



Expert Billing & More, Inc.

June 2007

LET US INTRODUCE OUR NEW EMPLOYEE: We are very happy to report that Luz Lopez has been working with Expert Billing since the middle of May. As many of you may know, Kim moved back to her home in Missouri this month. We were very sad to see her go as she was a model employee but we understand her desire to move back home to her family. We wish her the best of luck.

Luz was the perfect replacement for Kim. She has prior medical billing experience and learned our system in record time. She is very professional, dedicated and takes pride in her work. Luz also speaks Spanish so that will be very helpful to many of you. We are very happy to have her on board!

CHANGES, CHANGES AND MORE CHANGES: Unfortunately, all the changes and information from different sources can be overwhelming at times. Expert Billing receives information from many different sources. We do our best in evaluating the source and the information itself to determine if it is warranted to be forwarded on to providers. Because the proposed changes require legislative approval, the final draft can end up being different than what was previously circulated. At this point, APD isn't even putting anything in writing as to what the final changes will be or when they will be implemented. They take the approach it's better not to say anything until they know for sure. Expert Billing feels that you need to know what is being discussed and proposed so you can be proactive if you need to be.

We have recently learned that some of the information we disbursed over the last month was modified in the final draft prior to being sent for legislative approval. For example, it is now not set in stone that all children under 18 living in the family home will be moved to the FSL Waiver, even though that was the original proposal. ***However, it is still a very good idea to obtain an FSL provider number like previously suggested, if you are serving clients under 18 just to be sure you will be able to continue providing services if in fact your clients are transferred to the FSL Waiver. Contact your local APD office to request enrollment under the FSL Waiver.***

Please know that we are doing our best at getting out accurate information. We send emails to providers that we have email addresses on and post items on our website throughout the month. For those providers that don't have email, we include the info again in our monthly newsletter.

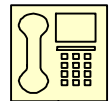
To get the most current and up to date info, it's best to regularly view the AHCA, APD and Medicaid websites. You can find the links to these agencies on our website. Currently, the most important postings are the frequently asked questions relating to the final bill. You can view them at www.apd.myflorida.com/about/medicaid-waiver.htm. Please direct specific questions to your local APD office or your support coordinator.

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NOTIFICATION OF SERVICE AUTHORIZATION LIMITS: As many of you may already know, we started sending out Notification of Service Authorization Limits forms to providers that were billing in excess of the service limits in an effort to notify providers of possible shortages in funding. Unfortunately, this has not been as well received as we anticipated. We are finding that most providers who receive these forms do not adjust future billing and continue to bill in excess of approved limits. Because this is a very time consuming process, we will no longer be sending out these forms. **Please keep in mind that it is the provider's responsibility to ensure services are provided within the approved limits stated on the authorization and Expert Billing was only sending this information out as a courtesy.** If providers want to continue receiving these forms, please call our office. We will be happy to continue sending them to providers that rely on the notification.

MEDICAID BILLING GUIDELINES: According to Medicaid guidelines, providers cannot bill for services not yet **completed**. For example, if a provider is working until 10pm on the day invoices are submitted to Expert Billing, that date of service **should not be** submitted for processing until, at a minimum, the following day. As a precaution, our suggestion is **never** to bill for a service on the same day a service was completed. During auditing by the powers that be, you can be assured they are looking at specifics such as date of service, date/time invoice was faxed, date/time Medicaid received claim, etc. It's always best to leave that date of service off and submit it with the next invoice submission.

CALLING TO VERIFY RECEIPT OF FAX: Just another reminder that providers should call immediately **AFTER** sending their fax to verify receipt. We receive so many faxes per week that if you don't call immediately after sending it, we have to search through all the processed billing to verify receipt. In addition, calling **BEFORE** sending it doesn't work because we are so busy that we may not realize it never came through. We have these guidelines in place to help ensure you get paid on time!



**The office will be closed on Wednesday,
July 4, 2007 in observance of
Independence Day
Enjoy the day with your family!**



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