

Fairly often, medical bills are received in the name of a foster parent or the Family Service Worker. Please remind DCS team members and foster parents that they should always sign the financial guarantor paperwork as “(list your county) Department of Children’s Services” and provide the DCS office address. If the provider demands a name—first try to only give your first name and last initial—and include “as a representative of DCS”.

Always provide the child’s name, DOB, SSN, and TennCare Member ID along with any commercial insurance that the child may be covered under through birth family, relatives, etc.

If you or a foster parent receives a medical bill for a custodial child for a service that took place **during the custodial period**, first contact the number on the statement and make sure the above information is on file so that a claim can be filed correctly.

Please remind foster parents that they **should not** pay any bills that they receive for a custody child, but to send those bills immediately to the FSW and/or Regional Health Advocate Representative.

If you still continue to receive bills or if your call does not resolve the issue, please then provide a copy of the bill to your regional Health Advocate Representative.