HOSPITAL FAIR BILLING

HOSPITAL BILL COMPLAINT PROGRAM (HBCP)

Patient Complaint Portal User Guide

Hospital User

The Department of Health Care Access and Information is responsible for enforcing the Hospital Fair Pricing Act (Act) beginning January 1, 2024, through its Hospital Fair Billing Program established by the implementation of Assembly Bill 1020.

Under the Hospital Fair Billing Program, the Hospital Bill Complaint Program was created to investigate patient complaints about the hospital's application of its financial assistance and debt collection policies, as well as the hospital's compliance with notice, accessibility, and website requirements.

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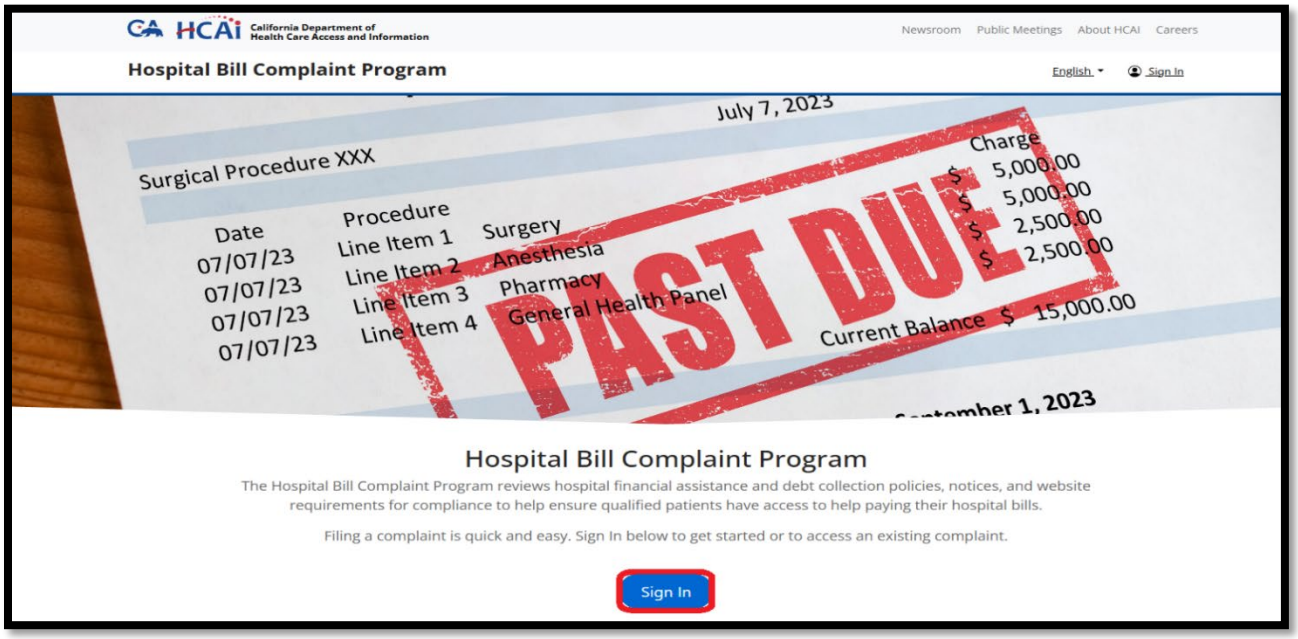
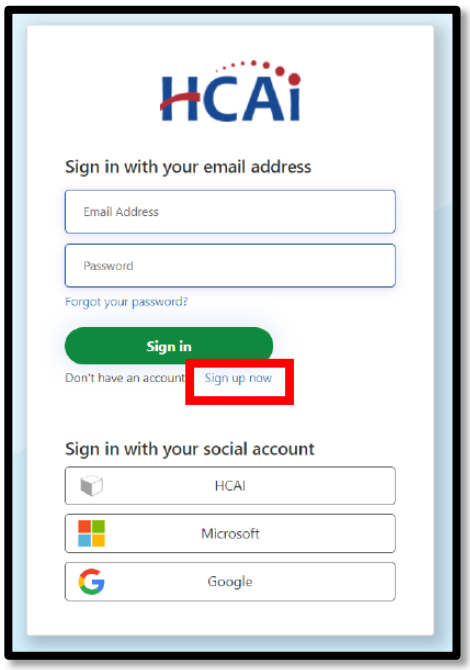
How to Create an Account

Step 1: Go to hbcp.hcai.ca.gov
Step 2: Click "**Sign in**" from the top right gray banner of the homepage or select the blue "**Sign in**" tab.



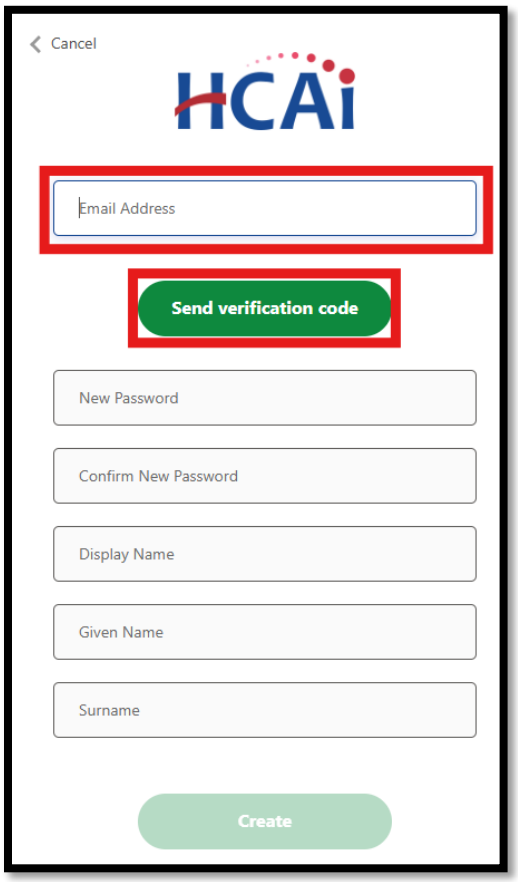
Step 3: Click on "**Sign up now**."



Step 4: Enter your **business email address** and click on "**Send verification code**."

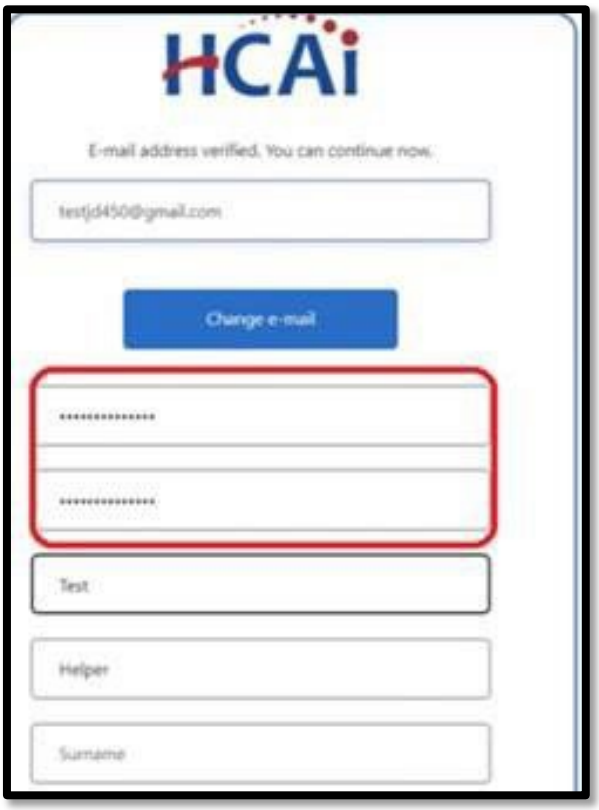
Note: Personal e-mail addresses are not accepted when creating an account when you are requesting to be a hospital representative. Examples of non-acceptable personal email domains include:

Gmail.com	Mail.com	AOL.com	Comcast.net	Yahoo.com
Hotmail.com	Rocketmail.com	Inbox.com	icloud.com	Mac.com

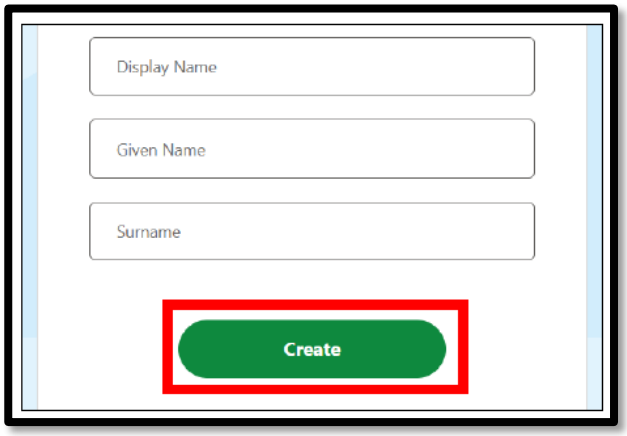


Step 5: Check your email inbox or junk mail for the verification code and type the code into the verification code field. Click "**Verify code**."

Step 6: Create a password and confirm the password in the corresponding fields.

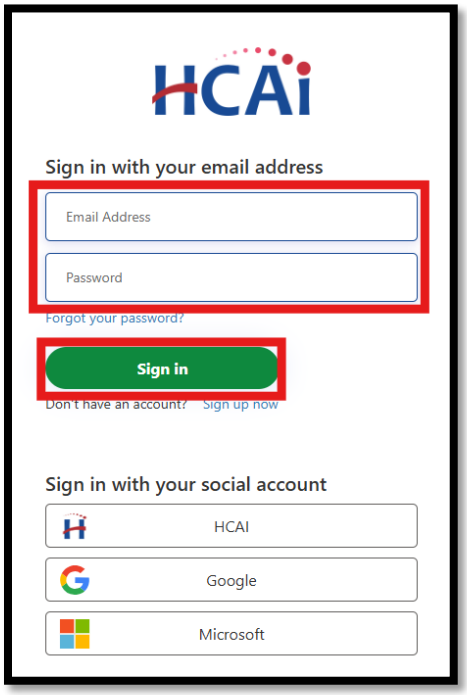


Step 7: Type your first name for the "**Display Name**" and "**Given Name**" fields then type your last name for the "**Surname**" field. Click "**Create**."



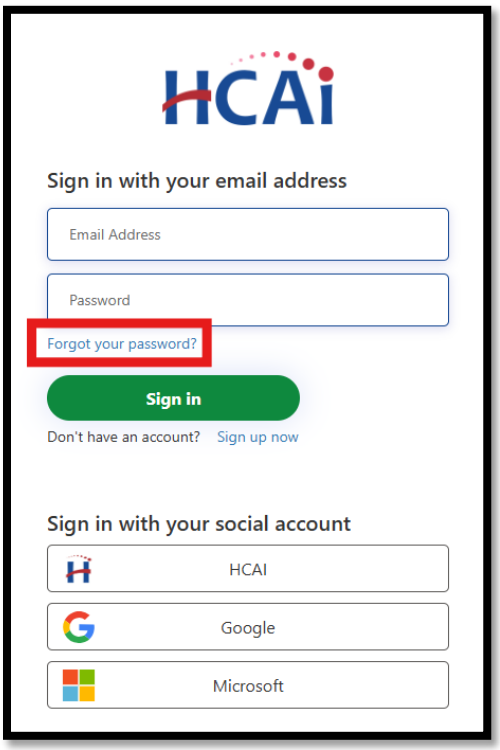
How to Log In

Step 1: Go to hbcp.hcai.ca.gov, and click "**Sign In**."
Step 2: Type your email address and password in the corresponding fields.
Step 3: Click "**Sign in**."

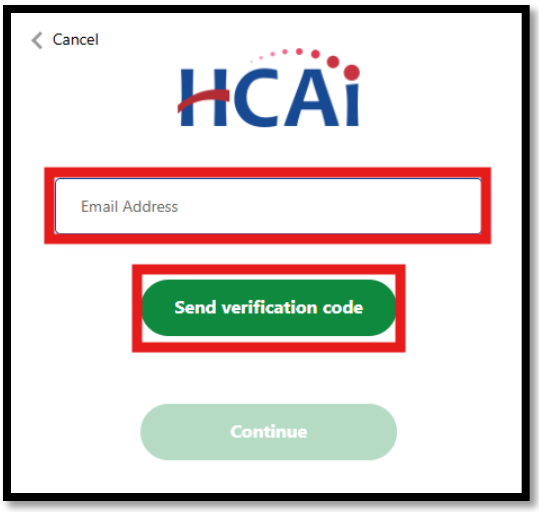


How to Recover a Forgotten Password

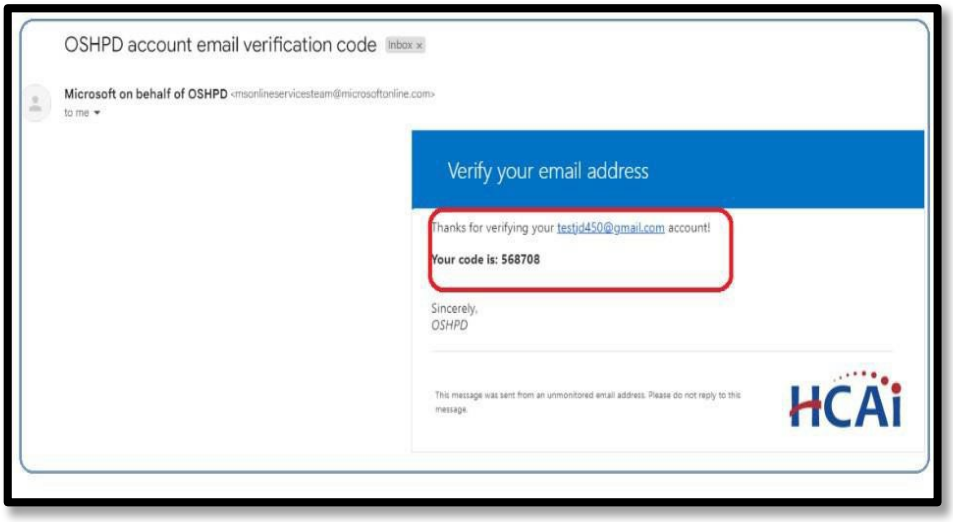
Step 1: Go to hbcp.hcai.ca.gov
Step 2: Click on "**Forgot your password?**"



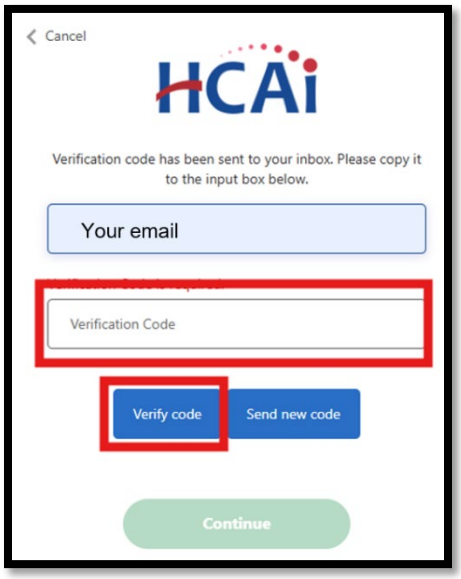
Step 3: Enter your email address and click "**Send verification code**."



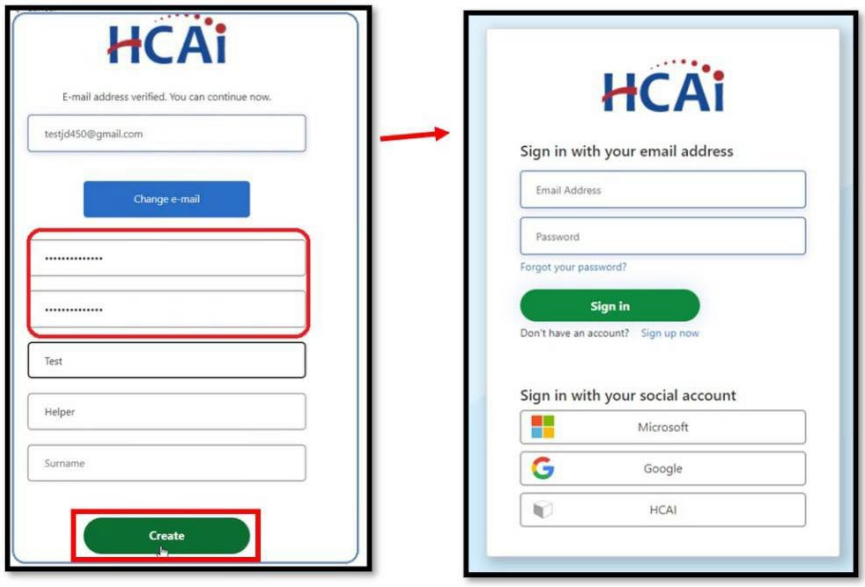
Step 4: Retrieve the verification code from your email.



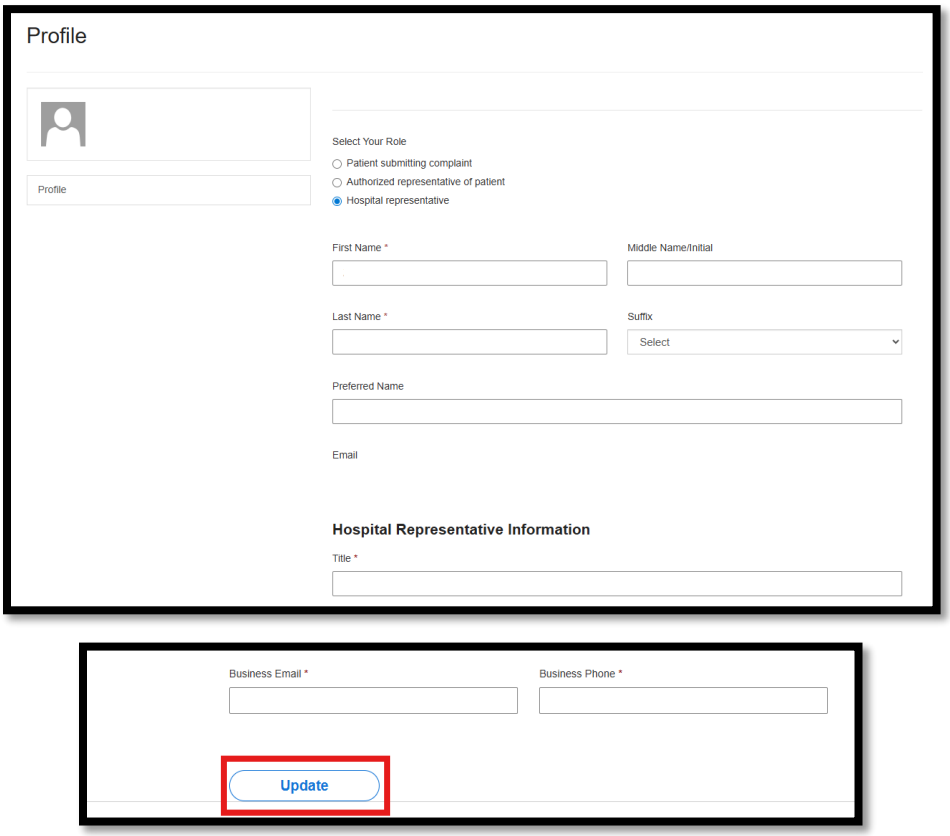
Step 5: Enter the code you received via email and click on "**Verify code**." Then click on "**Continue**."



Step 6: Enter the new password and click on **"Create**." You will be redirected to the log in screen.



Step 7: Review and update your profile information. Start by "**Selecting Your Role**" as a "**Hospital representative**." Then fill in the rest of the information with your work contact Information (title, email, phone). Select "**Update**" when done.



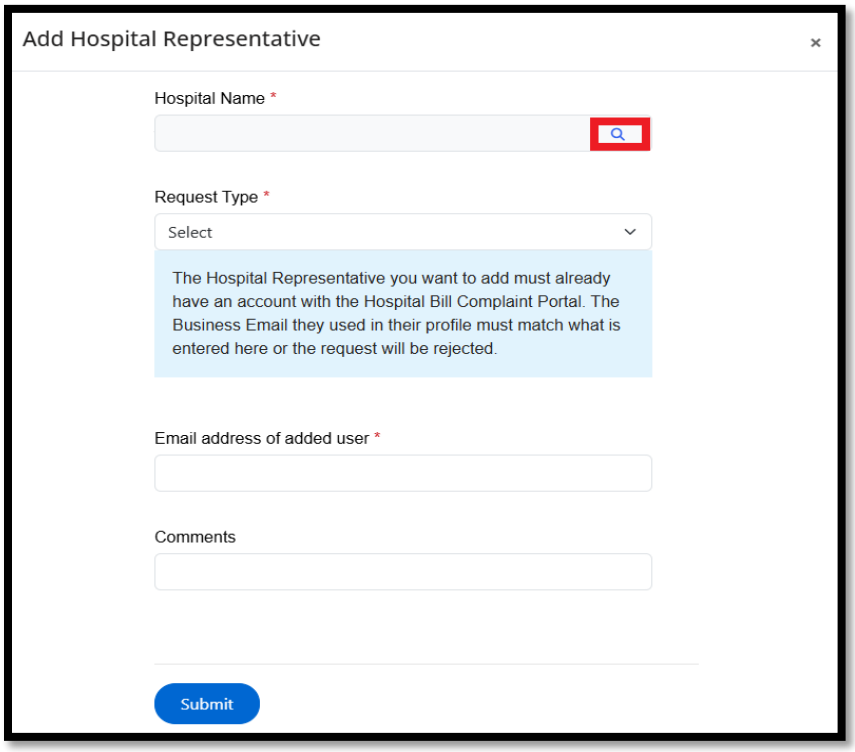
How to Request to Become a Hospital Primary Representative

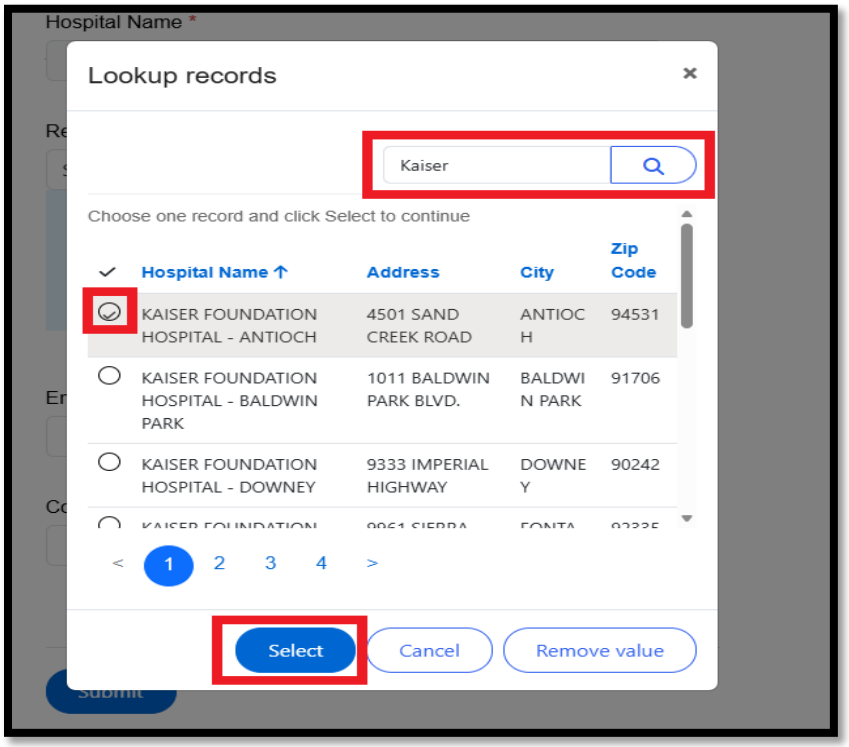
Step 1: Click on "**Add Hospital Representative**" located on the blue ribbon at the top of the page or down below.

Note: Changes to hospital representative information must be submitted to the Department within **10 working days**, in accordance with **Title 22 CCR § 96051.5**.

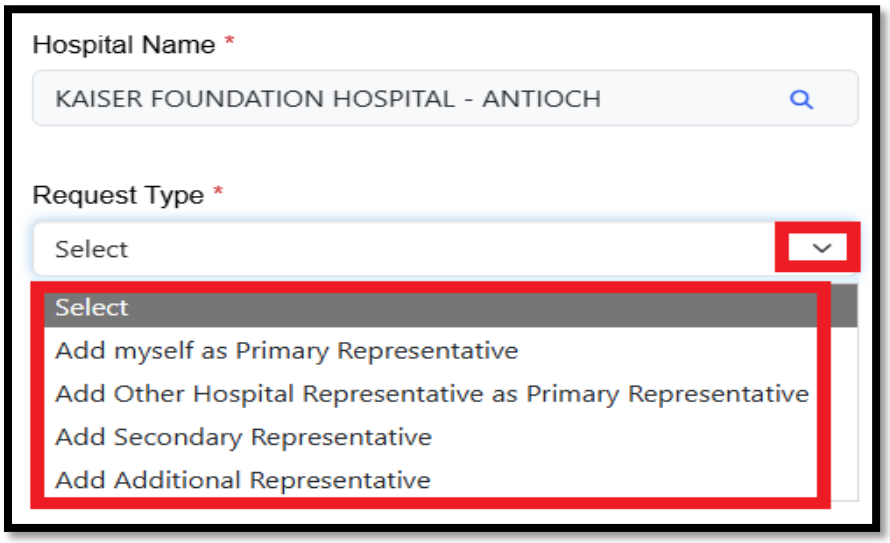
Step 2: The add hospital representative page will open. Select "**Add Hospital Representative**" located at the bottom of the page.

Step 3: A new window will open where you can perform a search by entering the hospital's name and clicking on the search icon on the right-hand side. All available locations will be displayed. Select your desired location by checking the box to the left-hand side of it and then click "**Select**."



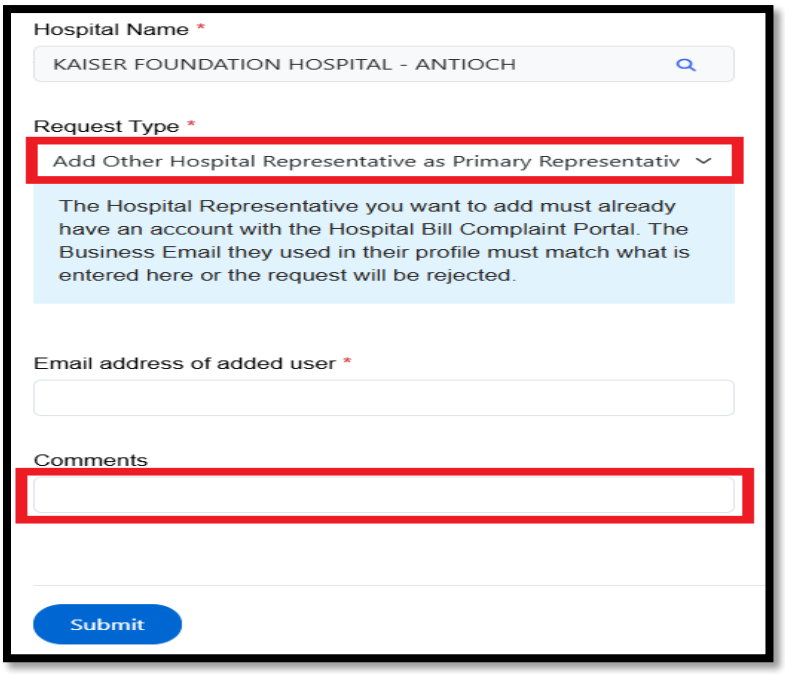


Step 4: To add the "**Request type**," click on the drop-down arrow and select "**Add myself as Primary Representative**."



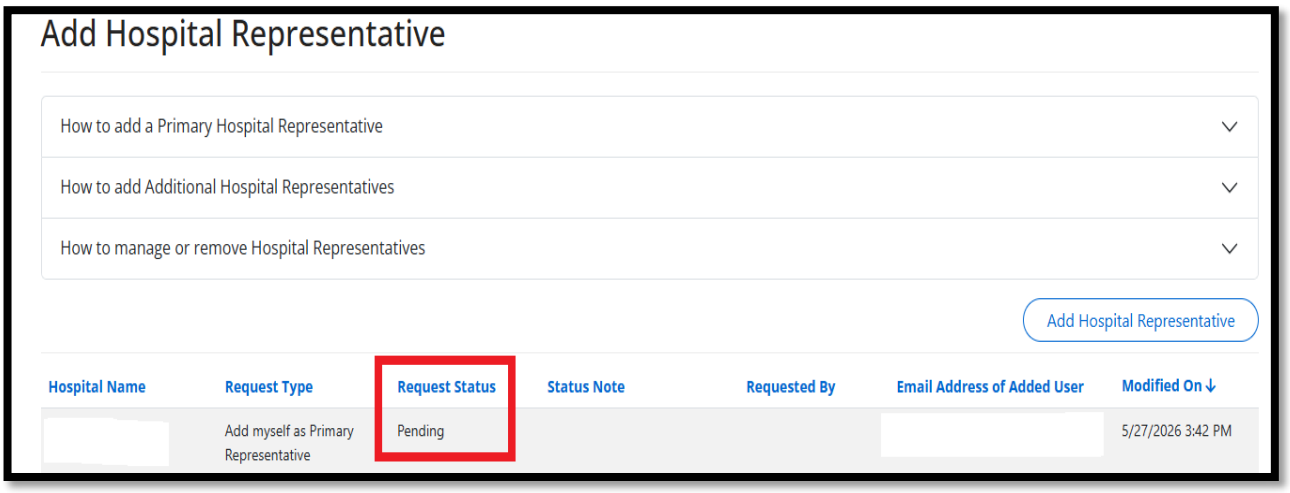
Note: If you select "**Add Myself as Primary Representative**," the system will show "**an active primary representative already in place**," you will still be required to provide a comment explaining why you are requesting to replace the current primary representative.

The option "**Add Other Hospital Representative as Primary Representative**" should be used when a primary representative is already listed but is no longer active. This option *replaces the inactive primary representative*. When submitting this request, *you must* include an explanation in the "**Comments**" section stating why the replacement is needed (for example, the current primary representative has left the organization).



Step 5: Enter the hospital representative email address under "**Email address of added user**" and click "**Submit**."

Step 6: Your account should now display a pending request under the "**Request status**" column and the "**Request Type**" column should display the type of request.



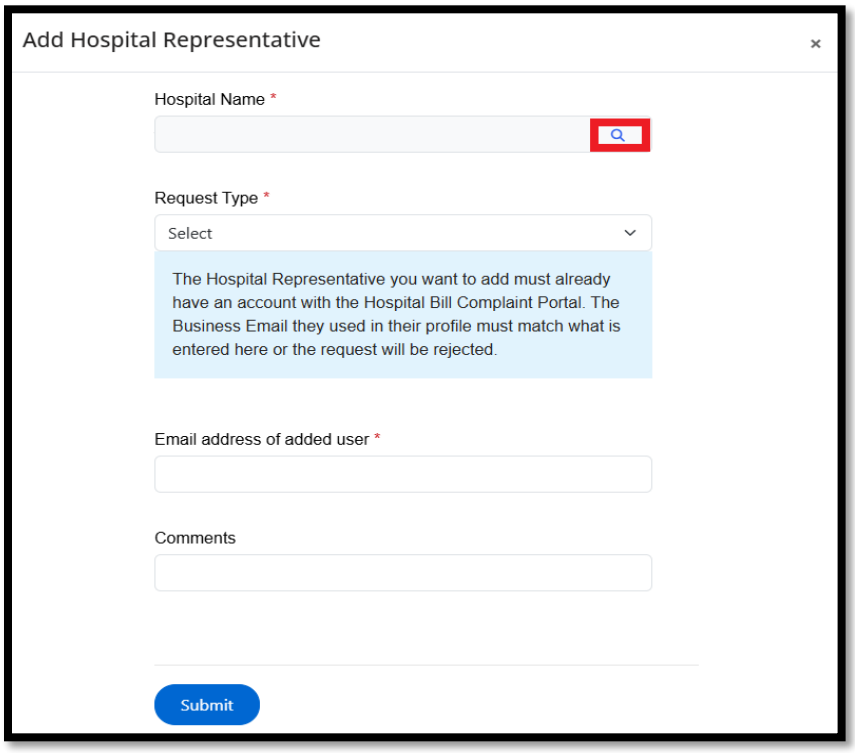
How to Add Additional Representatives

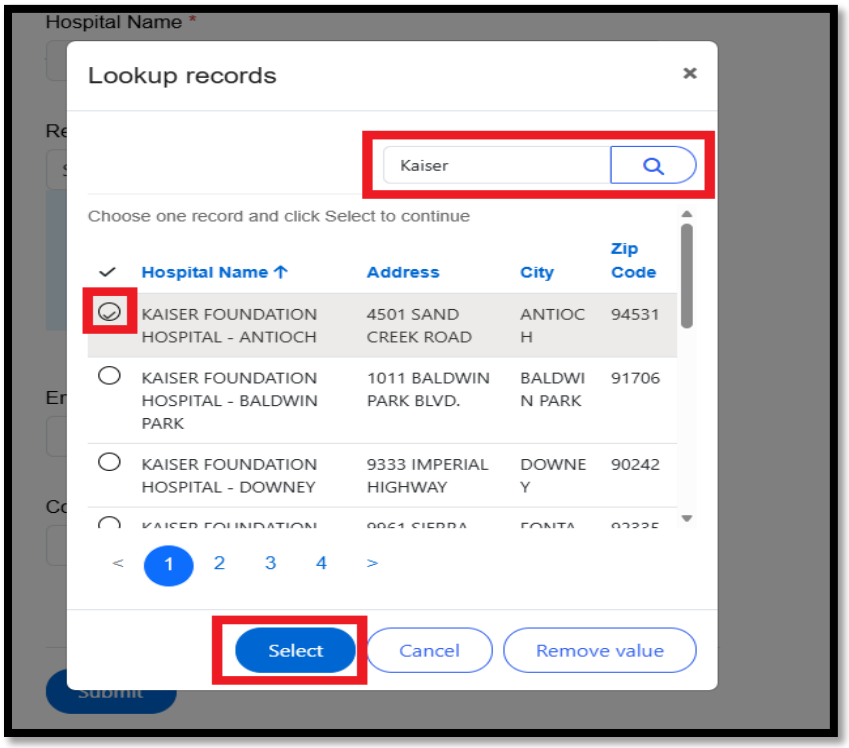
Step 1: As the primary representative, you can add other representatives to the account. Click "**Add Hospital Representative**" in the blue bar at the top of the page.

Note: Before adding an additional representative, the *individual must first create a profile* in the system in the same manner as the primary representative. Once the profile has been created, the primary representative can submit a request to add the additional representative, and the request will be automatically approved.

Step 2: Click on "**Add Hospital Representative**" located at the bottom of the page.

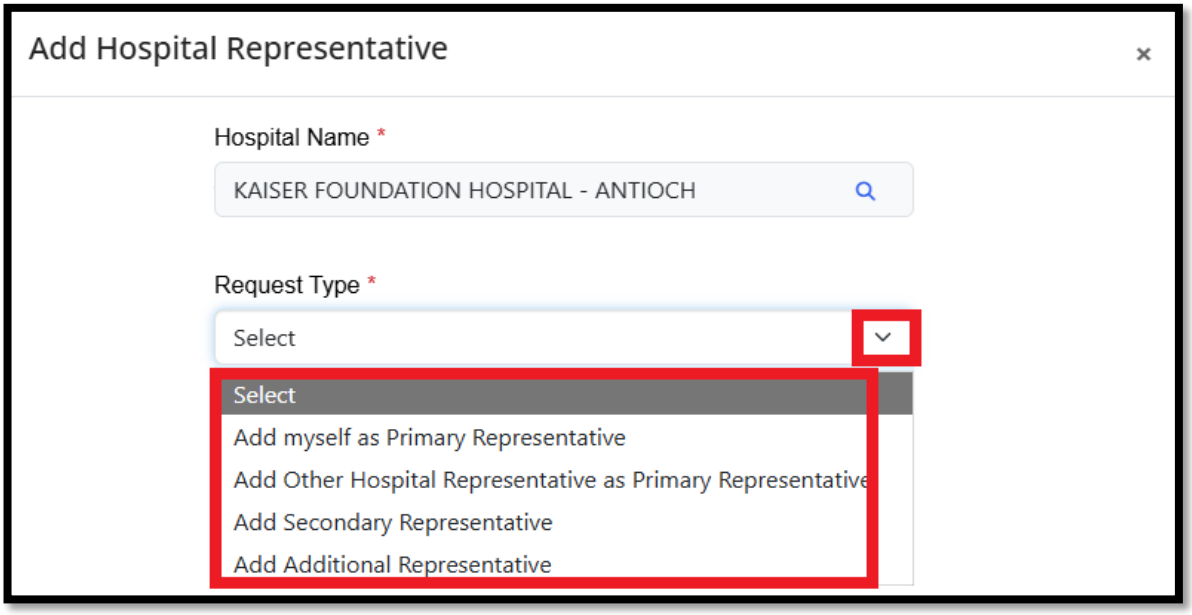
Step 3: A new window will open where you can perform a search by entering the hospital's name and clicking on the search icon on the right-hand side. All available locations will be displayed. Select your desired location by checking the box to the left-hand side of it and then click "**Select**."



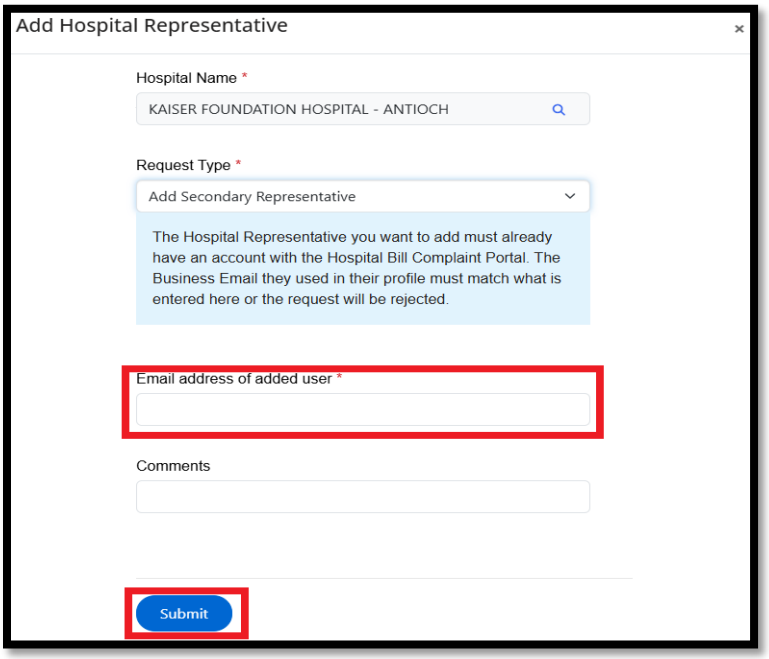


Step 4: To add the "**Request type**," click on the **drop-down arrow** and then choose between the following options:

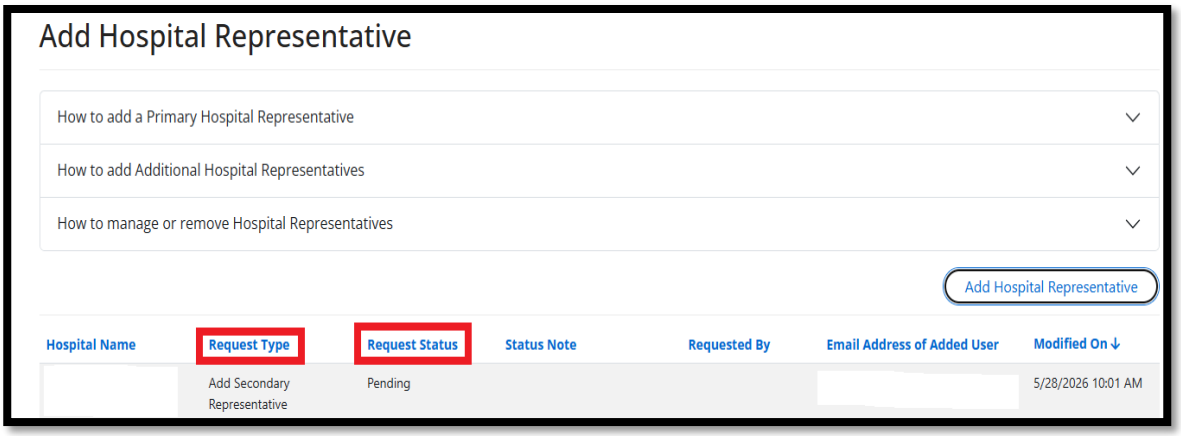
- "**Add Secondary Representative**" (this request will add a second user and keep the Primary Representative).
- "**Add Additional Representative**" (to facilitate the addition of multiple representatives).



Step 5: Enter the hospital representative email under "**Email address of added user**" and click "**Submit**."

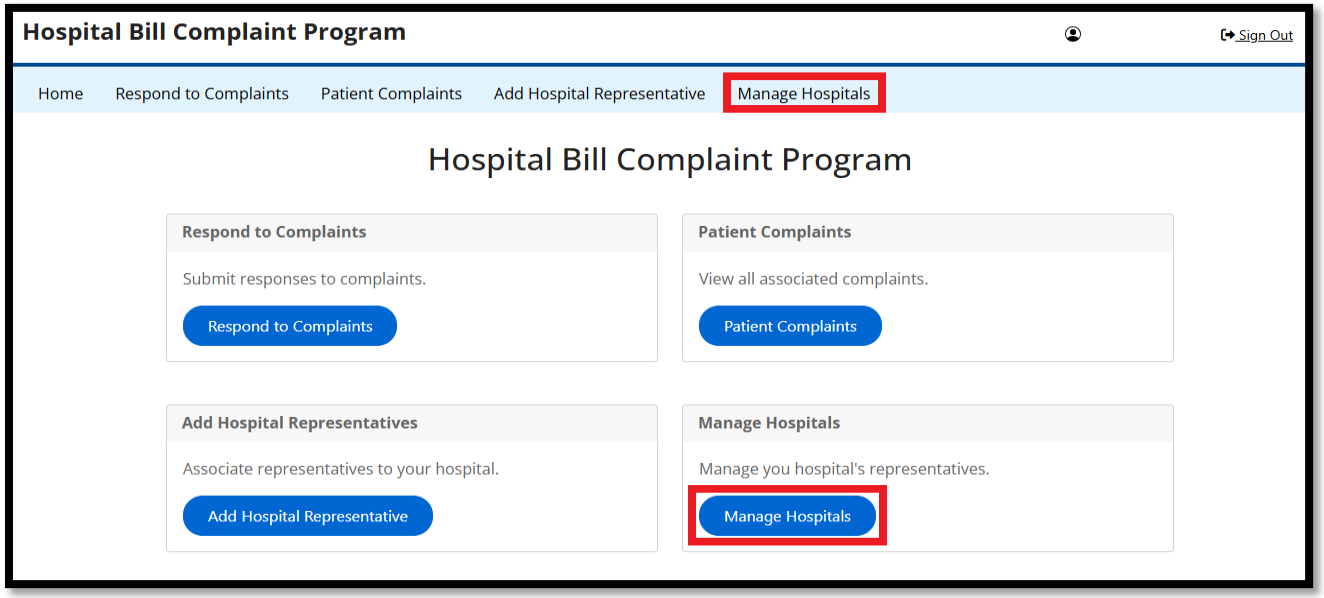


Step 6: Your account should now display a pending request under the "**Request Status**" column and the "**Request Type**" column should display the type of request.

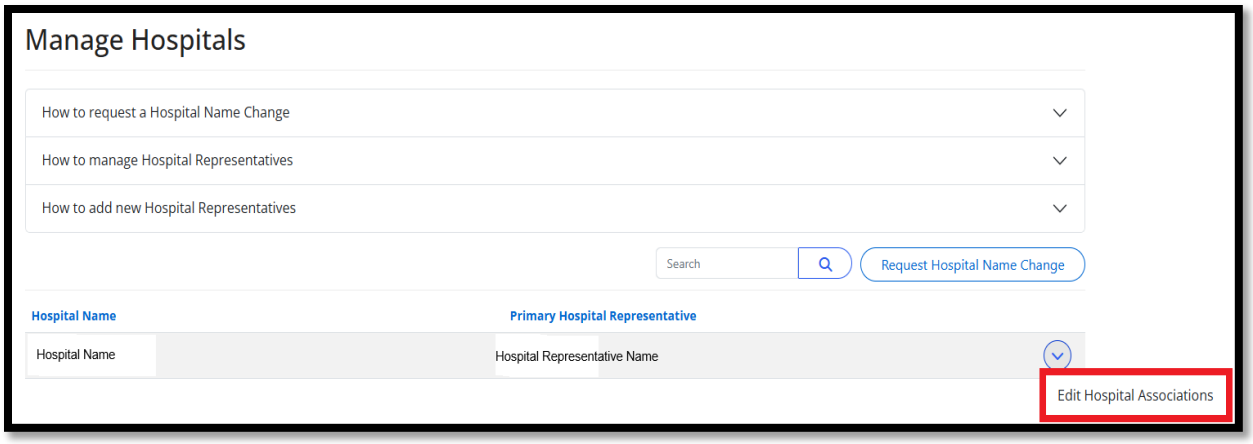


How to Remove Representatives

Step 1: Got to: hbcp.hcai.ca.gov
Step 2: Select "**Manage Hospitals**" in the blue bar at the top of the page.

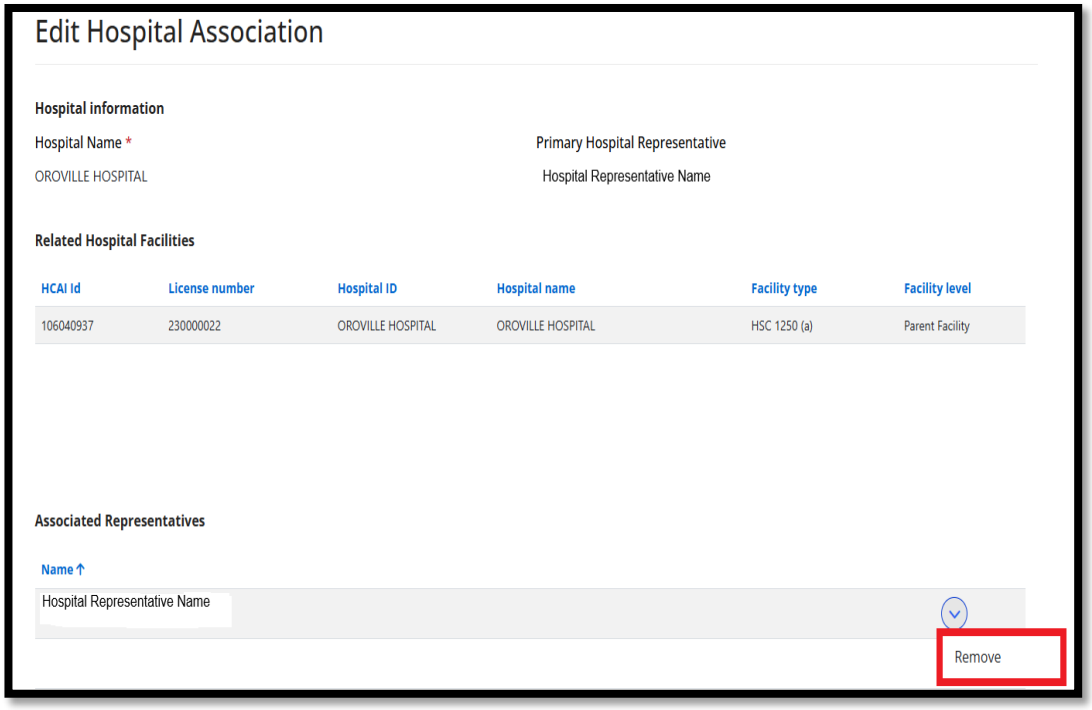


Step 3: Find the correct hospital from the list and click on the drop-down arrow at the far-right corner and select "**Edit Hospital Associations**."



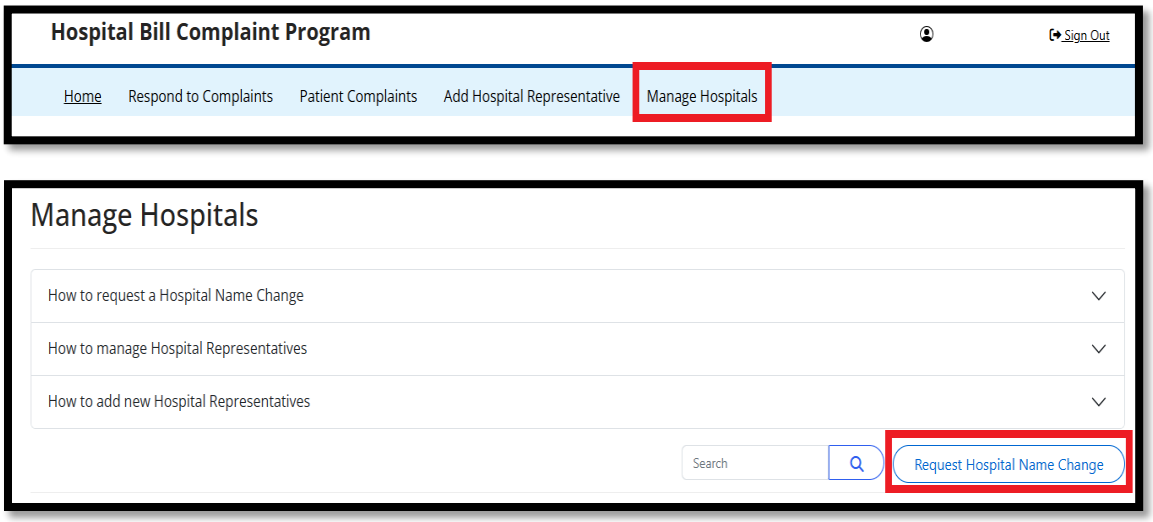
Step 4: Under the "**Associated Representatives**" section find the name of the representative you wish to remove and click on the drop-down arrow and then click "**Remove**."

Note: As the Primary Representative, you hold exclusive authority to remove any additional representatives associated with your organization.

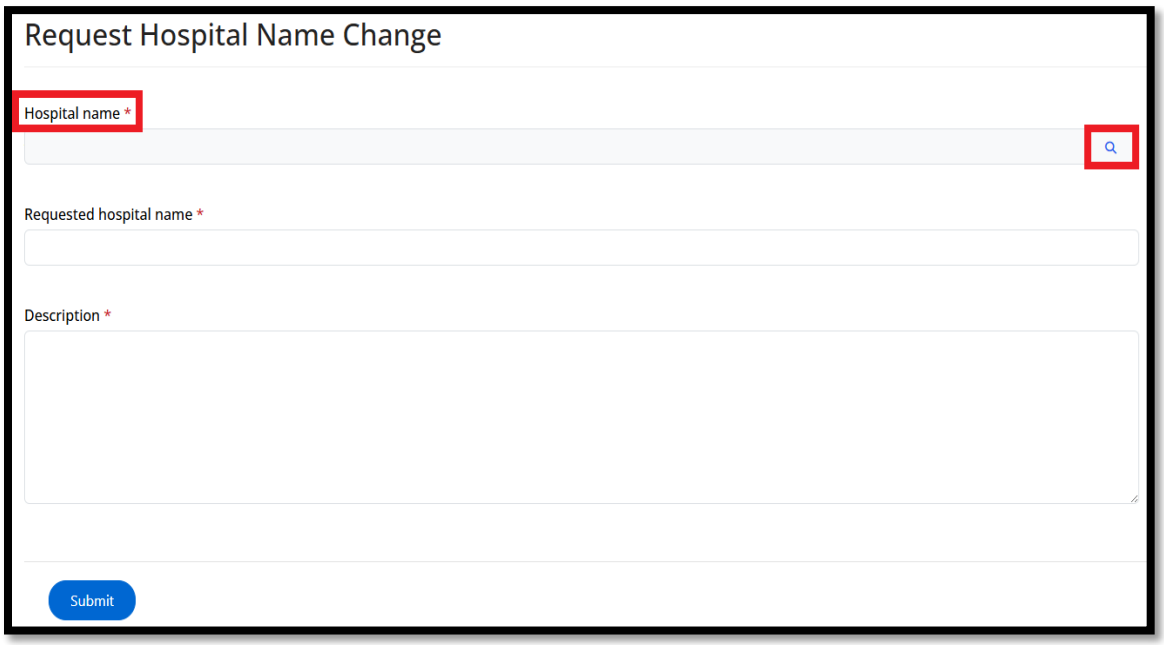


How to Notify of Hospital Name Change

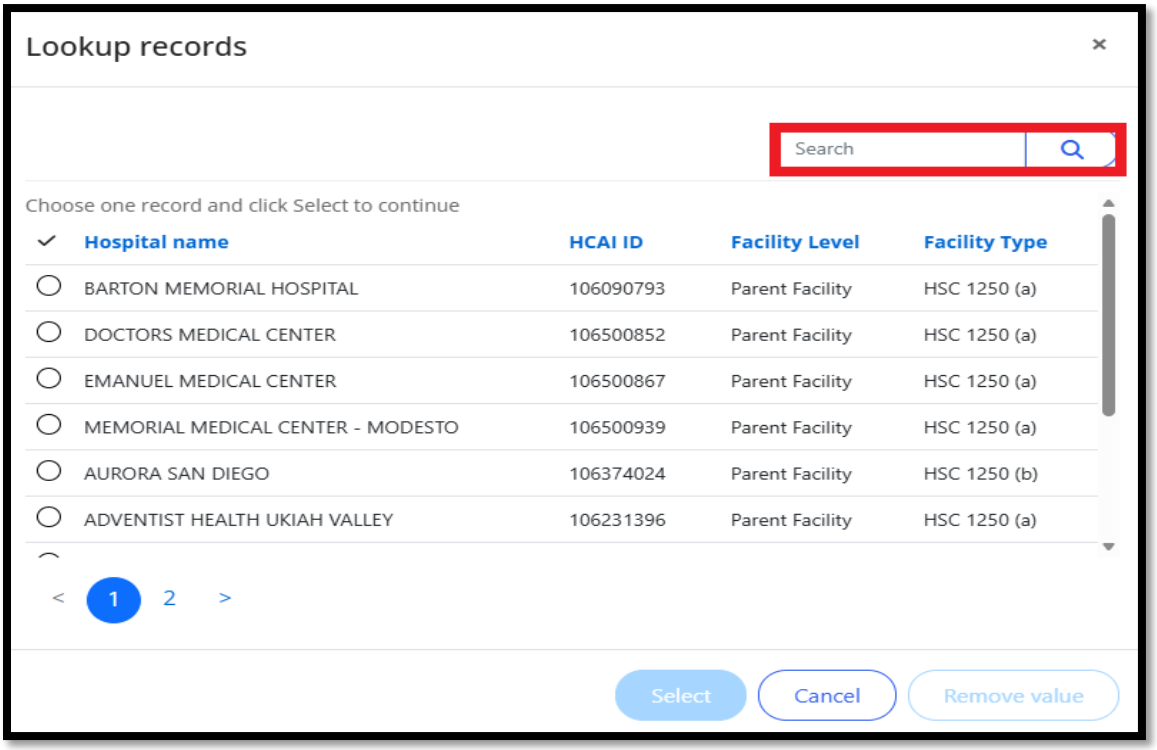
Step 1: Go to "**Manage Hospital**" and then click "**Request Hospital Name Change**."

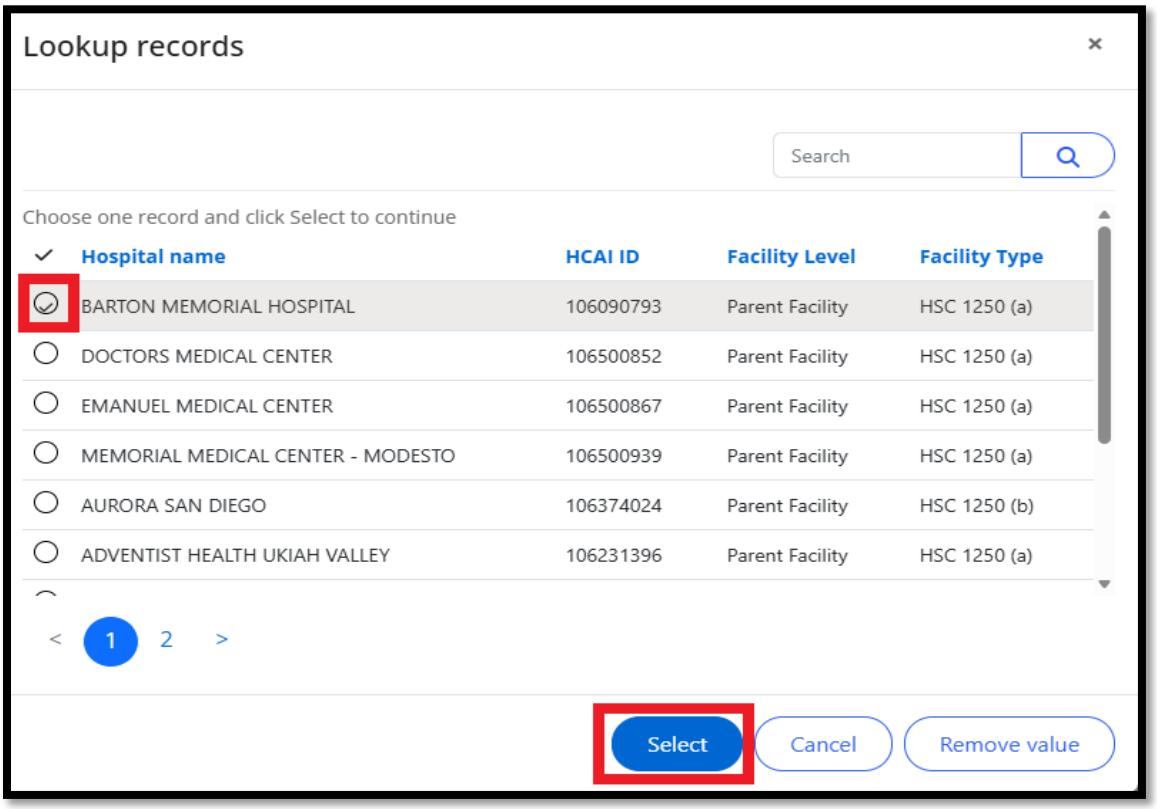


Step 2: A new page will open with a few fields to fill out. You can search for the hospital name by clicking the search tool.

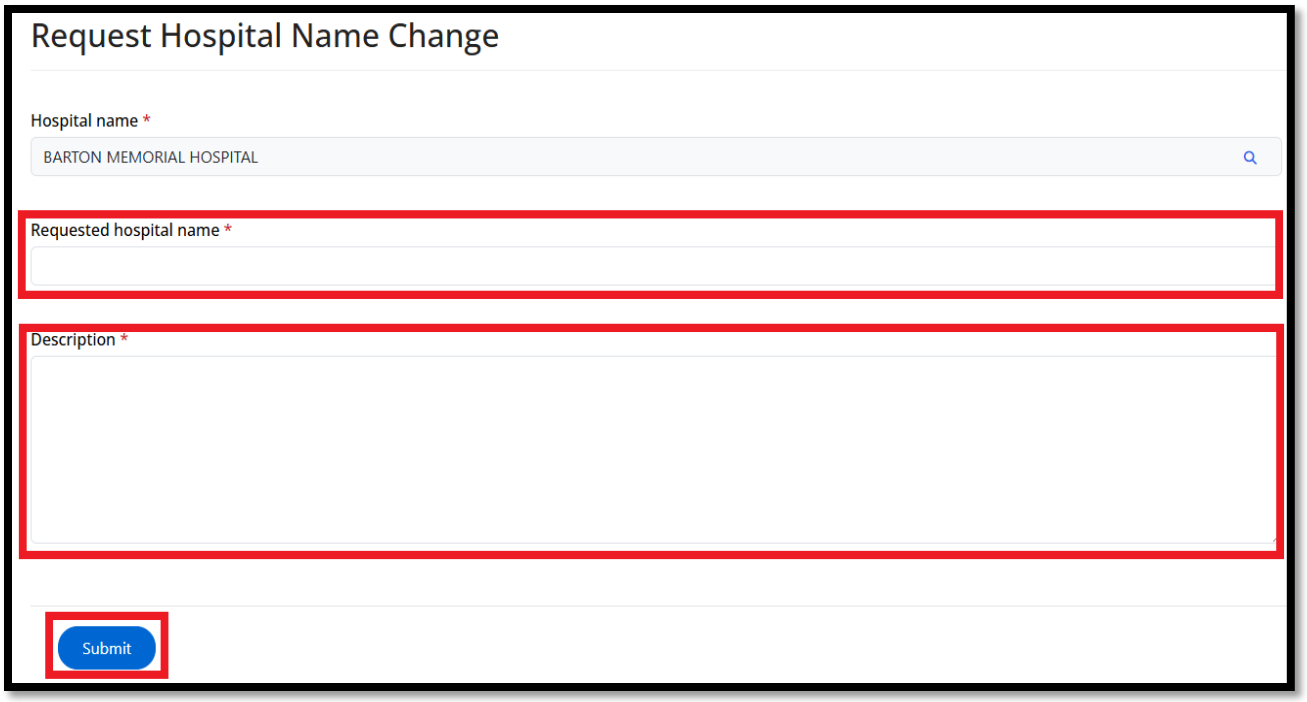


Step 3: Enter the hospital's name in the search box and all available locations will be displayed. Select your desired location by checking the box next to it and then click "**Select**."



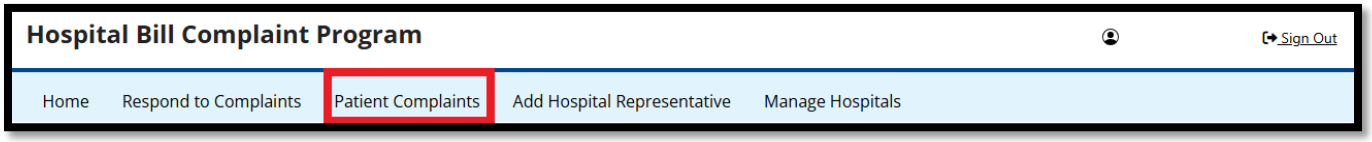


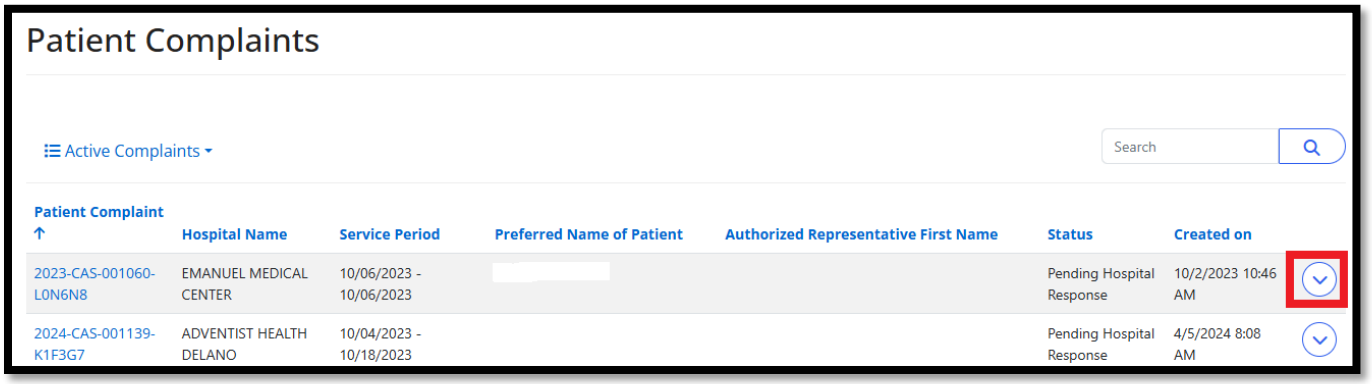
Step 4: Enter the updated hospital name in the "**Requested hospital name**" box. Add a description of the updated hospital name and click "**Submit.**"

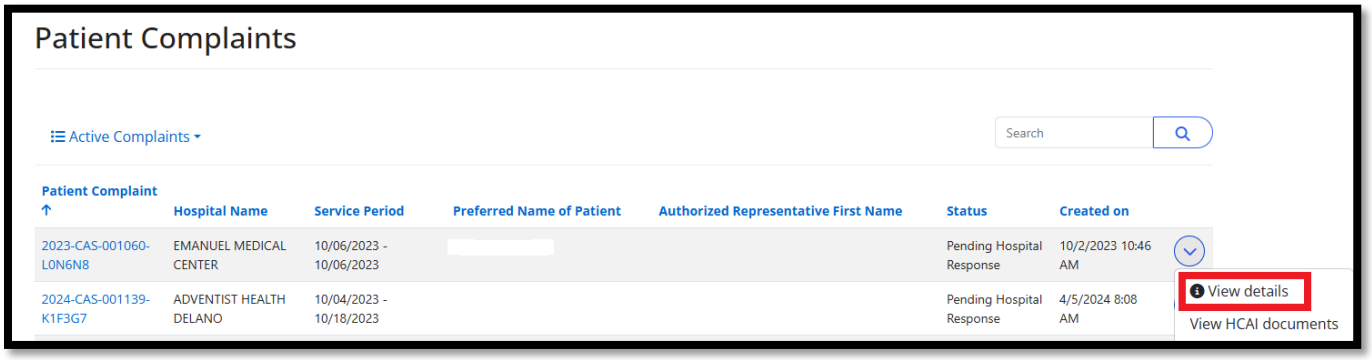


How to Review New Patient Complaints

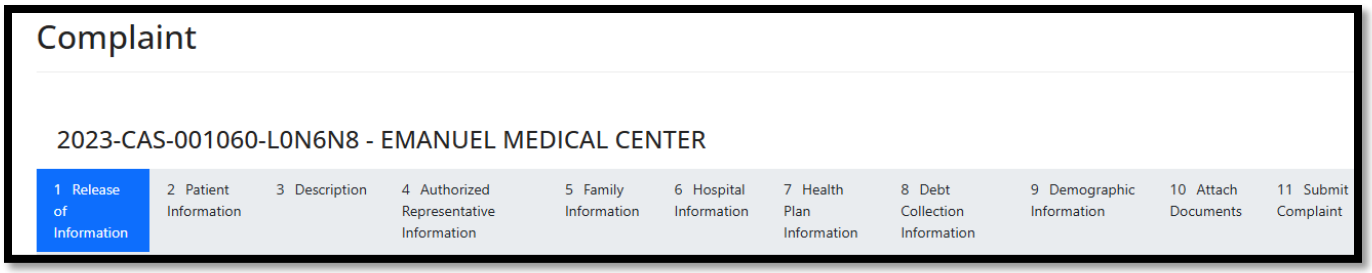
Step 1: Go to hbcp.hcai.ca.gov.
Step 2: Click on "**Patient Complaints**" located at the top blue ribbon. A list of patient complaints will show up. Find the complaint number on the first column. Then click the drop-down arrow on the right to see the menu. Select "**View details**" to check the complaint sections.

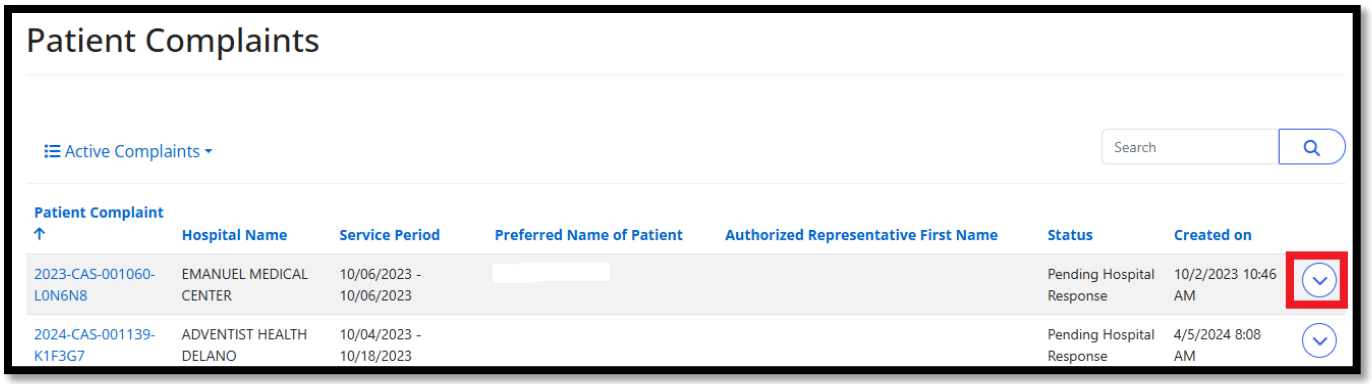


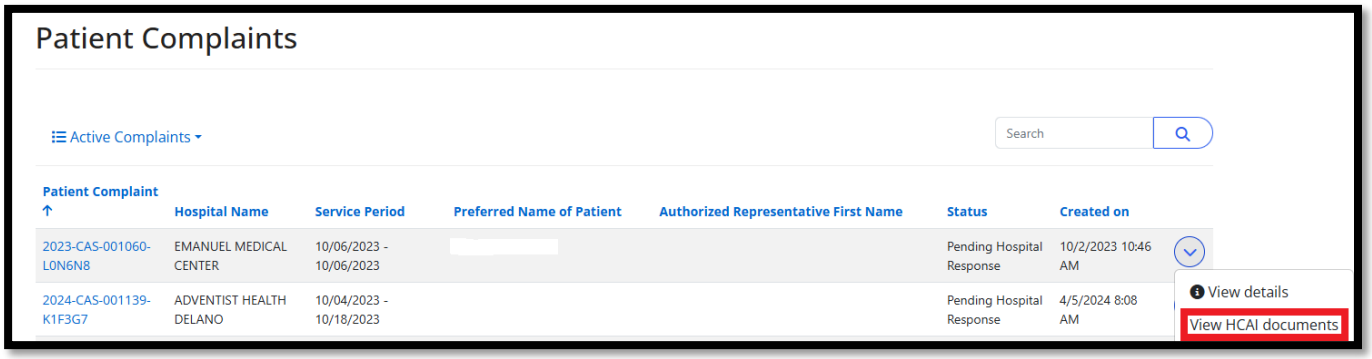




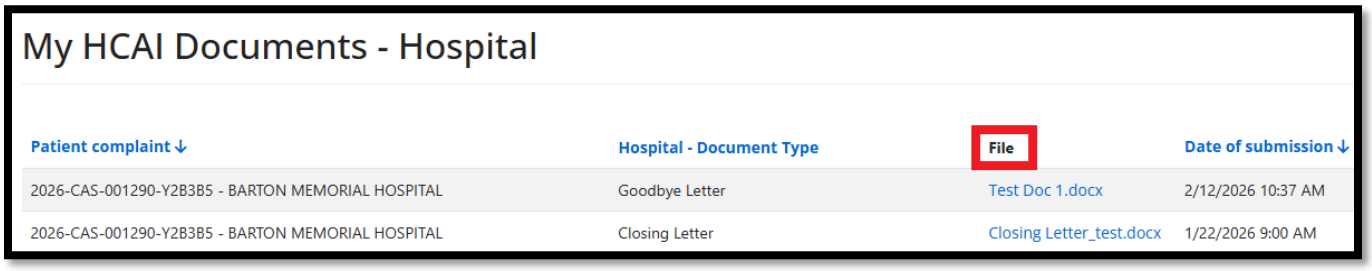
Step 3: The patient complaint is divided into 11 sections. You will be able to view all sections, but editing is not permitted. You may also view attachments submitted by the patient by clicking on the drop-down arrow and selecting "**View HCAI documents**" or by accessing Section 10 of the complaint, which is the "**Attach Documents**" page.







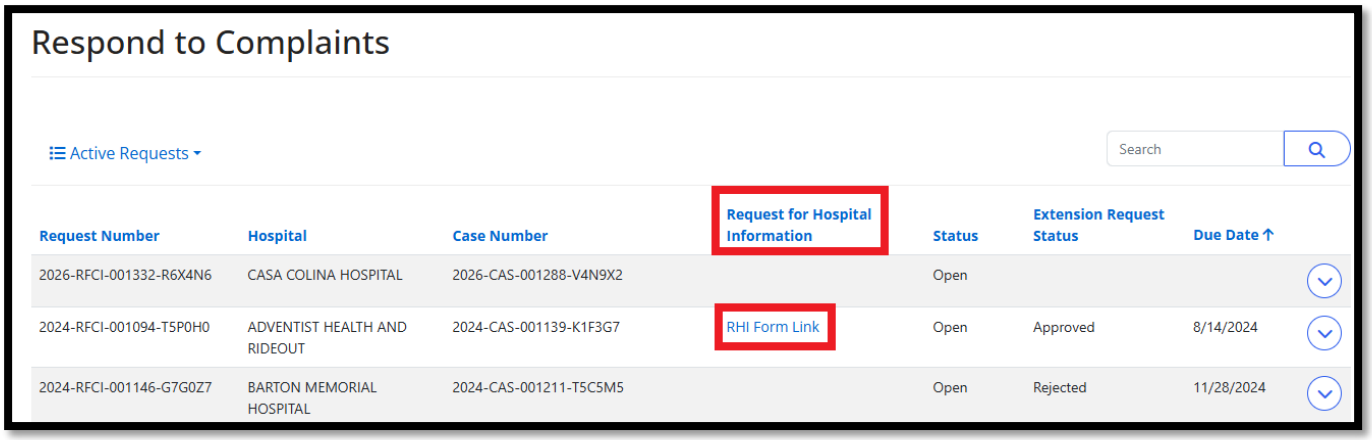
Note: To view a document, find the case number on the first column and under "**File**" click on the document to open it.



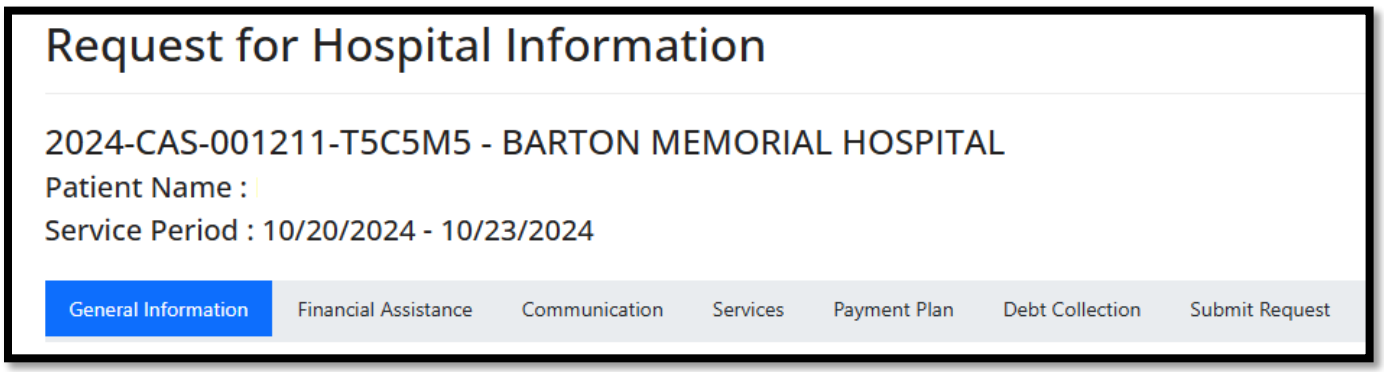
How to Locate and Respond to the Department's Requests for Hospital Information

Step 1: Click on "**Respond to Complaints**" located on the blue ribbon.

Request for Hospital Information- This is the initial request notifying the hospital of a new complaint. Notifications are sent via email to all hospital representatives. Click on the "**RHI Form Link**" under the **"Request for hospital information**" to respond to the request.

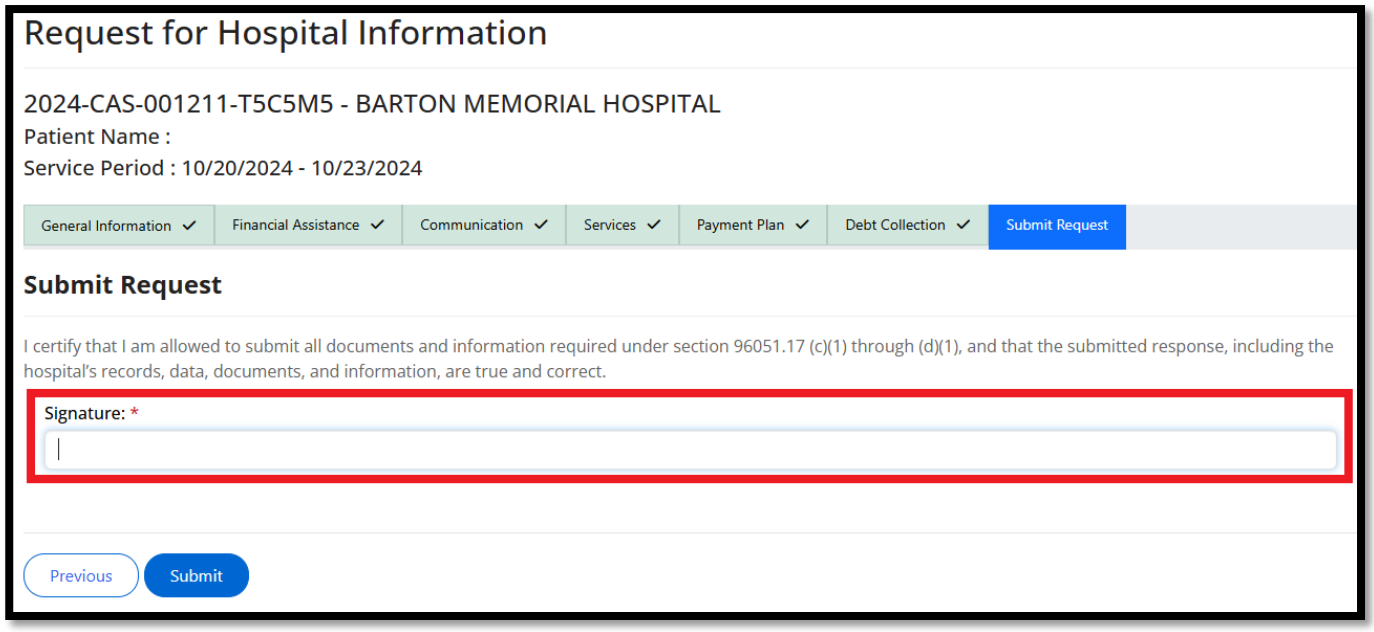


Step 2: The form is divided into seven sections. Beginning with "**General Information**" and ending with "**Submit Request**."



Step 3: To submit and close the request, ensure you sign it to certify.

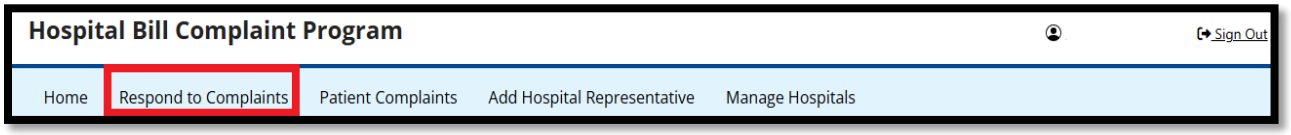
Note: Once a request has been closed, no additional modifications are permitted.

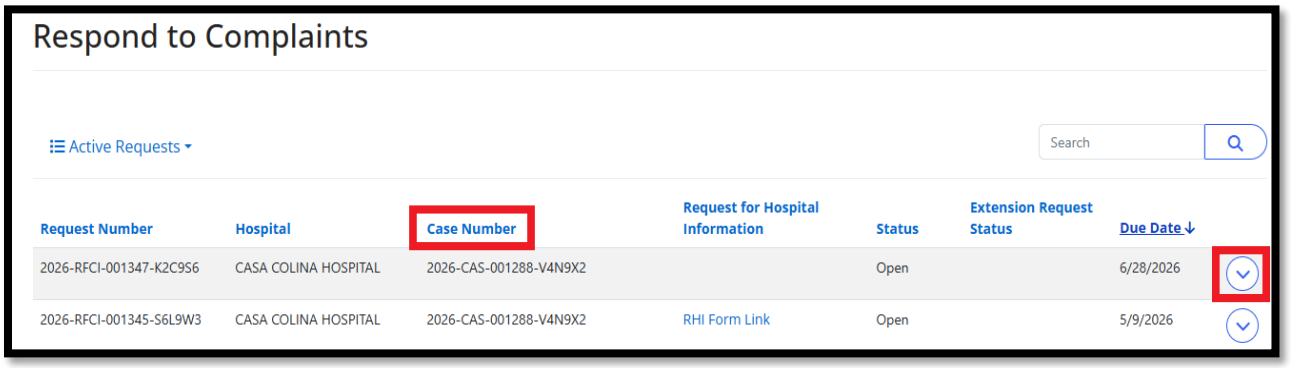


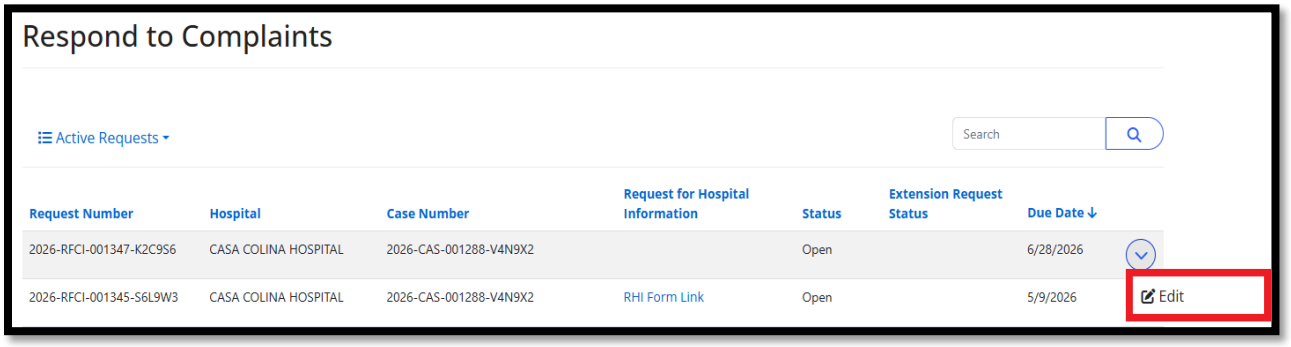
Request for Case Information-(Subsequent Requests)

Step 1: Requests for information notifications are sent to the registered hospital representative via email. Once a notification is received, go to hbcp.hcai.ca.gov.

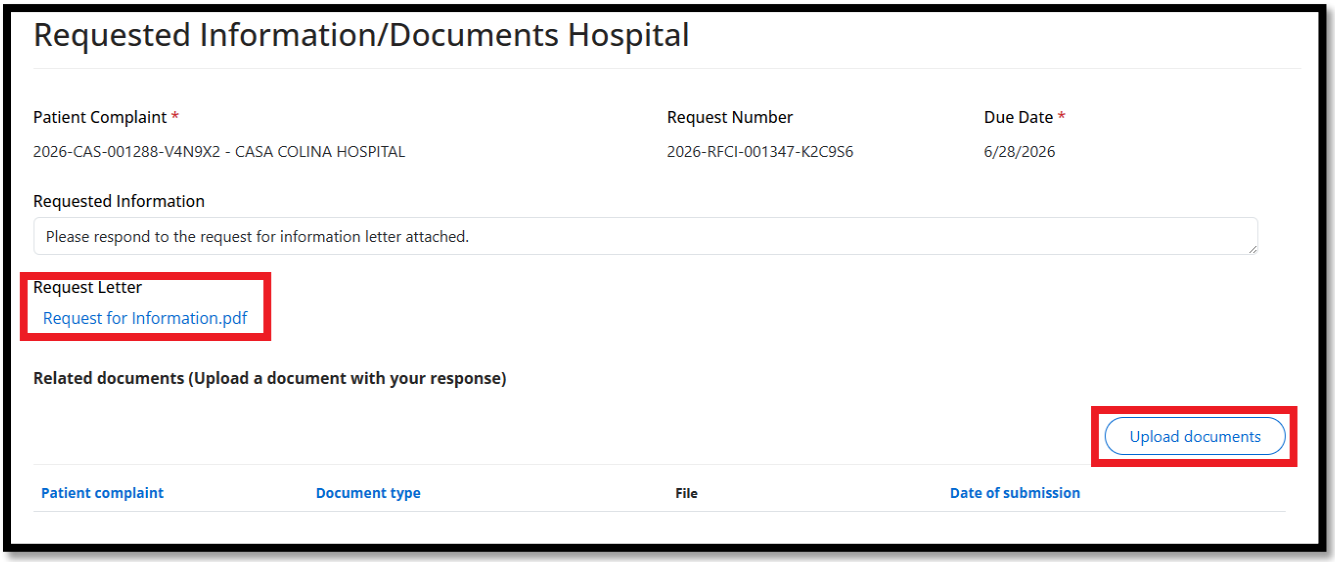
Step 2: Click on "**Respond to Complaints**" located on the blue ribbon and search for the "**Case Number**" for which you received an email notification. Click the drop-down arrow and select "**Edit**" to open and edit the request.

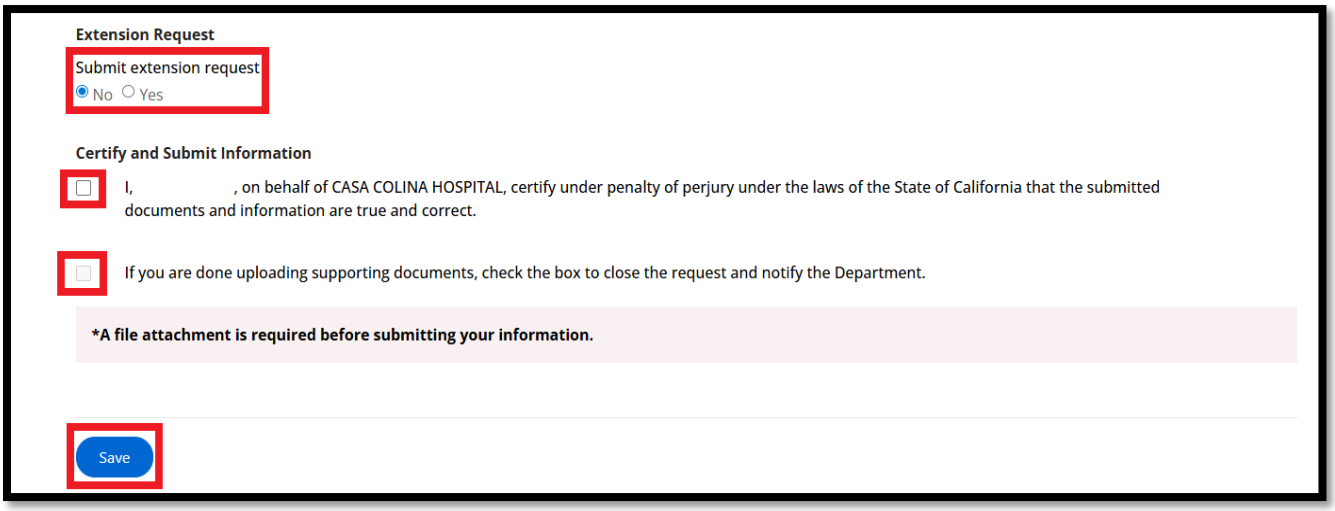




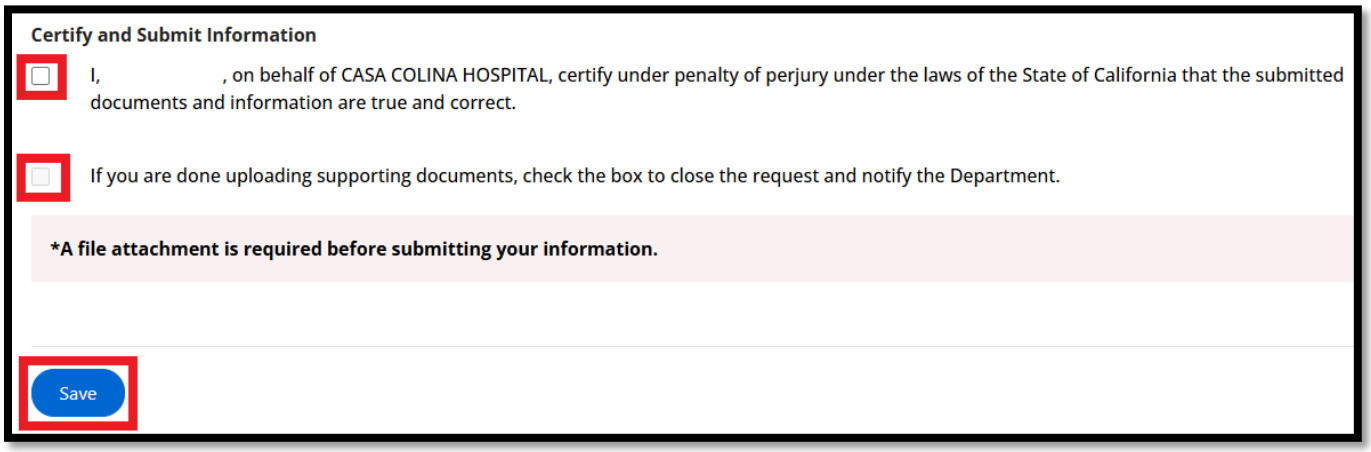


Step 3: After the "**Request for Case Information**" page opens, you have the option to review the "**Request Letter**" document to respond to the Department, you may "**Upload Documents**" and submit or "**Extension Request**."





Note: To ensure the request is closed after you provide a response, make sure the "**Certify and Submit Information**" boxes are selected. You will have to upload a document to be able to select the "**If you are done uploading documents, check the box to close the request and notify the Department**." Finish by clicking "**Submit**."



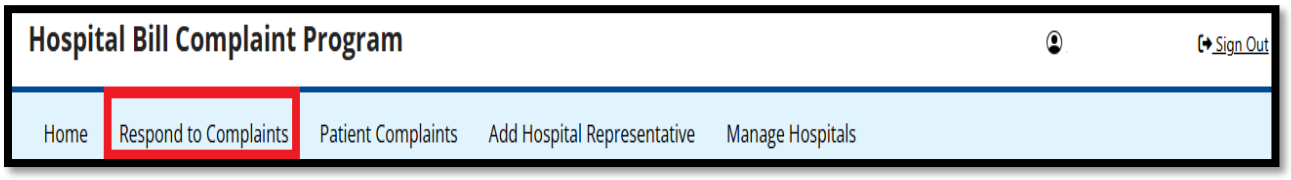
How to Complete an Electronic Signature on an Attestation Form

Electronic signatures are not currently available. You can simply type your name into the signature panel when prompted.

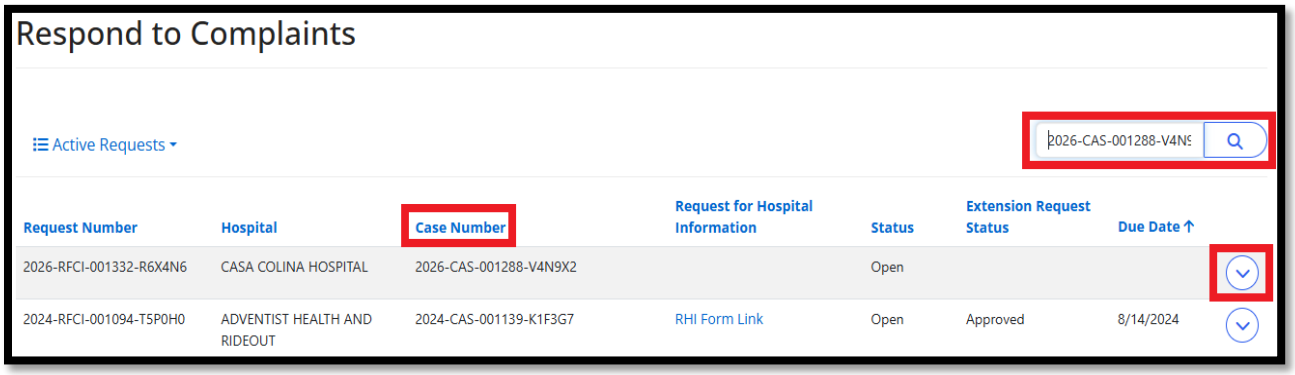
How to Contact the Assigned Case Manager Through the Portal

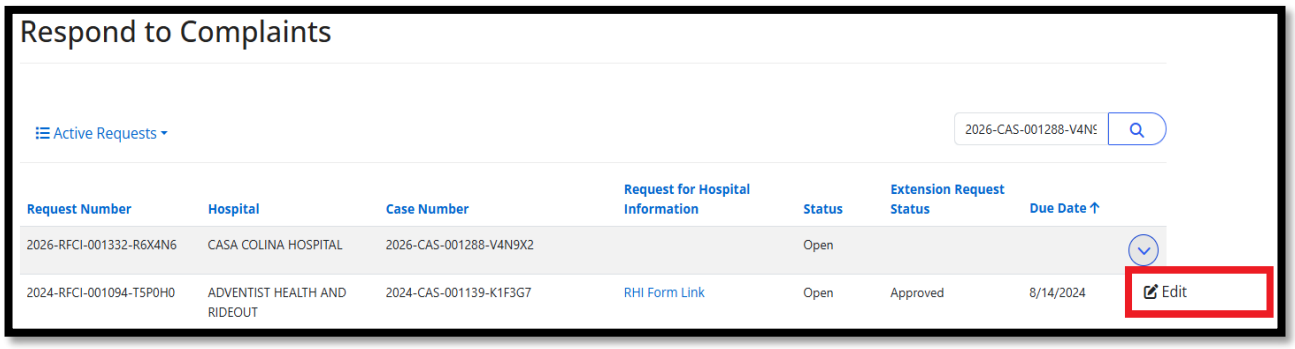
Hospital Representatives can contact the assigned case manager while there is an open "**Request for Case Information**."

Step 1: Go to hbcp.hcai.ca.gov and click on "**Respond to Complaints**" on the top blue ribbon.

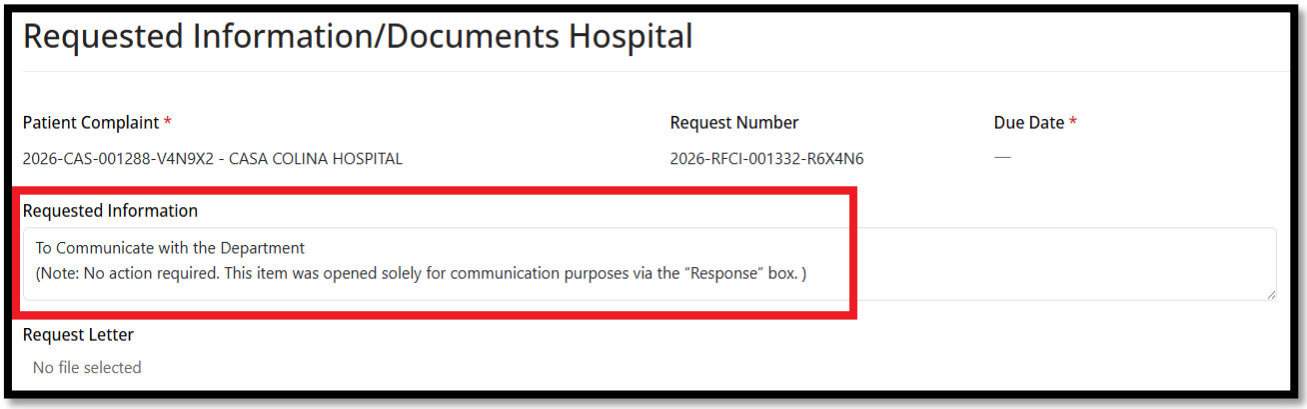


Step 2: Search for the complaint number you would like to communicate with the department about by entering the complaint number in the search box. This action will bring up all open requests regarding that complaint. Then click on the drop-down arrow to open the "**Edit**" menu.

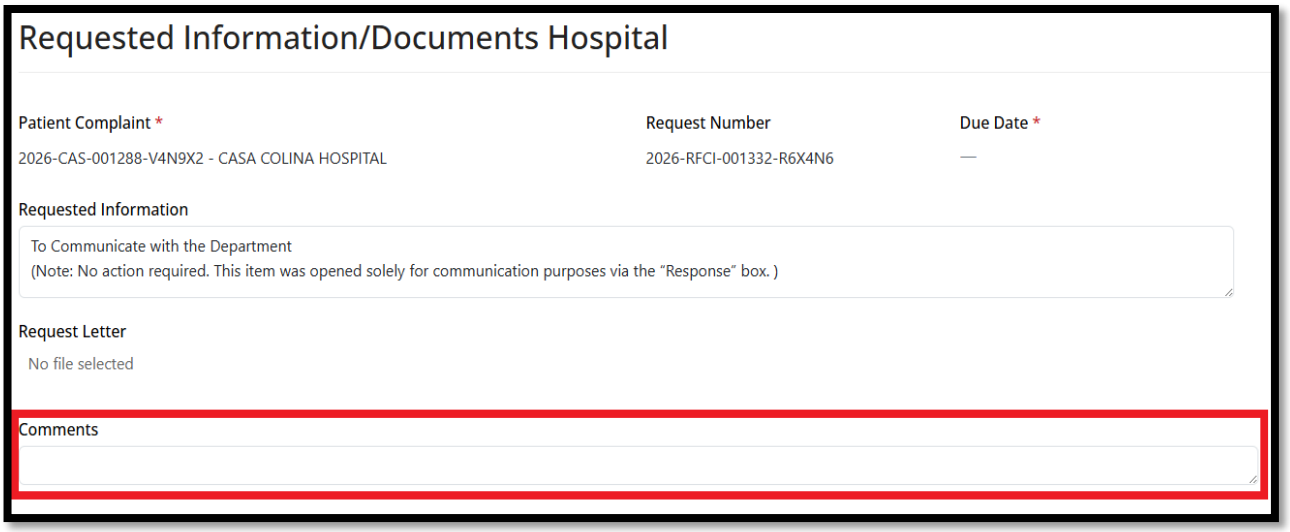


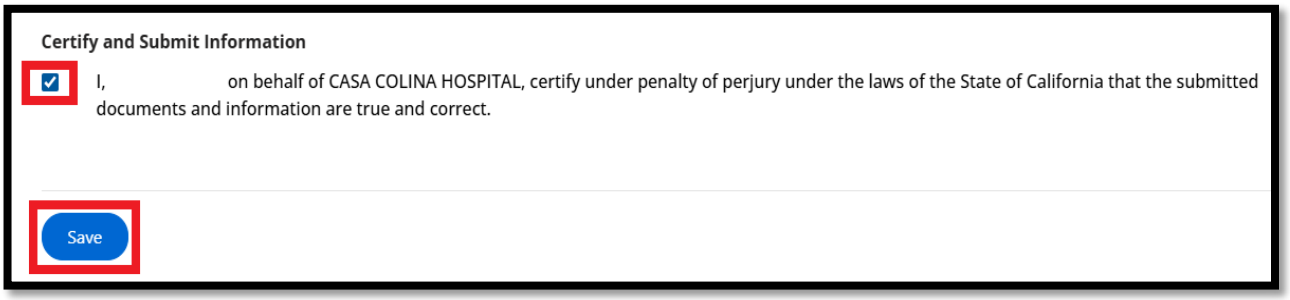


Note: Once you click on the edit menu, it will open the request. Look for the request that shows "**Communicate with the Department**."



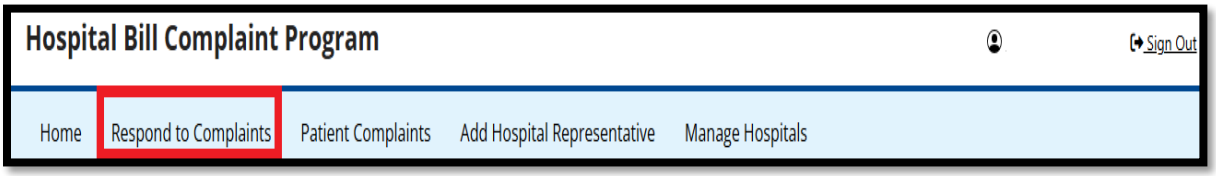
Step 3: You will be able to send the Department a message/question in the "**Comments**" box. When done click the Certify and Submit Information box and then click "**Save**."



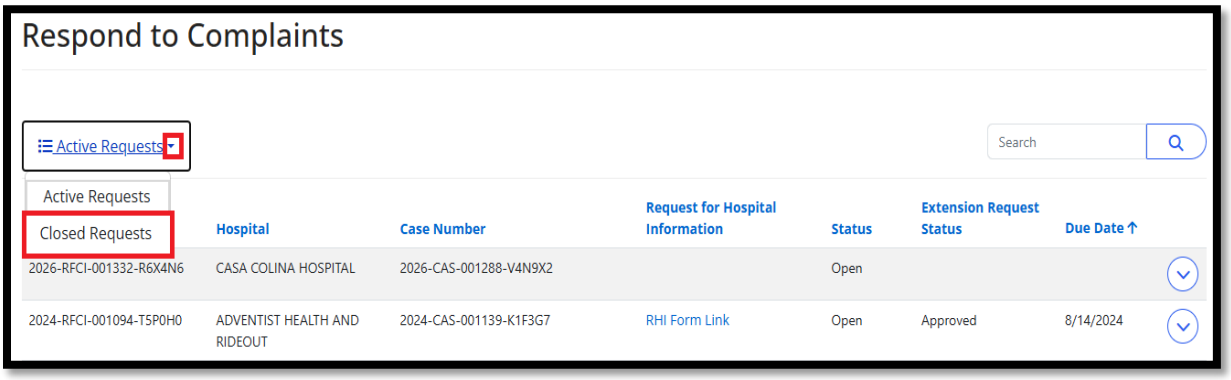


How to View Documents Uploaded by the Hospital Representative for Open or Closed Complaints

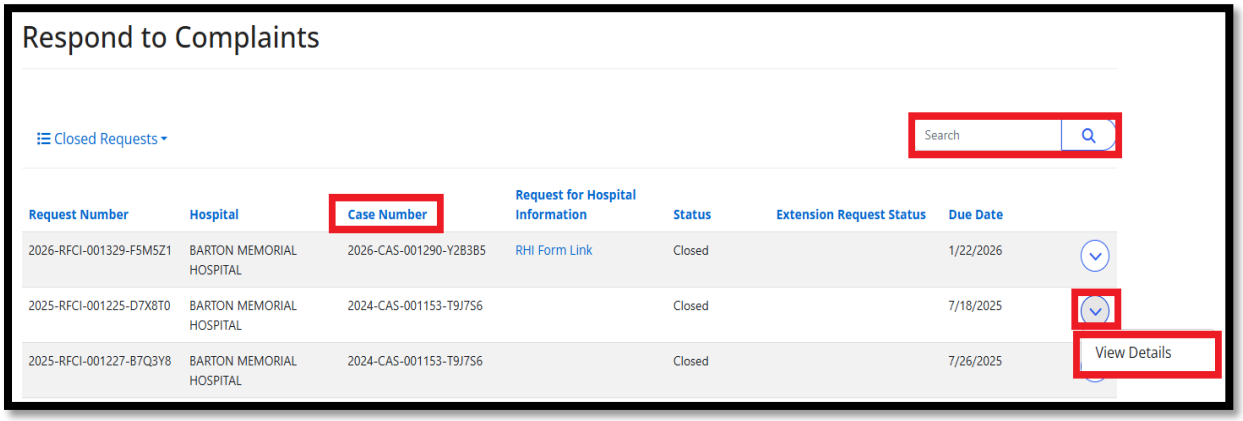
Step 1: Select **"Respond to Complaints"** on the top blue ribbon.



Step 2: Click the drop-down arrow next to "**Active Requests**" and select "**Closed Requests**."



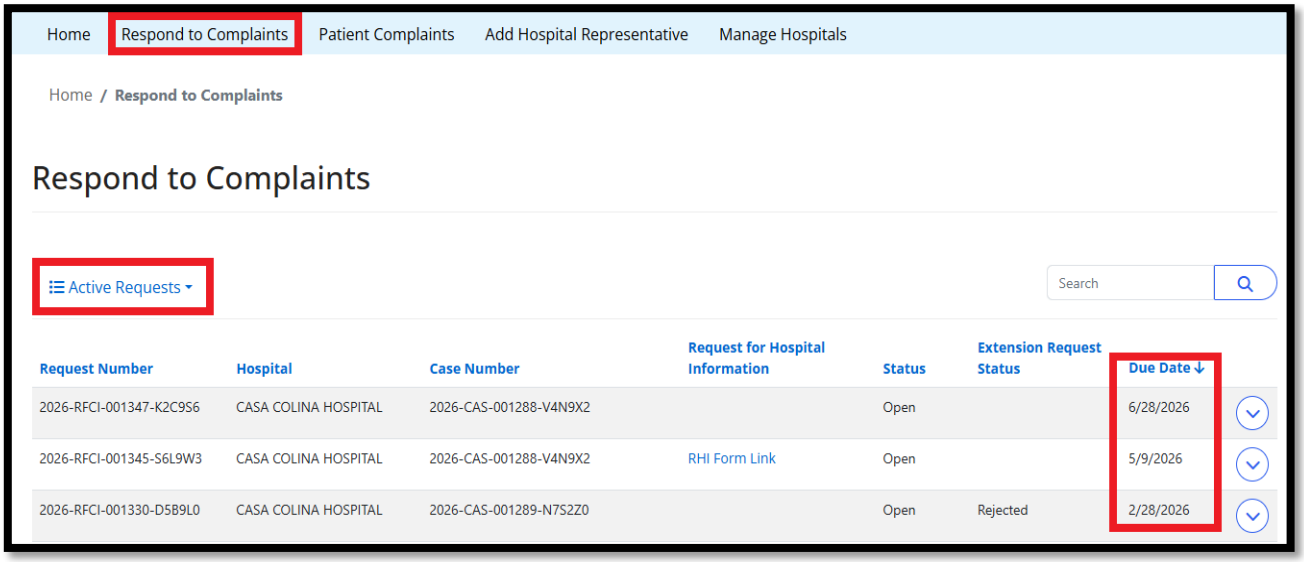
Step 3: Either search or scroll through to find the case number you want to review. Then click the drop-down arrow and select **"View Details**."



Step 4: Once you are on the "**View Information/Documents page**," scroll down to "**Related documents**" to view documents previously submitted to the Department. You can view attachments that were previously submitted, but editing is not available.

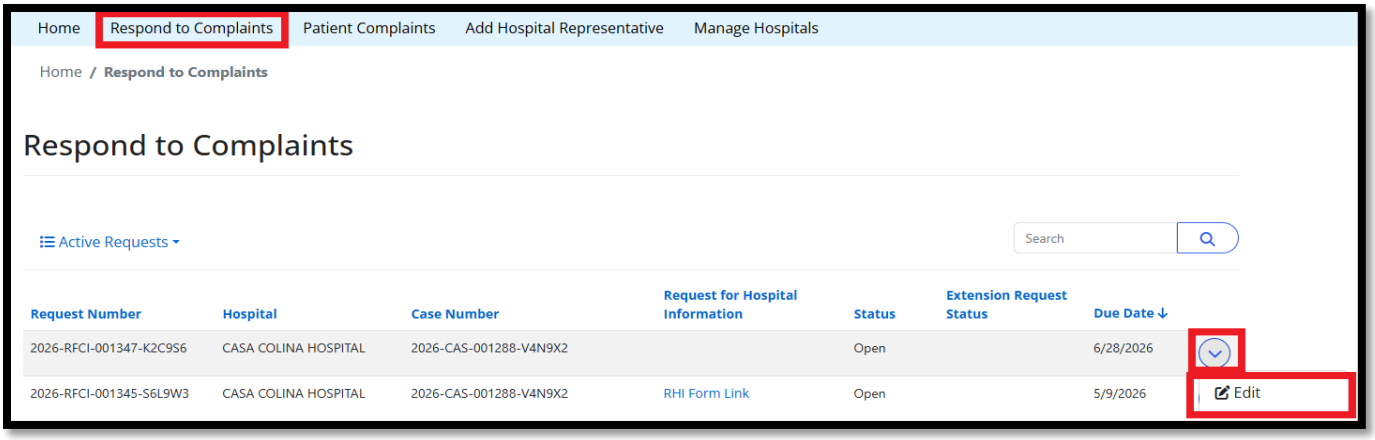
How to Locate Due Dates

Step 1: Go to hbcp.hcai.ca.gov
Step 2: Click on "**Respond to Complaints**" to view the due date.

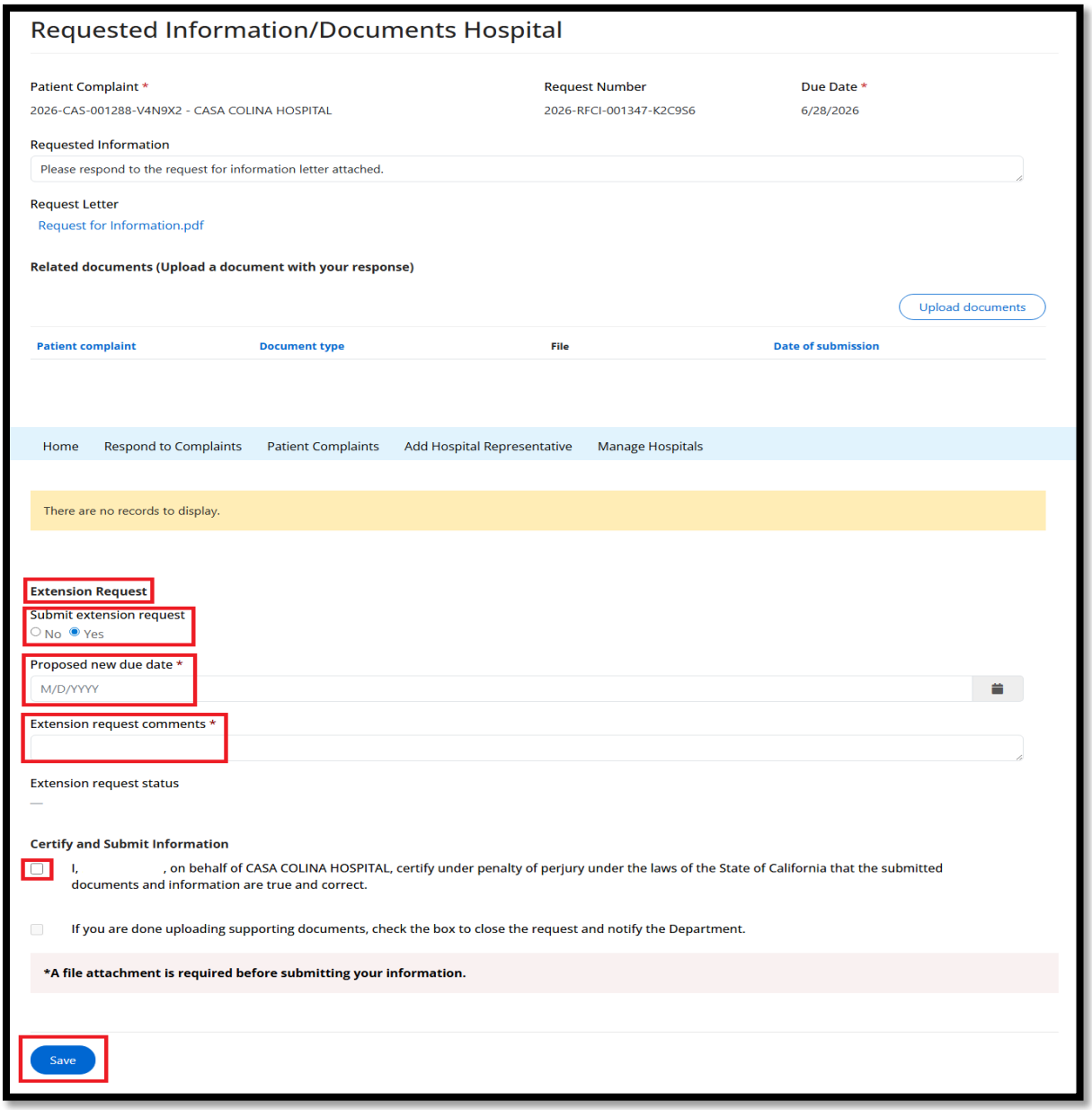


How to Request an Extension

Step 1: Go to hbcp.hcai.ca.gov
Step 2: Click "**Respond to Complaints**," find the open case under "**Case Number**"



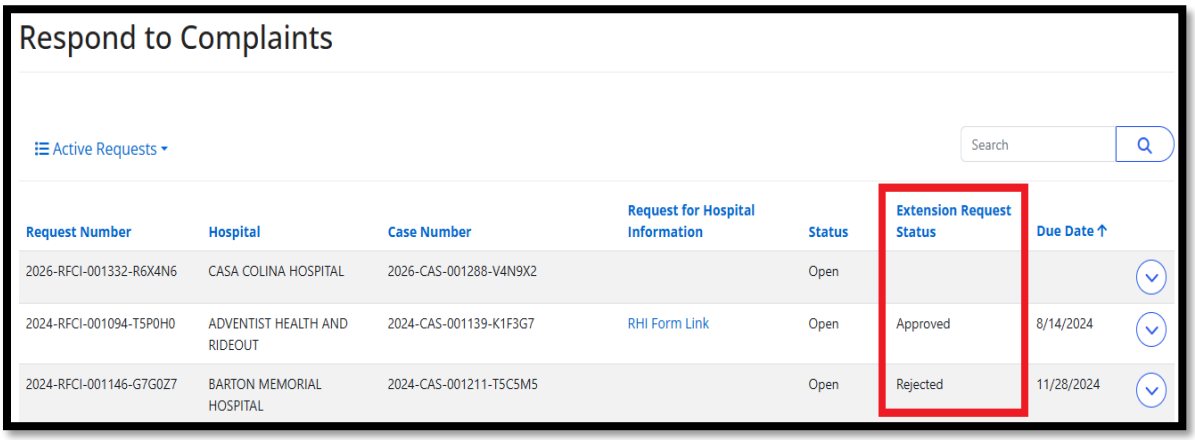
Step 3: Once the "**Requested Information/Documents**" window is open, you can request an extension, enter a new proposed due date, input comments explaining why an extension is needed, and save the request. You can still upload documents.



Note: An extension request must be submitted before the Request for Case Information due date to avoid a penalty violation.

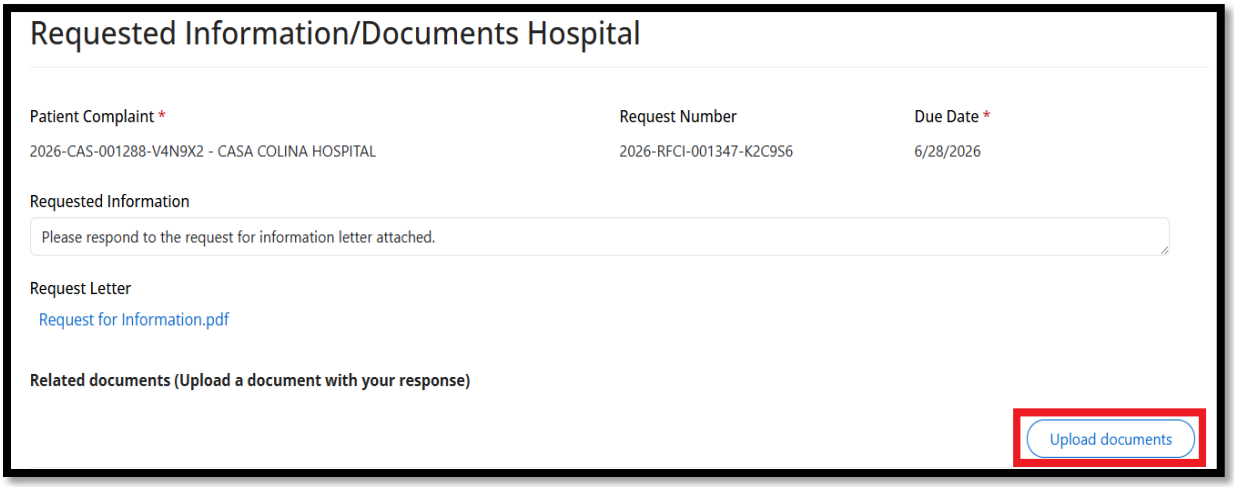
How to View an Extension Request Status to See Whether it has Been Approved, Denied, or Modified

Step 1: Go to hbcp.hcai.ca.gov
Step 2: Click on "**Respond to Complaints**" and review the "**Extension request status**" column.



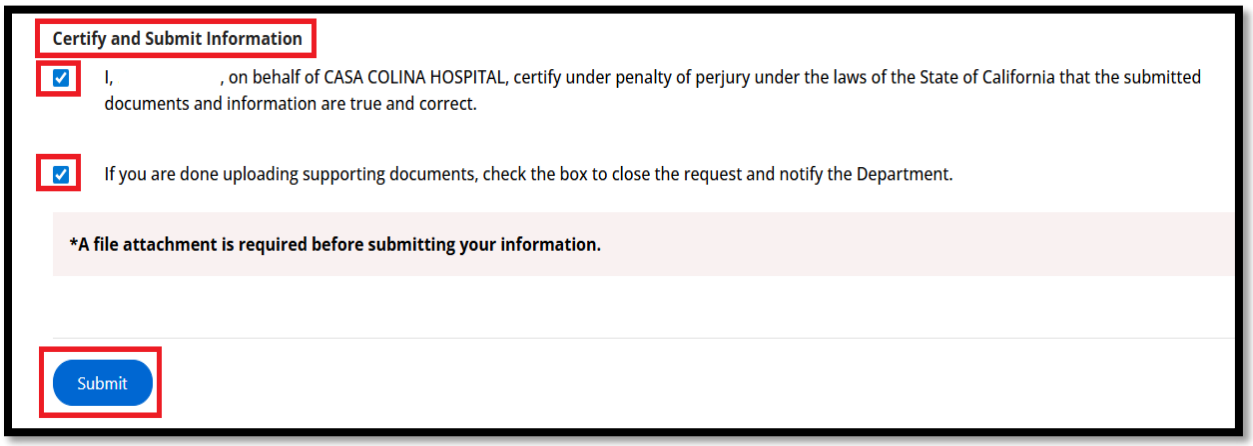
How to Upload Documents Through a Request for Case Information

Step 1: Go to hbcp.hcai.ca.gov.
Step 2: Click on "**Respond to Complaints**," choose the open case number under the "**Case Number**" column, for which you received an email notification and then click "**Edit**." You can upload documents here.



Step 3: Click the down arrow to select the "**Document Type**," upload the document and hit "**Next**."

Step 4: Once you finish uploading your documents, check the box to certify that the information you provided is true and correct. Then, check the box that says, "**If you are done uploading supporting documents**, **check the box to close the request and notify the Department**" then hit

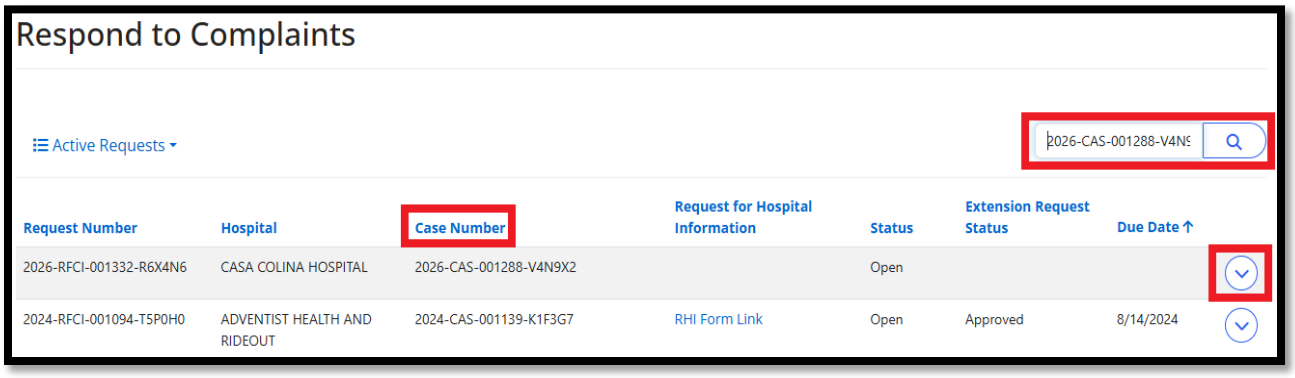


How to Communicate With the Department After a "Request for Case Information" is Closed

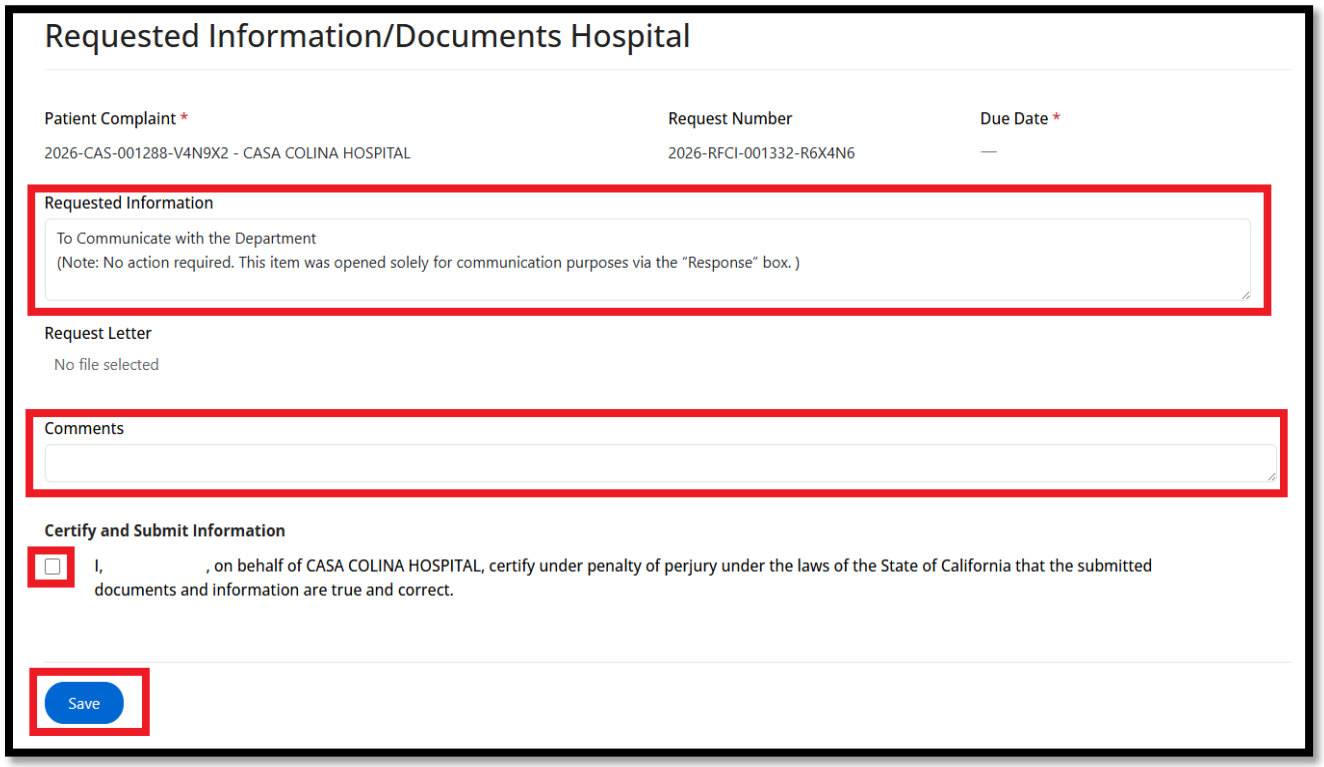
Once a Request for Case Information is closed, hospital representatives cannot submit further responses through that request. To continue communication, the Department will issue a separate Request Number for communication purposes only. This type of request will not have a due date, and extensions or document uploads are not allowed. To access a communication request, follow the steps below:

Step 1: Go to hbcp.hcai.ca.gov.

Step 2: Click on "**Respond to Complaints**," then select the open case number in the "**Case Number**" column and click "**Edit**."

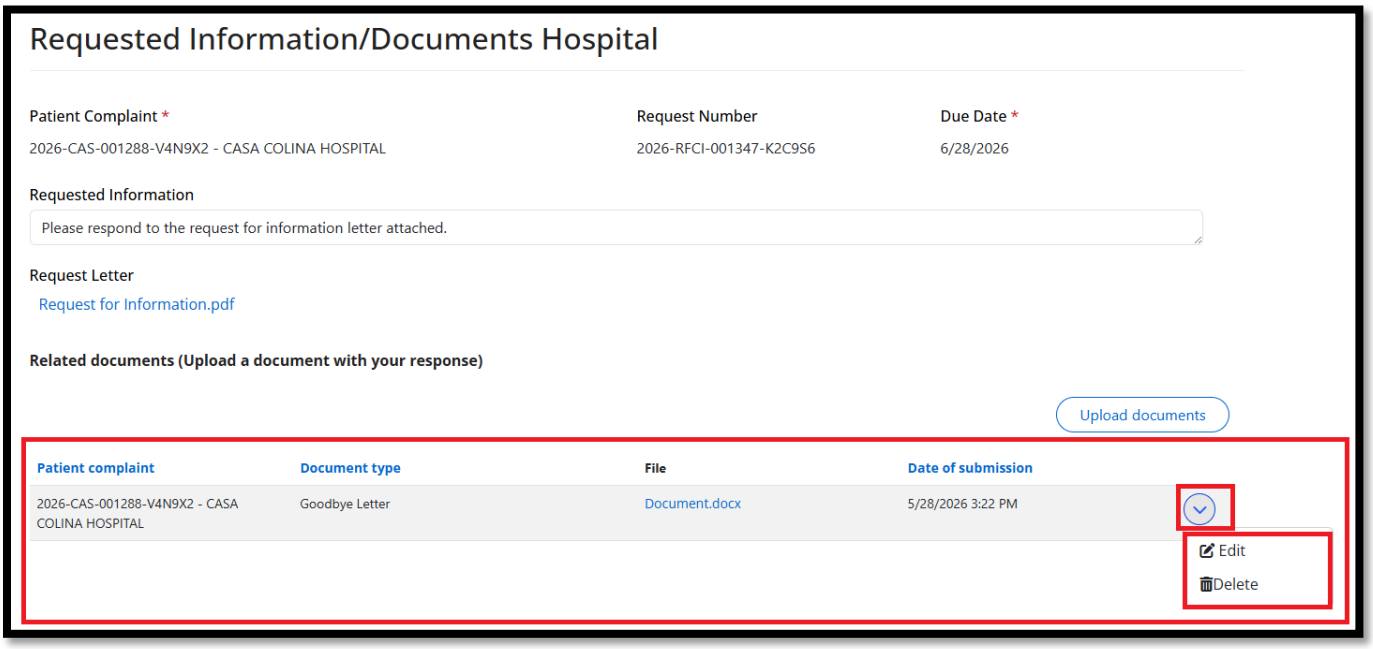


Step 3: After selecting "**Edit**," a page will open showing that the request is for communication purposes only. Enter your message in the "**Comments**" section and select "**Save**." An email notification will then be sent to the reviewer assigned to the case.



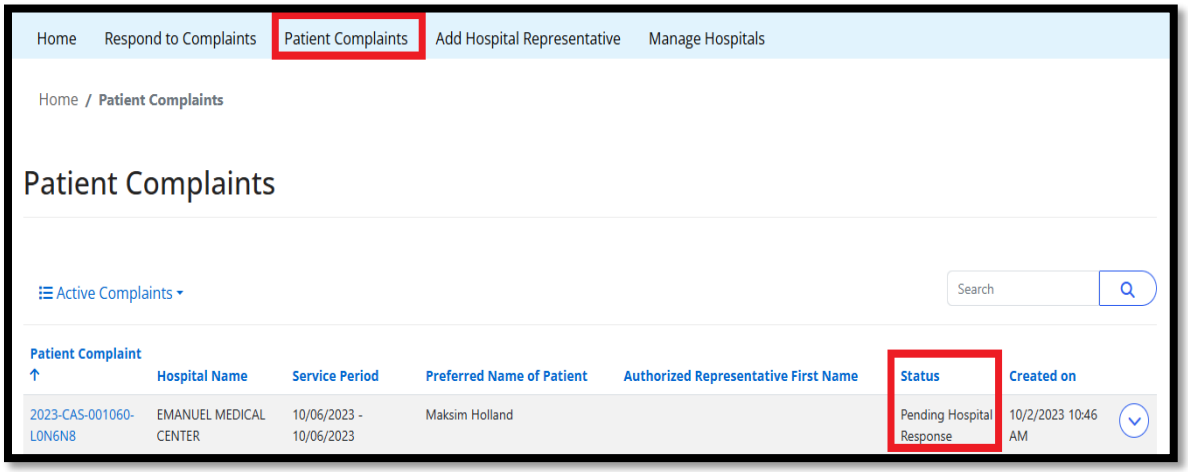
How to Revise a Request for Case Information Response (Update a Response)

You can edit a "**Request for Case Information**" while it is open, but once it is closed, you can no longer make updates. However, you will still have access to view previously uploaded documents.



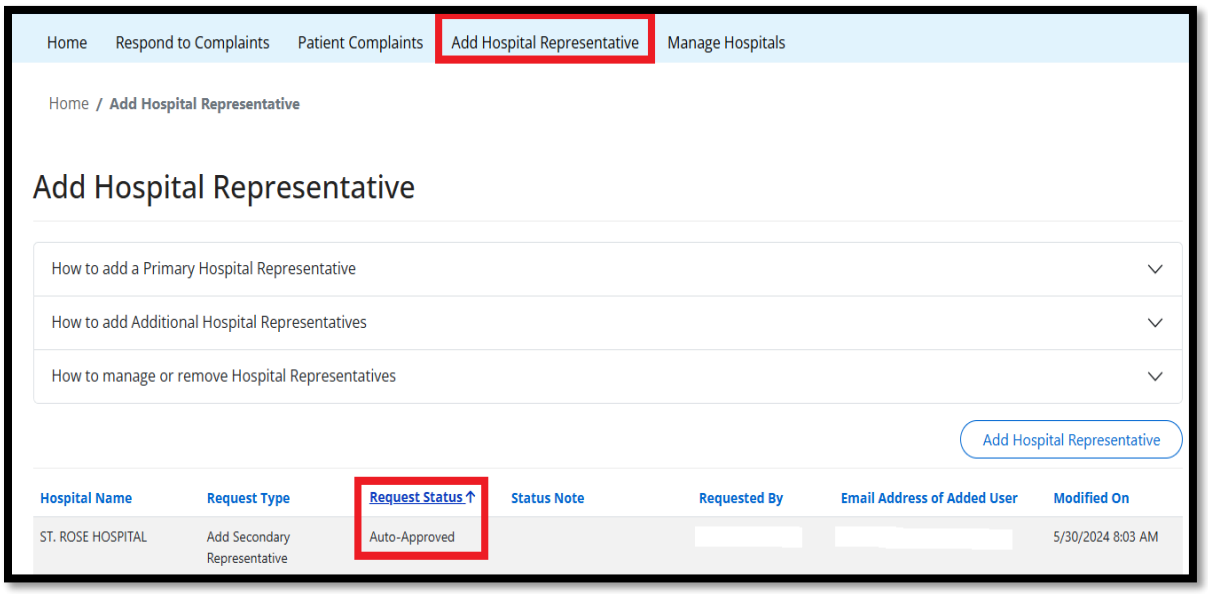
How to View Patient Complaint Statuses

Step 1: Go to hbcp.hcai.ca.gov.
Step 2: Click on "**Patient Complaints**" and review the "**Status**" column.



How to Check the Status of a Hospital Representative Request to Verify it is Pending, Approved, or Rejected

Step 1: Go to hbcp.hcai.ca.gov.
Step 2: Click on "**Add Hospital Representative**," scroll down the "**Request Status**" column to verify the status of your request.



Note: If your request is rejected and you need assistance, you can reach out to hfbp@hcai.ca.gov.

Email Notifications After the Response due Date has Expired

As a courtesy, you will receive six emails after the response due date has expired. The notification emails will be sent as follows:

- Day 1 of being past due.
- Day 5 of being past due.
- Day 10 of being past due.
- Day 14 of being past due.
- Day 21 of being past due.
- Day 28 of being past due.

Initial Compliance Notice

If the Department identifies violations, the hospital will receive a new request containing the initial compliance notice. You will have 30 days to respond to the Department. Extension requests are not permitted for initial compliance notices.

Final Compliance Notice

Upon receiving the hospital's final response to the initial compliance notice, the Department will issue a final compliance notice with the penalty assessment. The hospital will have 30 days to file an appeal.

Appeals

Appeals are handled separately from the patient complaint portal.

If you encounter technical issues, please contact the Hospital Fair Billing Program at hfbp@hcai.ca.gov.