



Mission Statement:

The Utah Office of Inspector General of Medicaid Services, on behalf of the Utah Taxpayer, will comprehensively review Medicaid policies, programs, contracts and services in order to identify root problems contributing to fraud, waste, and abuse within the system and make recommendations for improvement to Medicaid management and the provider community.

The Utah OIG accomplishes its mission through three key interactive teams:

Special Investigations Unit and Medical Review: This team performs post payment reviews, mandated reviews and investigates Medicaid payments to ensure compliance with policy.

Performance Audit: This team focuses on reducing waste, abuse, and fraud through preventive control audits and independent reviews of key Medicaid and related agency processes.

Policy, Training, Data Analytics: Provides critical tools necessary to identify and investigate fraud, waste, and abuse in the Medicaid system.

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BILLING MEDICAID PATIENTS

Medicaid Providers are prohibited from billing Medicaid patients except in certain circumstances: cost-sharing, spenddown, Primary Care Network, non-covered services, or broken appointments. For a provider to bill a patient outside of cost-sharing and spenddown, the provider must have an office policy that applies to all patients and in most situations, requires a written agreement. Providers cannot treat Medicaid patients differently from other patients of the practice.

Patients must be educated to know they must present their Medicaid or MCO card. Recipients must understand that if a provider declines to accept them as a Medicaid patient, they should seek a new network provider.

**Utah Office of Inspector
General of Medicaid
Services**

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Non-Covered Services

Medicaid providers may bill a Medicaid patient for non-covered services if four conditions are met:

1. Office-wide policy for billing all patients for non-covered services.
2. Patient is advised prior to receiving the non-covered service that Medicaid will not pay for the service.
3. Patient agrees to be personally responsible for the payment.
4. Agreement in WRITING between the Medicaid provider and the Medicaid patient to include details of the service and amount to be paid.

Broken Appointments

Medicaid providers may bill a Medicaid patient for a broken appointment if three conditions are met:

1. Provider has an established office-wide policy for acceptable cancellations.
2. Patient signed an agreement to pay for broken appointments.
3. Provider charges all patients for broken appointments.

Follow the Utah OIG

Valuable policy information and training material can be viewed at:

<https://oig.utah.gov/>
<https://www.facebook.com/UtahOIG>
<https://twitter.com/utahoig>

Medicaid or MCO Payment as Reimbursement in Full

A Medicaid provider who accepts a patient as Medicaid, Hospital Presumptive Eligibility or Baby Your Baby, must accept the Medicaid payment as payment in full. A provider who accepts a member enrolled by Medicaid in a Managed Care Organization (MCO) must accept the payment from the plan as reimbursement in full.

No Co-Payment For:

- Baby Your Baby
- Children's Health Insurance Program (Preventative Services)
- Child Health Evaluation and Care Members
- Under the age of 18
- Pregnant Women
- American Indians
- Alaska Natives
- Third Party Coverage (pending claims processing)
- Certain services: Family planning, immunizations, preventative care

Before collecting a co-payment, providers must first confirm:

1. Service requires a co-payment; and
2. Patient has a co-payment required.

Request Utah OIG Training

Please contact the Utah OIG Public Information Officer (PIO) to learn more about the Utah OIG or to request a presentation from the Policy and Training Coordinator. We can come to your office or participate in conferences and seminars to provide additional information about the Utah OIG and our mission. The Utah OIG is interested in building a strong partnership with the provider community. You can reach the Utah OIG PIO at (385) 831-5397.

Utah Medicaid Policy on Billing Patients

Medicaid Publications
(Section I: General Information Provider Manual)

<https://medicaid.utah.gov/publications>

Provider Agreement for Medicaid
<https://medicaid.utah.gov/Documents/pdfs/agreement2011.pdf>

About Primary Care Network (PCN)
<http://www.health.utah.gov/pcn>

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