

Emergency Instructions on Voice Mail

The California Department of Managed Health Care's requires all healthcare providers to include the following specific information within their outgoing voice messages.

- 1) Confidentiality of Voicemail
- 2) Instructions for leaving messages based upon the urgency of the call
- 3) Expected timeframe for receiving a returned phone call

CHIPA randomly audits provider voicemail messages. If your voicemail does not meet the DMHC requirements, you will receive a notice asking you to update your message with the above requirements.

Sample Voice Mail, which meets DMHC requirements

You have reached the confidential voice mail for <provider name>. If you are calling regarding a life threatening emergency, please hang up and call 911. If this is not life threatening you may leave a message at the tone. Please be sure to include the spelling of your name and your telephone number with area code. Your call will be returned by 5:00 p.m. on the next business day. If you require assistance and cannot wait until the next business day, please press <prompt>, which will page me and I will return your call within four hours.

Updating Your Tax Identification Number (TIN)

When you change your Tax Identification Number (TIN), you must contact the Network Department at 1-800-779-3825 extension 5320.

You will be required to submit a revised W-9 form to the Network Department via fax at 1-877-349-1135 or by mail to 17100 Pioneer Blvd Ste 420, Cerritos, CA 90701.

Charging for No Shows / Late Cancellations

The CBHM/CHIPA Provider Agreement does not cover payment of services when a member does not show to a scheduled appointment or gives late notice for cancellation of the appointment.

In order to bill the member, you must have on file a financial agreement signed by the member or legal guardian, which advises regarding the terms of payment for a cancellation or no show. The timeframe for cancellation (e.g., less than 24 hours prior to appointment) and the specific amount to be charged (e.g., \$50) must be included.

Providers are strongly encouraged to only charge up to the CBHM/CHIPA contracted rate.

If you have questions regarding these updates, please contact the Network Department at 800-779-3825 Option 6.