

# Superior Medicaid and CHIP Balanced Billing Quick Reference Guide



Members enrolled in STAR, STAR+PLUS, STAR Kids, STAR Health and CHIP have certain rights and protections. Among those rights is a protection against balance billing. Members are not responsible for any covered services. (Please Note: CHIP members are responsible for their copayments, co-insurance and deductibles as applicable.)

Balance billing is illegal under both state and federal law (refer to Section 1902(n)(3)(B) of the Social Security Act, as modified by section 4714 of the Balanced Budget Act of 1997).

## What is Balance Billing?

- Balance billing is the practice in which providers bill Medicaid and CHIP eligible members for covered services.

## Helpful Reminders:

- A member should never receive a “balance bill” for any medical services from a provider under Medicaid and CHIP benefits.
  - **Exception:** If an organizational determination has been made and a prior written agreement has been signed by both the provider and the Superior member for non-covered services.
- If a provider has balance-billed a CHIP or Medicaid member, the provider must take prompt action to remedy such situations and avoid these billing practices in the future. The provider must stop the bill collection process and work with credit reporting agencies to correct any resulting issues for the member.
- A provider must accept payment in full from the member’s Medicaid or CHIP plan and should not deny any services to members for non-payment.
- A member cannot be required to make a down payment for Medicaid-allowable services.
- A member cannot be billed for charges beyond reimbursement paid under Texas Medicaid for covered services.
- A member cannot be charged a fee to complete or file Medicaid claim forms.
- A member cannot be charged for failing to keep an appointment.
- Medicaid covers additional benefits, such as Long-Term Services and Supports.
- Medicaid provides help to pay Medicare premiums and cost sharing.
- **A provider must obtain a written Client Acknowledgement statement signed by the member for non-covered benefits prior to providing any services to the member.**

## Additional Information:

- To access more information about billing STAR, STAR+PLUS, STAR Kids, STAR Health and CHIP members, please visit the Texas Medicaid & Healthcare Partnership (TMHP) website at [http://www.tmhp.com/HTMLmanuals/TMPPM/Current/Vol1\\_01\\_Provider\\_Enrollment.02.68.html](http://www.tmhp.com/HTMLmanuals/TMPPM/Current/Vol1_01_Provider_Enrollment.02.68.html)
- If you have questions about Medicaid members, please call the phone number listed on the back of the member’s Superior identification card or contact your local Account Manager.