



Expert Billing & More, Inc.

June 2009

DO YOU WANT \$25?

If you refer a new client to Expert Billing, you will get a \$25 referral credit on your next invoice once the new provider has paid their first invoice.

Our business has expanded greatly over the past few years; mostly in part, from referrals from our current providers. We appreciate your trust and confidence in our abilities. The referral credit is just our way of saying "thank you".

ARC OF FLORIDA ANNUAL BEST PRACTICES FORUM – Thursday, July 16, 2009 the

ARC of Florida has invited all providers to attend their quarterly meeting. I am recommending that everyone attend and take advantage of this opportunity to get great information! See attached flyer for more information as well as R.S.V.P. info. **HOPE TO SEE YOU THERE – YOU WON'T BE DISAPPOINTED!**

SUSPENDED CLAIMS

Over the past few weeks, we have been seeing a lot of suspended claims with very old dates of service on the remittance vouchers. For whatever reason, EDS has not cycled these claims out of the system to finalize them. In most cases, these claims are very old and have already been paid. Even though it's a pain seeing all those claims on your voucher, it's pretty safe to say you can ignore them. Give us a call if you have any questions.

2009-2010 Service Authorizations

Just a reminder to send in your new authorizations as you receive them.

INCOMPLETE OR INCORRECT INVOICES

We are still receiving several incomplete or incorrect invoices. To avoid payment delays, please review your invoices to ensure they completed correctly before submitting them. We are no longer able to process invoices that are incomplete or incorrect.

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

IMPORTANT - Do We Have Your Current Contact Info?

Please make sure we have your current contact info. We need to have current phone numbers to contact you if there are problems with your billing.

Email addresses are especially helpful because we communicate a lot of important info throughout the month via email. ***If you are not receiving at least one email per month from us, we do not have your correct email address.***

Regular Office Hours

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

Office will be closed Monday, July 6 for Independence Day



We would like to thank all providers for your continued business.