



FIRST COAST ADVANTAGE PAYMENT AND REIMBURSEMENT GUIDELINES

(Per FCA Contractual Guidelines with Providers)

1. Per Medicaid guidelines, Providers may not bill recipients for missed appointments. Medicaid considers a missed appointment to be part of the provider's overall cost for doing business.
2. Medicaid does not reimburse Providers for time spent completing and submitting claims for payment or time spent responding to an audit. Medicaid considers time spent billing or responding to an audit to be part of the Provider's overall cost of doing business.
3. Per Medicaid guidelines, Providers may not bill Members for non-covered items or services unless Member has been informed in advanced by Provider that the services are not covered and Member has agreed in writing to be financially liable for services.
4. Per FCA Contractual agreement, Providers may not bill or otherwise seek payment from Members for any covered services rendered to the Member. Including, without limitation, co-payments and co-insurance (even if such amounts are otherwise permissible under the Florida Medicaid Program).

NOTE: See FCA Provider Agreement – Specified Article for Payment for Covered Services