

# Reasons for Recoupment



## FY 23-24 DMC-ODS Reasons for Recoupment

Effective 8/14/23, the reasons for recoupment are:

- **Claim submitted for service during a lock-out**
  - Examples include but are not limited to: services provided while a client is incarcerated, services provided that conflict with the same-day billing matrix.
- **Missing documentation of allowable service**
  - A service may have been provided, but there is no documentation provided as part of a Medical Record Review, Technical Assistance Review, or self-review conducted by the program.
- **Service not billable under Title 9**
  - Examples include but are not limited to: administrative only services, leaving a voice message, calling to schedule with a client and no other service was provided
- **Evidence of fraud, waste, abuse**
  - Any potential fraud, waste, or abuse shall be reported to the DHCS State Medicaid Fraud Control unit by phone, online form, email, or mail:
    - 1-800-822-6222
    - [fraud@dhcs.ca.gov](mailto:fraud@dhcs.ca.gov)
    - Medi-Cal Fraud Complaint – Intake Unit Audits and Investigations
    - P.O. Box 997413; MS 2500 Sacramento, CA 95899-7413
    - Be reported immediately to your program COR as well as the BHS QA team at [QIMatters.HHSA@sdcounty.ca.gov](mailto:QIMatters.HHSA@sdcounty.ca.gov)