



Expert Billing & More, Inc.

FEBRUARY 2007

Double Supplemental Payment for November Claims – As you are all aware by now, Medicaid automatically processes the supplemental payment for the raises one time per month. On January 10, the supplemental payment for December claims was processed. By mistake, the supplemental payment for November claims was also processed on this date. Since the November supplemental payment was already processed on December 13, the double payment was voided on January 17. The voids created a credit balance for providers which would be deducted from the next pay. Please review your remittance vouchers for January 10, 17 and the next time you get paid carefully to fully understand this.

Errors with File Transmissions – We were notified that the week of January 30 there were problems with the servers in Tallahassee and some claims that were transmitted on Thursday or Friday of this week were not processed. We have identified the affected providers and have resubmitted the claims for payment on February 15.

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.



Claim Denials – We continue to deal with excessive denials due to the change in the authorizations. We are working on denials as quickly as possible so please be patient if it takes us a few days to get back with you. Faxing a copy of the remittance voucher along with the authorization ending 12/31 will speed up the research process tremendously.

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

Electronic Remittance Vouchers – If you are not currently receiving your remittance vouchers online, we highly recommend you to sign up for this. Providers can obtain remittance vouchers online the Monday before the payment is due. This reduces waiting for the mailed voucher if claims do not pay as expected. Providers can also share their userid with Expert Billing if they choose so we can access them directly as well. Visit our website under the FAQ link for instructions on how to apply to receive your vouchers online.

Email Address – Please provide current email addresses to Expert Billing so that you can receive important information immediately.

Website – Take a look at our updated website! We post valuable information that is helpful for our clients as well as all other providers.

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