



Expert Billing & More, Inc.

July 2008

TRANSITION TO EDS AS NEW FISCAL AGENT

The transition did not go smooth by any means. There were problems with accessing the website to submit claims, problems with phone lines to call for assistance, and problems with the way some claims are scheduled to pay out.

We worked diligently with EDS to get claims submitted. We are happy to report that we were able to get all our claims submitted correctly. Unfortunately there have been some issues on their end with processing and paying the claims correctly.

The services we know for sure are affected are **monthly res hab, daily in home supports and companion**. If these services were paid at all, they may not have been paid in full. At this time, we are unsure if other services were affected. PLEASE REVIEW YOUR REMITTANCE VOUCHER CAREFULLY to ensure that you were paid correctly and notify us if you were not.

ACCESSING YOUR CLAIMS ONLINE

The other area that is not working properly is viewing your claims online. If you assigned us as your agent, we should be able to see your claims. However, this is not happening. We are only able to see about 15 providers' info and I am certain that several hundred more of you assigned us as your agent. EDS is working on that issue and hopefully it will be resolved this week.

While this is being corrected, you should be able to see your own claims. We suggest you review each claim to determine if it paid out correctly. There may be other issues with other services that EDS is not aware of yet so we want to notify them asap.

CLARIFICATION OF THE ONLINE REGISTRATION

Initially we were told that if providers did not complete the online registration and assign Expert Billing as the "agent" that we would not be able to submit claims. We have since learned that this is not the case. Expert Billing will still be able to submit claims; however, if we are not assigned as the "agent" we will never be able to see your claims.

NEW SERVICE AUTHORIZATIONS

By now you should have started receiving your new service authorizations reflecting the reduced rates effective July 1. It appears each district is handling the distribution of the authorizations differently. If you have not received the required authorizations, we encourage you to contact your support coordinator. Please remember that we cannot submit billing without a current authorization on file so be sure to fax them as soon as you receive them.

INCORRECT BILLING

I hate to keep harping on this subject but providers need to take the responsibility of verifying their invoices are correct **BEFORE** submitting them. We continue to deal with incorrect totals, incorrect rates, incorrect or missing dates of service and overall messed up invoices. Please understand that with the number of invoices we process on a daily basis, we cannot guess at what you are trying to submit. If an invoice is unclear, you will be required to correct it and resubmit it, which could cause payment delays.

Expert Billing **CANNOT** make changes to invoices for significant issues such as incorrect rates, dates of service, number of days billed, etc. If we call you with a discrepancy (i.e., total amount billed) it is imperative that you amend your invoice so it matches what was actually billed so there are no questions when you are audited.

Providers that continually submit incorrect invoices will be required to correct their invoice and resubmit. This is not only a liability issue for Expert Billing but a precaution for providers because Delmarva, APD, etc., review your invoices and compare it to what was billed and paid. If there are any discrepancies providers could be targeted for recoupment.

⇒ Providers should be verifying that payments are made in accordance with what was billed. If there are any discrepancies, please contact us immediately so we can correct the issue if warranted.

⇒ Providers need to notify Expert Billing of denials or claims paid incorrectly. We **DO NOT** even submit claims that we think might not pay correctly so if something denies it was unexpected and chances are we are not aware of the problem. Now, with the issues with viewing claims with EDS, it is more important that providers take responsibility for reviewing payments and notifying us of incorrectly paid or denied claims.

⇒ Please ensure that we have your correct contact information, especially email addresses. We send out a lot of important emails throughout the month that you don't want to miss.

If you think we already have an email address for you but you are not receiving at least one email per month from us please contact us.



Regular Office Hours

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

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