Frequently Asked Questions

Are providers required to bill PAI directly?

No, however, CDPH strongly encourages providers to bill PAI directly to reduce patient barriers to accessing and being retained in care. Providers may only bill PAI for the client's portion of the provider visit, after the client's insurance coverage has been applied.

Is this benefit legitimate? Will I receive payment?

Yes, this benefit is administered by CDPH. Clients must be fully enrolled in the program on the date of service in order for CDPH to remit payment. In addition, claims must conform to CDPH requirements.

What is the benefit of setting up automatic payments with PAI?

By setting up automatic payments with PAI, providers can help ensure expeditious payment and a more streamlined process for the provider and the client. This will also reduce barriers to access and improve retention in care.

Does CDPH pay for 100% of the client's provider visit?

No, the client's insurance plan must be billed first. CDPH will only pay the client's portion of their copay, coinsurance, and/or deductible after the client's insurance coverage has been applied.

Thank you for your participation.

Have Questions?

California Department of Public Health Call Center:
1-844-421-7050

or

Pool Administrators, Inc. (PAI):
1-877-495-0990

An Explanation of Assistance with Medical Out-of-Pocket Costs Paid for by the California Department of Public Health

A Guide for Providers

Overview

The California Department of Public Health (CDPH) assists with paying outpatient medical out-of-pocket costs for eligible clients. The Medical Out-of-Pocket (MOOP) benefit helps with paying outpatient medical out-of-pocket costs, up to a client's annual out-of-pocket maximum. MOOPs include the **client's liability** for copayments, coinsurance, and deductibles.

The following types of **outpatient** visits may be covered:

- **Labs**
- **Provider (doctor) visits**
- **Radiology/X-ray/imaging**
- **Emergency/urgent care**

How Does CDPH Pay for MOOPs?

CDPH pays providers directly for client out-of-pocket costs. CDPH is unable to issue payment directly to clients. CDPH contracts with a Medical Benefits Manager; Pool Administrators Inc. (PAI), to process claims for eligible clients and issue payment to providers. Providers can bill PAI directly through one of the following methods:

- **Electronically** via Electronic Data Interchange (EDI) billing using EDI code PAI02. You will be required to submit an Explanation of Benefits (EOB)

- **Fax**: (860) 560-8225

- **E-mail**: CDPH_MBM_Fax@pooladmin. com

- **Mail**: PAI-CDPH
  628 Hebron Avenue, Suite 100
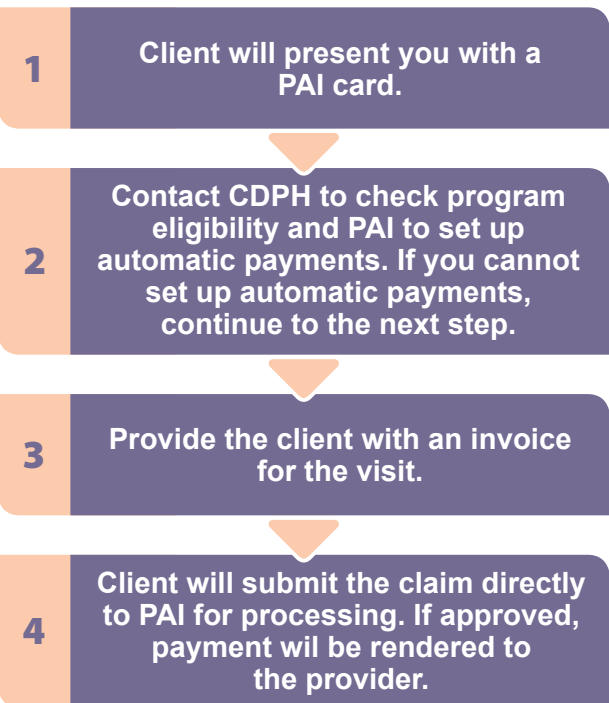 Glastonbury, CT 06033

How Does This Apply to Me?

CDPH strongly encourages providers to bill CDPH directly for MOOPs. Paying for MOOPs reduces barriers in accessing care and encourages clients to see their providers more frequently. Please follow the steps below to ensure prompt payment when billing PAI:

1) Clients who are eligible for this benefit will present you with a CDPH benefit card (pictured bottom right).

2) Please contact the CDPH Call Center at 1-844-421-7050 to verify program eligibility and contact PAI at 1-877-495-0990 to set up automatic payments. **Setting up automatic payments is highly recommended, as it will ensure timely payment.** If you are unable to set up automatic payment, please proceed with the following step. *Note: A current W-9 must be on filed with PAI in order to remit payment.*

3) Please provide the client with an invoice for the office visit.

4) The client will submit the claim for payment directly to PAI and if approved, a payment will be sent to you. *Note: CDPH will only assist with outpatient visits.*

Providers can expect to receive payment within four business days, once the claim is approved. The payment is remitted by check and will be accompanied by a letter from PAI. A remittance will be provided for claims submitted electronically.

Providers will not be notified of denied claims that were submitted to PAI by the client. If a claim is denied, the client will receive a denial letter and the opportunity to appeal the denial.

If you receive payments from the client and CDPH for the same services, please issue a refund to the client.

1	**Client will present you with a PAI card.**
2	**Contact CDPH to check program eligibility and PAI to set up automatic payments. If you cannot set up automatic payments, continue to the next step.**
3	**Provide the client with an invoice for the visit.**
4	**Client will submit the claim directly to PAI for processing. If approved, payment wil be rendered to the provider.**

CDPH
California Department of
PublicHealth

PAi

<Member Name Here>
Member ID: <Insert Member ID>
Program: <Insert Program Name>

To stay eligible for the program, you must re-enroll every year by your birth date and you must re-certify every six months after your birth date. For eligibility, enrollment, or insurance premium payment questions, please call:
1-844-421-7050   **001**

To Providers: This member is enrolled in a California Department of Public Health health insurance assistance program. Please call **1-877-495-0990** to establish automated payments or submit a claim and supporting documentation using one of the following methods:

1. Electronically: Payer ID: PAI02
2. Fax: (860) 560-8225
3. E-mail: CDPH_MBM_Fax@pooladmin.com
4. Mail: PAI-CDPH-02, 628 Hebron Avenue, Suite 502, Glastonbury, CT 06033

This card does not guarantee eligibility. Please call the following number during each visit to confirm eligibility:
1-844-421-7050