



Expert Billing & More, Inc.



January 2010

ANNUAL REBASING

Support Coordinators have begun the annual rebasing process. We are finding that claim data from ABC does not match EDS. If you have questions about what was billed or paid, please feel free to call the office. We can assist with obtaining accurate data.

If your clients are affected by rebasing, you should receive new authorizations at some point. You should receive two: 1 that ends 1/31/10 and 1 that begins 2/1/10. Stay in contact with your support coordinator to ensure that you receive your new authorizations timely.

As a side note – we see many authorizations that are approved incorrectly, whether it be an incorrect rate or incorrect number of units. If you receive an authorization that is not accurate, it is in your client's best interest to request that it be corrected. In some cases, with incorrect rates approved, there can be an excessive amount of money approved that will never be used. When rebasing is done, this can negatively impact your client by having their services reduced by the amount of money that was not spent.

SERVICES PROVIDED TO MORE THAN 1 CLIENT AT A TIME

Companion, in home supports and respite services can be provided to more than one client at a time. Rates are based on the client-to-staff ratio.

In most cases, authorizations are issued with the 1:1 rate approved; however, if you are providing services to more than one client at a time, it is your responsibility to reduce the rate accordingly. Expert Billing does not review specific service times so we would not recognize if services were provided at the same time. This is definitely something that would be picked up in an audit and would be cited for recoupment if the appropriate rate was not billed.

DO YOU KEEP ALL COPIES OF YOUR SERVICE AUTHORIZATIONS?

Just a reminder, that it is very important to keep ALL copies of your service authorizations.

Lately there is so much confusion between APD, SCs, APS and providers and authorizations are being changed without notification to the providers. This causes ABC not to match EDS and in some cases not to match the authorization the provider has. If you billed on an authorization that has been changed, there may be questions during an audit. In order to protect yourselves from recoupment, we strongly suggest you keep copies of EVERY service authorization issued, even if it was incorrect. The date in the upper right hand corner is the date the authorization was printed (but not necessarily when it was approved). Keeping copies of every single authorization issued will be your backup if there are questions later on.

Please remember that Expert Billing archives files and authorizations about every 4 months. For this reason, you should not rely on us to be able to provide you with copies of your authorizations.



Expert Billing & More, Inc.

2009 STATEMENTS FOR TAX PURPOSES

Please notify us if you would like to receive a copy of all your payments to Expert Billing for the 2009 year. We will prepare a statement and mail it by January 31, 2010.



EFFECTIVE JANUARY 1, 2010, PAYMENT FOR BILLING SERVICES WILL BE DUE BY THE 20TH OF THE MONTH. WE ARE SORRY FOR ANY INCONVENIENCE THIS MAY CAUSE; HOWEVER, WE FIND IT NECESSARY TO CHANGE THE DUE DATE TO ENSURE TIMELY PAYMENT FROM ALL PROVIDERS.

PLEASE REMEMBER providers should be reviewing the remittance voucher to ensure that the claims were paid 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.

Regular Office Hours

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

*Thank you all for your lovely holiday wishes.
We truly appreciate each and every one!*