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July 25, 2014

Dear Providers of Ryan White Program-Funded Ambulatory Outpatient Medical Services:

PROGRAM GUIDANCE 2014.1: STREAMLINED INVOICING FOR HIV/AIDS AMBULATORY OUTPATIENT MEDICAL SERVICE CONTRACTS

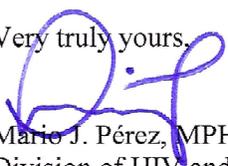
This guidance is to inform you that the Division of HIV and STD Programs (DHSP) is streamlining the submission and processing of invoices for HIV/AIDS Ambulatory Outpatient Medical (AOM) Services contracts. The streamlined invoicing process will be mostly electronic, and will significantly reduce both the processing time and the amount of paper generated. The projected start date for the new billing process is October 1, 2014. DHSP will be scheduling a series of meetings to discuss the streamlined process prior to its implementation and allow our community partners time to adjust their internal billing protocols.

In the meantime, and effective immediately, please note the following changes:

- DHSP is placing a hold on the submission of supplemental invoices. Providers will continue to submit their monthly invoices as they do now. Upon receipt of the invoices, DHSP staff will review for adjudication and payment.
- If a particular item on an invoice is in dispute, DHSP will adjust the invoice accordingly and issue payment for the adjusted amount. A letter will be sent to the provider itemizing the disputed items with a copy to Automated Case Management Systems (ACMS). ACMS will adjust the record in Casewatch. Providers are responsible for adjusting their internal data reporting and invoicing systems.
- Providers will have an opportunity to re-submit disputed or denied claims once the streamlined invoicing process is implemented.

DHSP greatly values the work and commitment of our partners and will continue working closely with you to maximize effectiveness and efficiency in the administration of valuable resources. If you have any questions or need additional information, please call Carlos A. Vega-Matos, Chief of Care Services, at (213) 351-8082 or via e-mail at cvega-matos@ph.lacounty.gov.

Very truly yours,



Mario J. Pérez, MPH, Director
Division of HIV and STD Programs

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c: Andy Corrigan (ACMS)

Carlos A. Vega-Matos

Dave Young