

# Guide to Paying for CSB Services

## Fees & Liability

Fees are charged to help pay some of the cost of our services. We ask you for information so that we can set your fees appropriately and update this information at least once a year, or whenever your information changes.

The CSB accepts cash, check, money order, and credit cards for payment at the time services are provided. The CSB will file health insurance claims on your behalf with most insurance plans. Your liability will be determined based on the percentage not covered by the Ability to Pay Scale.

### Question about your fees or bill?

Talk to the administrative staff at the location where you receive services or call the CSB Billing Office at 703-324-7026.

## Health Insurance

Insurance benefits and coverage vary depending on your individual plan. The CSB has agreements with the following health insurance plans and can file claims and accept reimbursement on your behalf. We recommend you contact your insurance to verify if the CSB is an In-Network provider. You can also verify your benefits, copays, coinsurance, and deductibles that you may be responsible for:

- Virginia Medicaid
- Aetna Better Health
- Anthem
- CareFirst Blue Cross
- Cigna
- Kaiser in partnership with Virginia Premier\*
- Magellan Health
- Molina Complete Care
- Optima Health
- Optum/United Behavioral Healthcare
- Virginia Premier
- Medicare
- Tricare Standard
- Kaiser Commercial

*\*Some HMO health plans will only pay for services performed by a provider within their network. The CSB cannot accept those types of health insurance plans as payment for CSB services. Kaiser's partnership with Virginia Premier is excluded from these for certain services and can be accepted.*

## Questions for Your Insurance

When calling the number on the back of your insurance card you may be asked for information about the CSB to answer your questions in more detail. Below is helpful information when communicating with your insurance:

Provider Name: **Fairfax County, Virginia – Fairfax-Falls Church Community Services Board**

Tax ID: **54-0787833**

NPIs:

- Mental Health/Substance Use Services: **1154356244**
- Developmental Disability Services: **1174558266**



In case of an emergency go to the nearest emergency room or call 911.

**Important numbers for members**

Member Services: 1-855-652-8249 (TTY 711)  
 Transportation: 1-855-652-8249  
 Behavioral Health and Substance Use Hotline: 1-855-652-8249  
 24 Hour Nurse Line: 1-855-652-8249  
 Smiles for Children: 1-888-912-3456

**Important numbers for providers**

Eligibility/Preauthorization: 1-855-652-8249  
 Radiology Preauthorization: 1-855-652-8249

**Submit claims to:**  
 Aetna Better Health of Virginia  
 P.O. Box 63518  
 Phoenix, AZ 85082-3518  
 EDI Payer: 128VA

**Submit appeals to:**  
 Aetna Better Health of Virginia  
 9881 Mayland Drive  
 Richmond, VA 23233

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## Fee for Missed Appointments

If you are unable to keep your scheduled appointment, please notify your site's front desk staff, case manager, or therapist at least the day prior to your appointment. If you do not provide this advance notification and do not appear for your appointment, the CSB may charge you a \$25 fee for the missed appointment.

## What to Bring to Your First Visit

The following information will be required at your first visit. By bringing these documents, you will help us process your registration efficiently. See our list of valid documentation for examples.

- Proof of identity
- Proof of residency in Fairfax County, Fairfax City, or the City of Falls Church

- Health insurance cards, including Medicaid and Medicare cards
- Name, address, and telephone number of your current primary care physician and/or therapist
- Proof of legal Virginia guardianship and/or proof of guarantor assignment, if needed

Also, if you have income, please bring:

- Most recent income tax return (preferred)
- Recent pay stubs for the past month for self and spouse if married.
- Most recent Social Security Annual Earning Statement (or 1099 form or award letter)

If you have no income, you will be asked to certify that the information is true to the best of your knowledge.

## Financial Assistance & Ability to Pay

Financial assistance is available on a sliding fee scale based on the Ability to Pay Scale for some of our services. It is determined from income and household size. This subsidy is only granted for services not covered by your insurance plan and it does not apply to copays, coinsurance, or deductibles.

You may be eligible for additional financial assistance if you:

- Live in Fairfax County or in the cities of Fairfax or Falls Church
- Have limited or no health insurance
- Are not eligible for Medicaid
- Demonstrate financial need with proper documentation

*Please ask for a copy of the most current Ability to Pay Scale to determine your cost-sharing percentage.*

## Payment Options

Don't let your payments fall behind! Delinquent accounts may be placed for collection. Instead, speak with CSB billing staff about a payment plan or supplemental fee subsidy.

Should your account be past due or turned over to a collection agency, you will be subject to the full amount outstanding plus any applicable collection agency fees.

Collection agency fees can range from 20%-30% more than your original balance.

## Affordable Care Act

You can obtain the necessary coverage through your job, through a government program such as Medicaid or Medicare, through the health insurance marketplace in Virginia, or directly from an insurance company.

Ask to speak with a CSB Benefits Specialist about your insurance options. Our Benefits and Prescription Access team offers application screening and assistance in the following programs.

- Medicaid
- Medicare part D
- SNAP
- General Relief
- Dental
- Prescription Assistance

## Annual Review of Fees

Fees are reviewed and established annually by the CSB Board and submitted to the Fairfax County Board of Supervisors. Your account will be reviewed annually so that the most accurate and current information is used to determine your fees.

If your information changes prior to your annual review, please let a member of our staff know so we can update your information and fees.

## Where to Call if You Have Questions

We appreciate the opportunity to serve you and welcome feedback to improve your experience with the CSB. If you have feedback, questions or need additional information, please speak with the staff at the site where you receive services, or you can contact the Central Billing Office staff at:

703-324-7026  
12011 Government Center Parkway, Suite 836  
Fairfax, Virginia 22035



Fairfax County is committed to nondiscrimination on the basis of disability in all county programs, services and activities. Reasonable accommodations will be provided upon request. For information, call 703-324-7000.