



Expert Billing & More, Inc.

APRIL 2007

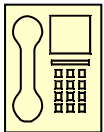
Changes, changes and more changes – I'm sure by now most of you have heard about the possible changes coming in the future. There has been mention of a new waiver for residential habilitation clients, eliminating companion services, changing the waiver to a managed care program, as well as changing all service authorizations effective dates to begin July 1 to coincide with the fiscal budget. These changes are significant and will affect all of us. There have been many emails forwarded by several different sources and we have forwarded them on to you. Keep on the lookout for more information from districts or support coordinators. Please share any important information you obtain with us. Once we have verification of actual changes, we will post the information in the "Important Updates" section on our website. Keep asking questions...

Clients with inactive Medicaid – In the past, we have been calling or emailing providers if a client's Medicaid was showing as inactive. We have created a form that we will be mailing or faxing directly to providers. This will ensure that providers are getting the message and can relay the information expeditiously to the support coordinators.

Voids or adjustments – Please remember that current billing is our first priority and that if voids or adjustments have to be done, it may take a few weeks to complete them. It is best to be sure all billing is accurate and complete before it is submitted. Since we don't charge extra fees for voids or adjustments, your cooperation is appreciated.

This is just a reminder that claims submitted after Wednesday are not guaranteed by Medicaid to be processed the following week. Expert Billing processes claims within 24 hours of receipt so as long as billing is received by Tuesday at Noon, we guarantee we will process it to meet the Medicaid weekly deadline. If providers submit billing on Wednesday, Thursday or Friday, Expert Billing will still process it within 24 hours but payment the following week cannot be guaranteed by Medicaid.

Service Authorizations – Just another reminder to make sure to send us current authorizations to avoid billing delays.



Please keep us updated with your current address, phone number, fax number, email and any other contact information for you. If we don't have your correct email, you may be missing important information that is emailed throughout the month. Please contact us via phone or email to notify of any change in the above contact information because simply changing the information on your invoices most likely will not be noticed.

As always, please feel free to call if you have questions.
