



Acceptable Documentation

Reimbursement Receipts

Reimbursement Receipts

What is required to be accepted?

- **Name of Patient/Member** – We need to associate the document with a member seeking reimbursement
- **Date of Service/Goods Purchased** – We must confirm payment is for services that were incurred in the current plan year and on or after the benefit effective date for the member
- **What the monies were paid towards** – We require proof the member paid for services/goods covered by their health insurance plan.
 - Note: We NEVER need your medical diagnosis. We do need to see that charges were for an eligible expense: Covered Rx, Copay, Coinsurance, Deductible, etc.
- **Amount** – We need to see the amount needed for reimbursement

Ensuring Your QHP Documentation is Acceptable

Reimbursement Receipts

Unacceptable

- We do not show a member name, we do not show what these payments were for (copay, RX, coinsurance, etc.) and some of the dates are in the year 2022 and 2023.

Billing History
View billing history for the last 36 months

Recent Payments

Total Amount Due	Pending Adjustment	Payments	Net Due
\$-630.47	\$0.00	\$0.00	\$-630.47

Billing History From 11/01/2015 To 07/01/2023

Bill Period	Prior Balance	Bill Amount	Adjustments	Payments Received	Fee	Total Amount Due
07/01/2023	\$-596.97	\$116.50	\$0.00	\$150.00	\$0.00	\$-630.47
06/01/2023	\$-703.21	\$106.24	\$0.00	\$0.00	\$0.00	\$-596.97
05/01/2023	\$-809.45	\$106.24	\$0.00	\$0.00	\$0.00	\$-703.21
04/01/2023	\$-915.69	\$106.24	\$0.00	\$0.00	\$0.00	\$-809.45
03/01/2023	\$-921.93	\$106.24	\$0.00	\$100.00	\$0.00	\$-915.69
02/01/2023	\$-1,028.17	\$106.24	\$0.00	\$0.00	\$0.00	\$-921.93
01/01/2023	\$-1,084.41	\$106.24	\$0.00	\$50.00	\$0.00	\$-1,028.17
12/01/2022	\$-1,114.40	\$129.99	\$0.00	\$100.00	\$0.00	\$-1,084.41
11/01/2022	\$-1,244.39	\$129.99	\$0.00	\$0.00	\$0.00	\$-1,114.40
10/01/2022	\$-1,274.38	\$129.99	\$0.00	\$100.00	\$0.00	\$-1,244.39
09/01/2022	\$-1,004.37	\$129.99	\$0.00	\$400.00	\$0.00	\$-1,274.38
08/01/2022	\$-1,134.36	\$129.99	\$0.00	\$0.00	\$0.00	\$-1,004.37
07/01/2022	\$-1,264.35	\$129.99	\$0.00	\$0.00	\$0.00	\$-1,134.36
06/01/2022	\$-1,264.35	\$130.00	\$0.00	\$0.00	\$0.00	\$-1,134.36

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Partially Acceptable

- Claim for \$200.00 – We would approve and only pay \$50.00 which shows as applied to deductible but would require additional information for the prior balance of \$150.00 and would deny that amount until additional documentation is submitted.

CCPU Chiropractic
122 Main St., Irvine, CA 91123
(888) 546-1234

Achieve Better Health Through Chiropractic!!!

Date: 03/31/23

Receipt

Account #

Patient:
John Doe
111 Elm Street
Bakersfield, CA 93222

Insured:
John Doe
Insurance ID: 123456789
Date of Birth: 05/12/1982

Providers:
1 Terry D. Morgan, DC

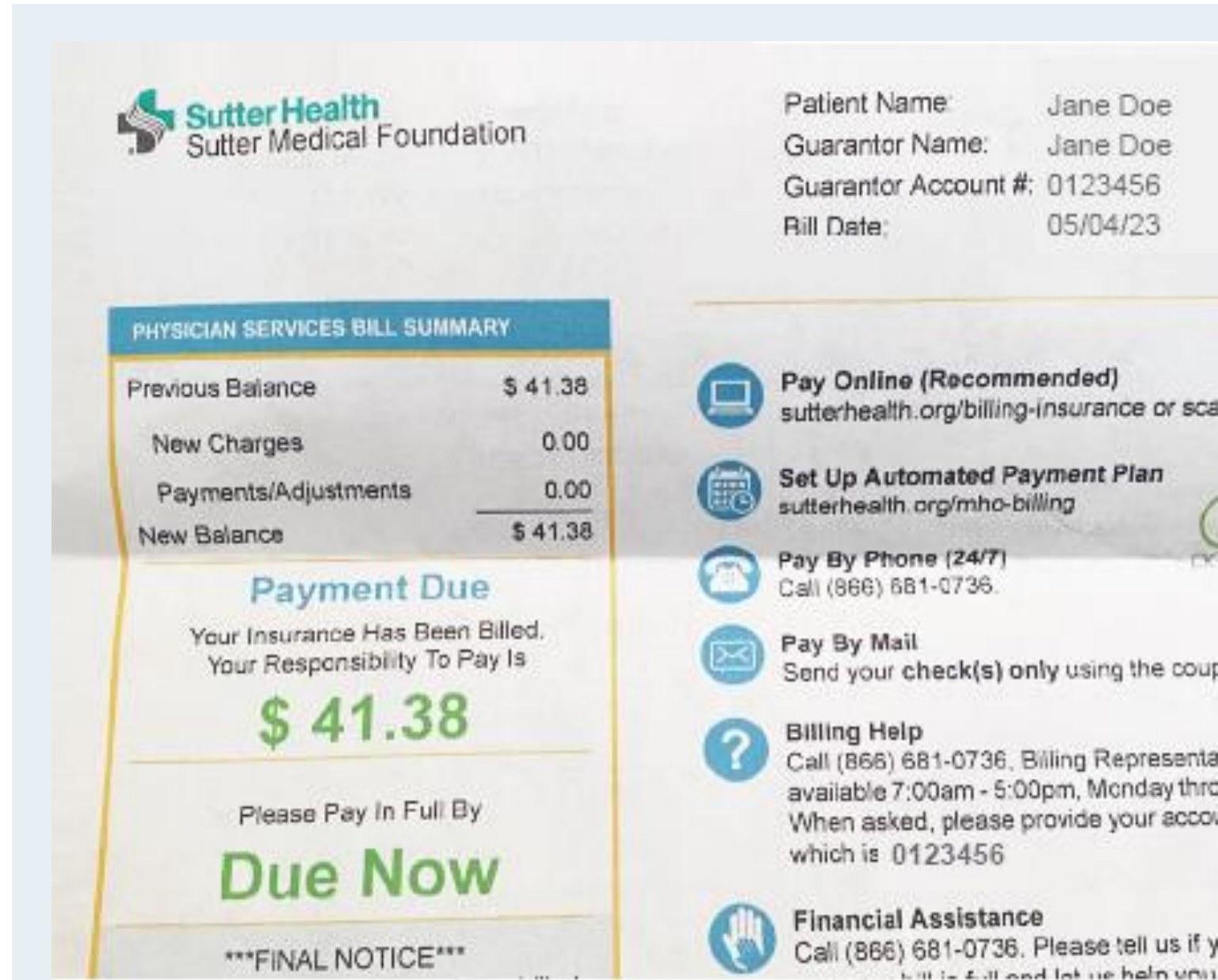
Date	Service Description	Dr. Cond.	Patient Adjust	Patient Charge	Patient Receipt	Patient Balance
	Prior Balance					150.00
03/31/23	Applied to Deductible	1		50.00		200.00
				50.00		200.00

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Unacceptable

We would need a supplementary document showing the date of service for the \$41.38. We are able to see in the box on the left that the hospital did bill the member's insurance, and this is the member responsibility, so we are confident the charge is eligible. We need the date of service to ensure the charges are for goods/services occurring on or after the member benefit start date.



Sutter Health
Sutter Medical Foundation

Patient Name: Jane Doe
Guarantor Name: Jane Doe
Guarantor Account #: 0123456
Bill Date: 05/04/23

PHYSICIAN SERVICES BILL SUMMARY	
Previous Balance	\$ 41.38
New Charges	0.00
Payments/Adjustments	0.00
New Balance	\$ 41.38

Payment Due
Your Insurance Has Been Billed.
Your Responsibility To Pay Is
\$ 41.38
Please Pay In Full By
Due Now
FINAL NOTICE

























- Pay Online (Recommended)**
sutterhealth.org/billing-insurance or sca
- Set Up Automated Payment Plan**
sutterhealth.org/mho-billing
- Pay By Phone (24/7)**
Call (866) 681-0736.
- Pay By Mail**
Send your check(s) only using the coup
- Billing Help**
Call (866) 681-0736, Billing Representa
available 7:00am - 5:00pm, Monday thro
When asked, please provide your accou
which is 0123456
- Financial Assistance**
Call (866) 681-0736. Please tell us if y
bill is full and let us help un

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Unacceptable

- We do not show that this payment of \$87.00 was for an eligible expense covered by insurance (copay, RX, premium, etc).

Jane Doe (account: 0123456) ↕									
Contacts > Jane Doe > Transactions									
Transaction Date ▾	Account Holder ↕	Auth Amount (USD) ↕	Transaction Amount (USD) ↕	Description ↕	Tags	Batch ↕	Account Type ↕		
Last 90 Days ▾									
 	8/26/2023 8:25 am	HFCC LLC	\$ 18.00	\$ 18.00	EMU OIL	POS	516		
 	8/26/2023 8:24 am	Jane Doe	\$ 18.00	\$ 18.00	EMU OIL	POS			
 	8/26/2023 8:24 am	HFCC LLC	\$ 50.00	\$ 50.00	copay + cold laser		516		
 	8/26/2023 8:23 am	Jane Doe	\$ 50.00	\$ 50.00	cold laser+ Copay				
 	8/19/2023 8:45 am	HFCC LLC	\$ 15.00	\$ 15.00	copay		512		
 	8/19/2023 8:44 am	Jane Doe	\$ 15.00	\$ 15.00	copay				
 	8/12/2023 11:08 am	Jane Doe	\$ 15.00	\$ 15.00	copay		508		
 	8/4/2023 12:49 pm	Jane Doe	\$ 87.00	\$ 87.00	consult		503		

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Reimbursement Receipts Acceptable

- Documentation shows Name of Member, Date of Service, shows what services were paid for (office visit and labs), and shows what the patient/member monetary responsibility is (amount we will reimburse).



Patient Name: **Jane Doe**
Guarantor Name: **Jane Doe**
Guarantor Account #: **012345679885**
Bill Date: **10/31/23**

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① Office Visit

Date of Service 01/11/23 **Provider:** NP, Family Medicine

Charges	\$ 247.00
Patient Payments	—14.00
Insurance Payments/Adjustments	0.00
Amount You Will Need To Pay	\$ 233.00

Insurance Remarks

② Laboratory/Pathology

Date of Service 01/14/23 **Provider:** Jon L Keller MD, Laboratory Medicine

Charges	\$ 197.00
Patient Payments	0.00
Insurance Payments/Adjustments	—74.60
Amount You Will Need To Pay	\$ 122.40

Insurance Remarks

A,

Payment Due \$ 355.40

Please Pay In Full By: Due Now

Insurance Remarks

A-Deductible Amount

Ensuring Your QHP Documentation is Acceptable

Reimbursement Receipts Unacceptable

This is not acceptable. We do not have a date of service, information on what this total applies to (copay, Rx, deductible, etc.) and we cannot verify who these charges are for (bill is in spouse name, unable to verify if charges are for an enrolled member on the MERP).

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KAISER PERMANENTE

ELECTRONIC

Your professional medical bill

JANE DOE
Bill date: 10/12/2023
Account number: 123456789

Pay online - It's easy!
Pay your medical bills at kp.org/paymedicalbills or through the guest pay portal at kpscal.webpay.md.

Pay by phone
1-800-390-3507 (TTY 711)
Weekdays 6 a.m. to 5 p.m. PT

Need help or have a question?
You can call us at:
1-800-390-3507 (TTY 711)
Weekdays 6 a.m. to 5 p.m. PT

Pay by mail
Use the form below to send in your payment in the envelope provided.

Can't pay? We can help.
If you'd like to set up a payment plan or if you need financial aid, please call us at the number above.

Billed to plan:	\$1,851.00
Covered by plan:	-\$1,511.81
Paid by you:	-\$18.62
Total account balance:	\$320.57
Past due charges:	\$320.57
Minimum amount due:	\$320.57
Due by:	12/11/2023

About your payment plan
This is your final notice. According to our records, your payment plan is past due. Please pay the amount you owe in full, or contact us immediately to arrange payment and prevent your past due balance from being assigned to a collection agency.

Kaiser Permanente is here to help.
If you are experiencing financial hardship at this time, you may be eligible for additional assistance.

Pay with a credit card, or write a check payable to Kaiser Permanente. Be sure to write your account number on your check.
Tear off this portion and send it with your check, money order, or credit card information in the envelope provided.

KAISER PERMANENTE
Please do not send payment to this address
Kaiser Permanente
P.O. Box 123024
El Cerrito Hills, CA 94530-5024

P 5

Account number: 123456789
Amount you owe: \$320.57

Amount paid: \$ _____
Cardholder signature: _____
Cardholder name: _____
Card number: _____ Exp. date: ____/____/____

JANE DOE
123 MAIN STREET
IRVINE, CA 92600

ELECTRONIC

KAISER FOUNDATION HEALTH PLAN
P.O. BOX 711514
LOS ANGELES, CA 90071-1514

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- Documentation shows Name of Member, Date of Service, shows what services were paid for (office visit, procedures and labs) and shows what the patient/provider monetary responsibility is (amount we will reimburse) AFTER insurance pays their portion (Covered by Plan).



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JANE DOE

Bill date: 07/12/2023

Account number: 123456789

Your professional medical bill

Details about your new charges and payments

Service date	Post date	Location	Provider	Description	Billed to plan	Covered by plan	Your share	
							Paid by you	You owe
DOE, JANE								
10/14/22		CHINO HILLS REGIONAL LAB	MCLAREN, S	82274 - FECAL BLOOD LAB TEST	\$99.00	-\$24.75		\$74.25
11/22/22		VICTORVILLE MEDICAL OFFICE	SINGH, S	99214 - OFFICE VISIT	\$258.00	-\$64.50		\$193.50
11/22/22		VICTORVILLE MEDICAL OFFICE	SINGH, S	89209 - REMOVAL OF IMPACTED EAR WAX	\$52.00	-\$13.00		\$39.00
05/16/23	05/16/23	VICTORVILLE MEDICAL OFFICE	HERNANDEZ RUBIO, A	96372 - INJECTION BENEATH SKIN OR INTO MUSCLE 1003 - PATIENT PAYMENT [CREDIT CARD]	\$134.00	-\$126.00	-\$3.62	\$4.38
05/16/23		VICTORVILLE MEDICAL OFFICE	ARAUJO, R	99212 - OFFICE VISIT	\$123.00	-\$118.00		\$5.00
06/01/23	06/01/23	VICTORVILLE MEDICAL OFFICE	LIVINGSTON, E	99204 - OFFICE VISIT 1003 - PATIENT PAYMENT [CASH]	\$357.00	-\$352.00	-\$5.00	\$0.00
06/01/23		VICTORVILLE MEDICAL OFFICE	LIVINGSTON, E	99051 - SERVICES PROVIDED DURING EXPANDED OFFICE HOURS	\$100.00	-\$100.00		\$0.00
PROFESSIONAL BILL TOTAL FOR DOE, JANE					\$1,123.00	-\$798.25	-\$8.62	\$316.13
DOE, JANE								
06/01/23	06/01/23	VICTORVILLE MEDICAL OFFICE	WINDERWEE DLE, J	99203 - OFFICE VISIT	\$241.00	-\$236.00		\$0.00
				1003 - PATIENT PAYMENT [CASH]			-\$5.00	