



Expert Billing & More, Inc.

June 2008

IMPORTANT UPDATES:

- ☑ **Tier implementation has been postponed until further notice**
 - * continue to review APD website regularly for current updates
- ☑ **Rate reductions will be effective 7/1/08 for all services**
 - * 3% reduction to support coordination
 - * 7.21% to all other services
 - * PCA will be a flat rate of \$15/hr
 - * New rate structures are posted on APD website as well as our website
- ☑ **Providers will receive all new service authorizations effective 7/1/08**
- ☑ **PCA for clients under 21 years of age will transition to Medicaid state plan**
 - * Your local APD office will be sending you a letter with instructions on how to enroll as a Medicaid state plan provider. If you have questions, please contact them directly.
- ☑ **New fiscal agent, EDS, takes over June 24, 2008**
 - * **THERE WILL BE NO CHECKS ISSUED FOR ANYONE ON JULY 3, 2008;** providers expecting payment this week will receive payment on July 10, 2008
- ☑ **Blackout period for claims during transition to new fiscal agent**
 - * **No claims can be submitted to Medicaid from Thursday, June 19 through Monday, June 23.**
 - * **ALL INVOICES MUST BE RECEIVED BY NOON ON WEDNESDAY, JUNE 18 TO BE PROCESSED FOR PAYMENT ON JUNE 26.**
(because of the fact that we will be unable to process invoices during this time, we will have shorted office hours)
- ☑ **Florida Medicaid online registration must be complete by June 24, 2008**
 - * Providers should have received an orange letter from Florida Medicaid with a pin number. Please follow the instructions previously emailed to register online and assign Expert Billing as your agent. **Expert Billing will NOT be able to submit claims on your behalf if this process is not completed.** If you need the instructions, please call our office and we can email or fax them to you.
 - * If you do not register online, you will not be able to obtain your remittance vouchers.
 - * Expert Billing will no longer be able to retrieve remittance vouchers automatically. Providers will be responsible for retrieving vouchers and reporting denied claims to Expert Billing. We suggest you attempt to retrieve your voucher each week regardless of whether or not you billed the previous week to ensure you are aware of all payments.
 - * **If you have not received an orange letter for all of your provider numbers by June 13, 2008, please call 866-819-0482 to obtain a pin number and complete the registration process.**

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 with you 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.
- ⇒ 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.

Upcoming Holiday Office Hours

Independence Day – Friday, July 4, 2008 – Office Closed

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.