



Expert Billing & More, Inc.

December 2008

This Is Going to Be A Mess – Correction: THIS IS A MESS!

As we have been entering updated authorizations into our system, many times we have noticed that the new authorization ending 10/14 is incorrect. For example, rates are different, not enough hours were approved to cover what was already billed or dates were changed.

I know this is probably more technical than any of you care to know about but I'm going to explain it anyway because we are going to have to deal with it at some point.

Before EDS took over, each week ABC (APD's computer system) was updated with paid claims by ACS and ACS's system was updated with authorization info. At anytime, a support coordinator or APD staff could look into ABC and determine how much money has been used. Ninety-nine percent of the time, this correlated with our system that also keeps track of approved and used monies. Because both systems were updated regularly, providers could not overbill.

Since EDS took over, ABC has not been updated with paid claims. I believe this process was stopped because of all the system problems that had been occurring.

We have noticed that when updating our system with the updated authorizations, that there are a lot of negative balances – meaning that you were paid for more hours than are now approved after the changes were made.

I'm afraid once ABC is updated with paid claims that providers will get a recoupment letter stating payback is required because ABC will reflect a negative balance. We don't want that to happen because in most cases services were provided as authorized. **If we notify you that you ended up with negative balances, we strongly encourage you to get it straightened out with the support coordinator asap so that this doesn't happen to you. Once the authorization is corrected, you must obtain a new authorization for your records. Remember that when Delmarva comes, you have to have a correct authorization on file.**

HAVE YOU RECENTLY MOVED?

Please remember that if you are planning to move or have moved recently, you need to update your local APD office as well as EDS with your new address info. Even though you are receiving payments via direct deposits, if Medicaid or EDS ever mails anything to you via snail mail and it is returned, your account will be suspended until your address is corrected. Once your account is suspended, it is NOT a quick process to correct your address and have your payments reissued.

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.**

Please remember that we do not automatically review remittance vouchers each week for providers so it is your responsibility to pull your voucher and notify us of any unpaid claims.

Regular Office Hours

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

*The office will be closed on all day on Friday, December 12
for an Expert Billing staff meeting.*



Holiday Office Hours

Wednesday, December 24 office closes at Noon for Christmas
Thursday, December 25 and Friday, December 26 office closed for Christmas
Thursday, January 1, 2009 office closed for New Years Day



**Just a reminder that payments due on Thursday 12/25/08 and 1/1/09
will be not be available until Friday of that week due to the holidays.**



**Expert Billing wishes you and your family a happy
holiday season and joyous new year!**

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