



Expert Billing & More, Inc.

JANUARY 2007

We hope that everyone had a great holiday season with their loved ones. Thank you all for your warm wishes and nice surprises for the office staff. We want to thank all of you for your trust in our abilities and your continued use of our services. We look forward to a wonderful 2007!

We are happy to announce we have a new addition to our staff! Wanita Hoffman comes to us with a variety of customer service experience and will be a valuable addition to our staff. Please help us in making her feel welcome. Check out our updated website in the next few weeks.

National Provider Number – NPI - Many of you have been inquiring about the need to apply for an NPI number. Please take a moment to read the attached info on the subject.

We do not believe that HCBS providers will require an NPI number; however, because it will affect billing and payments after May 2007, we highly suggest providers call the NPI Help Desk and request clarification or verification that your provider type is exempt from this national requirement for your own records. The staff at the help desk can also answer any other questions you may have. If by chance, they inform you that you are required to have an NPI, please notify us immediately.

Assistive Care Service Providers - Please remember to report increases in client income effective January 1 for each client receiving ACS funding so continued eligibility can be determined accurately.



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.

1099s – ACS will be sending out 1099s for all providers by the end of January. If you haven't received one by that time, contact provider enrollment at 800-377-8216.

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