



Expert Billing & More, Inc.

APRIL 2009

EFFECTIVE IMMEDIATELY....

WE WILL NO LONGER MAKE ANY ADJUSTMENTS TO PROVIDER INVOICES

IT IS THE PROVIDER'S RESPONSIBILITY TO ENSURE THAT INVOICES ARE SUBMITTED WITH REQUIRED INFORMATION AS OUTLINED IN THE DD WAIVER HANDBOOK.

We have been trying to accommodate providers to ensure timely processing of invoices; however, because of liability issues, we will no longer process invoices that have incorrect or missing information including, but not limited to:

1. incorrect or missing client name
2. incorrect or missing service name
3. incorrect or missing date of service
4. incorrect or missing rate (it is in your best interest to total up your invoice so you will know how much money you are expecting)

If we receive an invoice that is incomplete or has incorrect info on it, **YOUR INVOICE WILL NOT BE PROCESSED.** We will call you to request you submit a corrected invoice. This will ensure that what is processed matches your documentation. There have recently been issues with Delmarva audits and we just can't take any more chances. Our business is on the line if we process something other than what is submitted by providers.

Please note that there are specific requirements that need to be included on an invoice per the DD Handbook. If information other than what is noted above is missing, we can still process the invoice because we have the information in our system; however, providers will still be cited for not having the required information on the invoice.

If you are unsure of exactly what information is required on an invoice, review your DD Handbook under "documentation requirements".

PLEASE REMEMBER, providers should be reviewing the remittance voucher to ensure that the claims were processed correctly and in full. If there are any discrepancies, contact us immediately rather than waiting for the error to be discovered in an audit.

If you are unsure how to pull your voucher and think your payment was not accurate, just give us a call. We can pull your voucher and research the issue.

Do We Have Your Current Contact Info?

Please make sure we have your current contact info. We need to have current phone numbers to contact you if there are problems with your billing. If we leave you a message about your billing, please listen to your message before calling us back. Sometimes our calls don't warrant a return call but if they do, if you know what you are calling us back about, it makes it easier for someone to assist you since the person that actually called you may not be the one answering your return phone call.

Email addresses are especially helpful because we communicate a lot of important info throughout the month via email. **If you are not receiving at least one email per month from us, we do not have your correct email address.**

Regular Office Hours

Monday-Thursday 8:30-4:30 pm / Friday 8:30-11:00 am

Office will be closed Friday, April 10, 2009 for Good Friday