



Important Reminder: Balance Billing from Contracted Medicare and Medi-Cal Providers is Against the Law

Alameda Alliance for Health (Alliance) values our dedicated provider partner community. We have an important reminder from the California Department of Health Care Services (DHCS) to share with you.

The Social Security Act and California Welfare and Institutions Code prohibit contracted providers from balance billing Medi-Cal beneficiaries. **Alliance Medi-Cal members and Medi-Cal beneficiaries cannot be charged for co-pays, co-insurance, or deductibles when they receive covered care and services from a provider in their provider network. This law applies to all Medicare and Medi-Cal providers.**

The federal law in section 1902(n)(3)(B) of the Social Security Act, modified section 4714 of the Balanced Budget Act of 1997, is available to view at:
www.ssa.gov/OP_Home/ssact/title19/1902.htm.

The state protections outlined in the California Welfare and Institutions Code section 14019.4 are available at: **https://california.public.law/codes/ca_welf_and_inst_code_section_14011.7**.

The California Department of Health Care Services (DHCS) reviews the billing practices of the Alliance and Medi-Cal providers. The Alliance and other managed care plans (MCPs) are responsible for ensuring contracted providers follow the appropriate billing practices and do not charge beneficiaries.

In addition, Alliance contracted providers cannot balance bill Alliance Group Care members outside of their co-payment. The Alliance Group Care Evidence of Coverage (EOC) outlines this information and is available on our website at: **www.alamedaalliance.org/members/group-care/benefits-and-covered-services**.

If balance billing of Alliance members is discovered or suspected, we will provide additional training to ensure compliance with state and federal laws.

We are here to help. If you have any questions, please contact the Alliance Provider Services Department at **1.510.747.4510**.

Thank you for your continued partnership and for providing high-quality care to our members and the community. Together, we are creating a healthier community for all.

Questions? Please call the Alliance Provider Services Department
Monday – Friday, 7:30 am – 5 pm
Phone Number: **1.510.747.4510**
www.alamedaalliance.org