

MEDICAL PROVIDERS

NEW! CALVCB ONLINE

The California Victim Compensation Board (CalVCB) has made submitting and tracking bills easier than ever!

With CalVCB Online you can now:

- View application and bill status
- Upload bills and documents
- Update contact information
- Upload W-9, and license documentation
- Access copies of 1099s
- Set up accounts for your administrative staff



CalVCB Online is a secure and private portal that can be easily accessed from a phone, tablet or desktop computer.

To create a CalVCB Online Provider account, go to: <https://online.victims.ca.gov/Home/ProviderInfo>

To create a new account you will need your CalVCB Provider ID and a CalVCB Provider Start Date. If you do not have this information, please contact Customer Service at **(800) 777-9229**.

MEDICAL EXPENSES

CalVCB can help pay for medical expenses that are the direct result of a crime, including but not limited to: hospitalization, physician's services, surgery, ambulance transportation and prescriptions. CalVCB uses the Medicare rate for medical services.

CalVCB is the payor of last resort and can only pay for treatment that is not covered by any other reimbursement source.

Insurance providers must be billed prior to submitting expenses to CalVCB for payment. If the expense is not covered, or is only partially covered, submit your billing with a copy of the explanation of benefits.



SUBMITTING MEDICAL BILLS

Submit bills on a Centers for Medicare & Medicaid Services (CMS) 1500 or 1450 form and include the patient's CalVCB application number. Instructions and forms can be found at:

victims.ca.gov/providers/1500faq.aspx

COMPLEMENTARY & ALTERNATIVE MEDICINES (CAM)

CalVCB can help pay for chiropractic treatment, acupuncture, holistic medicine, massage therapy and more.

- CalVCB may pay up to 20 sessions
- For more information visit: victims.ca.gov/victims/camtreatments.aspx

COSMETIC SURGERY

- CalVCB will reimburse the surgeons' fee at 80% of the billed amount
- Facility and anesthesia fees are reimbursed at the Medicare rate
- Providers may seek pre-authorization from CalVCB before performing cosmetic services

MEDICAL EQUIPMENT

CalVCB can cover medical equipment that became necessary due to the crime or that was lost, stolen or broken during a crime such as: wheelchairs, walkers, eyeglasses, hearing aids and prosthetic devices. Providers may request pre-authorization from CalVCB prior to providing services to determine coverage.

LEARN MORE ABOUT VICTIM COMPENSATION

Visit CalVCB's online tutorial "A Victim Compensation Course for Medical Providers" to learn more. Medical professionals and billing agents can familiarize themselves with covered expenses, benefit limits and more.

To take the course visit: victims.ca.gov/training/

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DENTAL PROVIDERS

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DENTAL EXPENSES

CalVCB can help pay for dental expenses that are the direct result of a crime, including but not limited to: hospitalization, physician's services, surgery, ambulance transportation and prescriptions.

CalVCB generally pays 75% of the amount billed.

CalVCB is the payor of last resort and can only pay for treatment that is not covered by any other reimbursement source.

Insurance providers must be billed prior to submitting expenses to CalVCB for payment. If the expense is not covered, or is only partially covered, submit your billing with a copy of the explanation of benefits.

SUBMITTING DENTAL BILLS

Submit bills on an American Dental Association (ADA) claim form and include the patient's CalVCB application number.



PRE-AUTHORIZATION FOR TREATMENT

If pre-authorization is required, submit a pre-treatment estimate and obtain pre-authorization for treatment. The estimate is required to be on an approved ADA claim form which can be found at: victims.ca.gov/providers/dental.aspx

A written description of the injury and the planned treatment should accompany the claim form. CalVCB will review these documents and confirm whether or not the dental estimate will be covered.

After treatment has occurred, bill CalVCB. If a bill is submitted that is different from the pre-authorized treatment amount the pre-authorized amount will be honored.

HELP VICTIMS FIND MORE RESOURCES

Visit our Local Help page at: victims.ca.gov/victims/localhelp.aspx

Contact CalVCB

- DentalContact@victims.ca.gov
- **1-800-777-9229**

For more information visit: victims.ca.gov/providers/dental.aspx

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