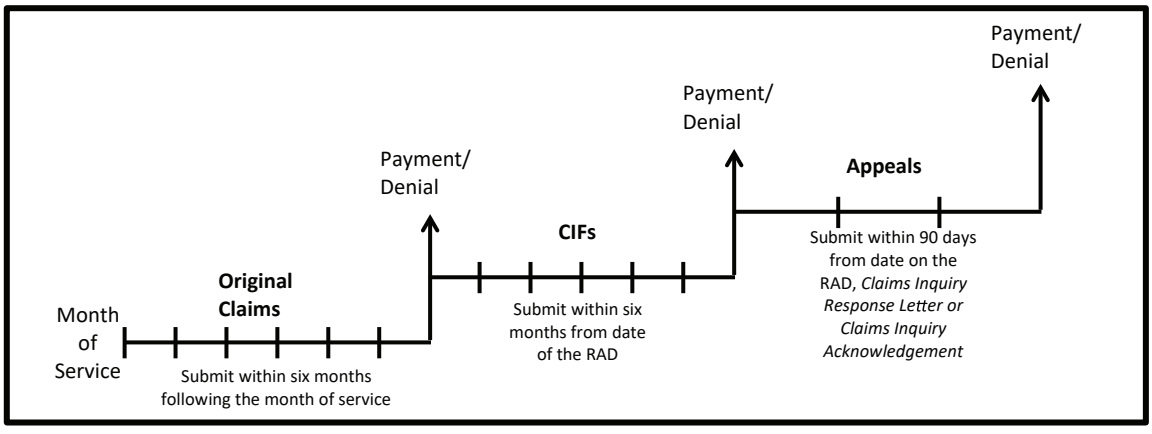
FOLLOW-UP

Claims may not meet Medi-Cal policy and may result in a denial.

Medi-Cal applies policy using a series of automated edits and audits. After these edits and audits are complete, the claim is adjudicated. Depending on the reason the claim denied, the provider may take one of the following actions:

If a Claim is:	Provider Follow-Up Options are:
Suspended	Rebill the claim
Denied	Rebill the claim
	Submit a *Claims Inquiry Form* (CIF)
	Submit an *Appeal Form*
	Contact the Telephone Service Center (TSC)

The timeliness guidelines associated with below:



SUBMISSION RESOURCES:

Medi-Cal provider manuals can be viewed on the Medi-Cal home page at *www.medi-cal.ca.gov.* These manual sections may be bookmarked for quick access.

Medi-Cal Provider Manual PART 1:

Claim Submission and Timeliness Overview **(claim sub)**

Medi-Cal Provider Manual PART 2:

CMS-1500 Submission and Timeliness Instructions **(cms sub)**

Payment Request for Long Term Care (25-1): Submission and Timeliness Instructions **(pay ltc sub)**

Pharmacy Claim Form (30-1): Submission and Timeliness Instructions **(pcf30-1 sub)**

UB-04 Submission and Timeliness Instructions **(ub sub)**

FOLLOW-UP RESOURCES:

Medi-Cal Provider Manual PART 1:

Appeal Process Overview **(appeal)**

CIF Overview **(cif)**

Remittance Advice Details (RAD) and Medi-Cal Financial Summary **(remit)**

Remittance Advice Details (RAD) and Reconciling Medi-Cal Payment **(remit and)**

Medi-Cal Provider Manual PART 2:

Appeal Form Completion **(appeal form)**

CIF Completion **(cif co)**

CIF Special Billing Instructions **(cif sp)**

CIF Submission and Timeliness Instructions **(cif sub)**

Remittance Advice Details (RAD) **(remit adv)**

Note: Printed versions of the online PDF RADs are adequate to submit as supporting documentation with Claims Inquiry Forms (CIFs) and Appeal Forms.