



# Expert Billing & More, Inc.

June 2010

## **PROVIDER RATE CUT OF 2.5% VETOED BY GOVERNOR!**

**GREAT NEWS!!!! - The provider rate reduction of 2.5% was vetoed by the Governor!!!** The tier cap reduction of 2.5% however was not. Providers may still see a reduction in services to ensure the clients' approved services do not exceed the new tier caps for the 2010-2011 cost plan year.

## **2010-2011 SERVICE AUTHORIZATIONS**

Service authorizations for the 2010-2011 cost plan year are being distributed. Although we will review authorizations for accuracy, we highly recommend that providers review them carefully to ensure they are calculated correctly. This includes reviewing the service limits noted in the comments section and calculating the total approved monies as well as quarter hours to ensure accuracy. We will also do the same and notify providers of any discrepancies we find.

Please fax any authorizations received to us as soon as possible so that we can review and enter into our system as quickly as possible to avoid any billing delays.

## **RESIDENTIAL PROVIDERS – WOULD YOU USE A MOBILE DENTAL UNIT?**

Deborah Linton, with the ARC of Florida, is working on a project to have mobile dental units available for your consumers.

***If a mobile dental unit was available in your area for individuals with developmental disabilities for routine dental care for free, would your agency use the services?*** If your agency would use the services please respond by sending an email to [dlintonarc@gmail.com](mailto:dlintonarc@gmail.com) and be sure to include the county in which you are located.

## **PCA FOR CLIENTS 21 AND UNDER**

It looks like this is finally here! It appears that all PCA for clients 21 and under will be billed directly to the Medicaid State Plan effective 7/1/10.

We are attending the training in our area this month and will be ready to bill directly when needed. However, I would highly suggest providers attend the training in their areas because if the approval process is through the Keypro system like it is anticipated, providers may be forced to obtain their own authorizations. I'll email more info after attending the training in our area.

## **AS WE NEAR THE END OF CURRENT COST PLAN YEAR**

As we come to the end of the current cost plan year, we are noticing that many providers are running out of money. There are numerous reasons why this could happen but the most common one is that providers have been using more services than authorized. Although there is some flexibility, depending on the situation, for a provider to use more service than approved during a specific time period, continually doing this will cause a shortage at the end of the cost plan year.

We highly suggest that providers request a balance summary report to review current balances on all clients. This way providers can be sure exactly how much money is left in the authorizations through 6/30/10. We will be happy to send the report, just give us a call.

## **DO YOU SUBMIT YOUR INVOICES TO US ON FRIDAYS?**

If you submit invoices to us on Fridays, this is a reminder that our office closes at 11:00 a.m. Invoices should be received no later than 10:00 a.m. in order to ensure we are here to process them.

As previously discussed, submitting invoices on Fridays is taking a chance that payment will not be made the following week. Lately, we have noticed that a few providers that submitted on a Friday did not get paid the following week as expected. In addition, by submitting so last minute, there isn't enough time for us to resolve any issues that may come up that could delay billing (invoices incorrect, authorization problems, etc.).

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



*Do we have your correct contact info?*

### **Regular Office Hours**

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

### **Holiday Hours**

**Monday, July 5, 2010 for the 4<sup>th</sup> of July Holiday**