




U.S. Department of Homeland Security
Bureau of Immigration and Customs Enforcement
425 I Street NW, Washington, DC 20536

HQDRO

Division of Immigration Health Services
1220 L Street, NW, Suite 500, Washington DC 20005

DATE: APR 11 2005
TO: Providers of Health Care Services to Persons in the Custody of ICE, BP, and ORR
FROM: 
Gene A. Migliaccio, Dr. P.H.
Director, Division of Immigration Health Services
SUBJECT: Authorization and Payment Requirements for Services to Detainees

This memorandum has been sent to you because you have provided health services to individuals in the custody of the Immigration and Customs Enforcement (ICE), U.S. Border Patrol (BP), and/or the Office of Refugee Resettlement (ORR). The Division of Immigration Health Services (DIHS) is responsible for providing or arranging for health care services for individuals who are in the custody of the aforementioned U.S. agencies. Reimbursement of authorized health care services is the responsibility of DIHS.

Health care services will no longer be reimbursed by DIHS unless authorization is obtained in accordance with our policy.

If you bill DIHS for health care services, you must review our website for updates monthly (<http://www.inshealth.org/ProviderInfo.htm>). The website contains critical information concerning:

- **Authorization Policy** – All health services require an authorization from DIHS. Non-emergent health services require an authorization prior to the health service being performed. Health care Providers should not perform non-emergent health care services without prior authorization from DIHS. Requests for authorization are to be submitted by detention facilities to DIHS. It is the detention facilities responsibility to provide a copy of the DIHS approved authorization to the Provider.
- **Reimbursement Policy** – Health services will be reimbursed in accordance with Title 18, Part III, Chapter 301, Section 4006 of the U.S. Code and shall not exceed the lesser of Medicaid or Medicare unless explicitly authorized.
- **Claim Submission Process** – In order for your claim to be completely processed, health care claims must be submitted on the appropriate claim form and must be completed in accordance with the instructions on the DIHS website.

DIHS is required to strictly enforce all policies and procedures regarding claim submission.

We appreciate your willingness to work with DIHS to provide exemplary health care to individuals under our purview. Should you have questions, please refer to the following contact information:

- **Service Authorization and Benefit Plan** – Call the referring detention facility or call the Managed Care Branch at 1-888-718-8947 between 7:00 am and 7:00 pm EST Monday thru Friday
- **Reimbursement Policy** – Email providerinfo@dhs.gov or call 1-888-718-8947 between 8:00 am and 4:30 pm EST Monday thru Friday
- **Claim Submission and Status** – Call the Claims Processing Center at 1-800-479-0523 between 7:30 am and 4:00 pm CST Monday thru Friday