



# Expert Billing & More, Inc.



## December 2007

**Suspended Claims** – Recently several claims have been suspending that have not had problems in the past. This is causing providers not to get paid as expected, of course at the worst possible time of the year. We understand the dilemma this is causing and are doing everything possible to help push your claims through.

Apparently the issue is when there is more than one claim for the same client, same service and same date of service. In this instance, Medicaid has to review the claim to ensure it is not a duplicate before they will allow payment. This has always been the practice but in most cases it was transparent to providers because the claim was reviewed and processed for payment during the same payment cycle. For some unknown reason, recently it has been taking ACS an extremely long time to resolve these types of claims. As hard as it is to accept, ACS' contract with Florida Medicaid states that they have 30 days to resolve suspended claims. So far, they remain in compliance.

We realize this has been a shock to the providers this has affected, as it has been taking up to 4 weeks to receive payment. If this has affected you, you know that we are doing everything we can to help claims pay on time; however, we cannot control any of this. Please remember that if your claims are not paying, make sure to contact us so that we can at least monitor the claim for you and let you know when it is expected to pay. Also, you should be very diligent in keeping track of your payments to ensure that you are in fact paid everything you are owed. If any of your claims are not paid out within the 30 days, it is imperative that you contact us so that we can notify Tallahassee immediately.

**New limitations on PCA and Support Living** – Please be aware that the limitations for PCA of 720 qh per month (not for intensive PCA) and the limit of 80 q/m for clients receiving supported living and in home supports was effective back on August 1. Unfortunately some of you did not receive updated authorizations. It is still the provider's responsibility to ensure compliance with the new guidelines. Districts are now sending out recoupment letters to providers that bill in excess of these limits. We don't want any providers to be in a recoupment situation so we are doing everything possible to help you avoid that.

We have suggested to Tallahassee that they add new procedure codes to differentiate the service limits but are not sure they will implement that idea. Unfortunately because there are so many variables to these limitations, it's hard for us to set our software to notify us of the limits unless we are 100% sure they apply. We have stopped processing claims that will exceed these limits when we are 100% sure they apply because we want to help you stay in compliance; however, we are not always sure they apply so it has been very difficult. If you know your services are limited, please make sure to write a note on your authorization so we can code our system correctly.

If you have specific questions, you should contact your SC or your local APD office.

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**Claims that cannot be billed** – When we are processing your invoices, if there is an issue that prevents us from submitting all or part of a claim, we will notify you. If it is an issue that can be resolved, we will make a copy of the invoice and keep it in our problem log until we receive an authorization that allows us to submit the billing. Each time we receive a new authorization, we review our problem log to see if there is anything outstanding that the new authorization would cover. If so, the claim gets billed at that time. There are still several items that have been in there for months and months with no response from providers. If an issue is not resolved within a reasonable amount of time or there is no response from the provider, we will file the claim. Providers should be diligent in following up with us to make sure they receive payment for claims submitted.

**Clients you are no longer serving** – don't forget to let us know when you are not working with a client anymore. We subscribe to certain services that are charged "per client" so by letting us know you aren't working with a client anymore, helps us avoid unnecessary charges.

## **HOLIDAY OFFICE HOURS**



### **Christmas Office Hours:**

- Closed at 2 pm Thursday, December 20 (***this means we are leaving at 2 so if you want your invoice submitted on this date, you should submit it before NOON***)
- Closed all day Friday, December 21
- Closed all day Monday, December 24
- Closed all day Tuesday, December 25

*BE SURE TO SUBMIT INVOICES TIMELY TO ENSURE WE HAVE ENOUGH TIME TO PROCESS; ALSO PLEASE REMEMBER DIRECT DEPOSITS WILL BE DELAYED THIS WEEK DUE TO HOLIDAY*

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

*Expert Billing & More, Inc. wishes each of you a joyous holiday season and a wonderful New Year!*

seasons  
greetings

