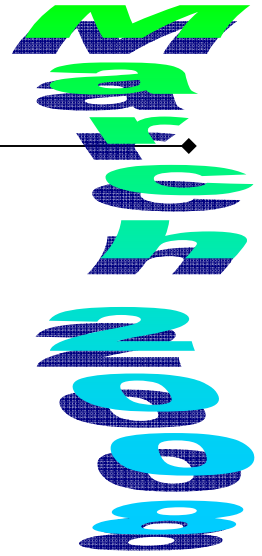




Expert Billing & More, Inc.



Res Hab Supplemental Payments: The first round of supplemental payments were issued on 2/21. These payments were for January monthly res hab that was actually PAID in January. We realize this gets confusing so just remember that you will get your supplemental payment one month AFTER you receive payment for January, February or March services. For example if you bill for February services on Feb 29, you would be PAID in March so your supplemental payment for February would come in April. I feel confident that Medicaid is accurate in the way they are issuing these payments. If you have any doubt, refer back to your remittance vouchers so you can verify your actual PAID dates.

Still More Changes.... There are still more changes yet to come. Make sure you stay in the loop either via email, attending local APD meetings or talking with your SC to make sure that are aware of when changes are implemented. Changes still anticipated are: limiting companion to 24 quarters per day, limiting meaningful day activities (combination of ADT, companion and SE) to 30 hours per week and possibly limiting the maximum daily units for supported living. I believe APD is waiting for final approval on these issues so they could be implemented at any time.

2/08 Update: *We've heard rumors the new Handbook will be promulgated within days. It is anticipated the expected changes will be outlined in it. Please make sure to check the APD website for the most current info on the services you provide. Please remember that it is YOUR responsibility to know the law and provide services within the guidelines. Whether you are officially notified of the changes or not, APD still holds providers accountable.*

3/5 Update: *There was a meeting on March 4th regarding the changes. If you have email, we have forwarded a draft copy of the new Handbook. Make sure you are staying in the loop as to when these changes will go into effect as we notice that many providers are billing way over what the new limits will be for companion and support living. Once the changes take effect, we will update our system immediately and will not submit billing in excess of the overall service limits, regardless of what is approved on an authorization. This is for your protection as you will be held accountable by APD and recoupment is a given.*

Support Living / In Home Supports Fiasco: As many of you know, APD is regularly reviewing paid claims to ensure compliance with the limitation of 80 q/m of supported living when an individual also receives in home supports. We are doing our best to make sure that providers don't exceed these limits; however, there are a few scenarios we have found that are allowing claims to slip by us which result in recoupment by APD.

To ensure that our system reflects the correct limitations for supported living, if you serve an individual for supported living that also receives in home supports (whether you are the provider or not), we encourage you make a note on all supported living service authorizations you submit to us. Just a simple note saying "IN HOME AND SUPPORTED LIVING / 80 Q/M MAX" is sufficient. Just something for to be sure we notate our system correctly so that you don't end up in recoupment. We also encourage you to contact our office within the next week to review any clients currently in this situation so we can be sure our system is accurate.

EDS... Since the transition to the Medicaid payer was postponed to July 1, you will not be receiving the info you need until late May. If you have not received your info by June 1, contact us and we will follow up on your behalf.

OVER →

Services that have different rates based on the number of clients served... We want to remind providers that if you are providing companion, in home supports or respite, these services have different rates based on the number of clients served at the same time. Most often authorizations will be issued with the 1:1 rate to allow flexibility with billing; however, it is imperative that you automatically adjust your billing based on the number of clients served. This is definitely a recoupment item that APD and Delmarva look for when auditing provider files. If you are unsure of what the different rates are, you can print a current copy of the "provider billing code matrix" by clicking on the link under the "links" page on our website: www.xpertbil.com.

When making a payment to us... When making a payment to us, either online or via check, please make sure that the provider of record is clearly identified so that your account can be credited correctly. Recently we received a few checks from people that are not our client (on behalf of a client) and it took us a week or so to determine which provider the payment belongs to.

The invoices you submit to us... Please remember you are responsible for making sure what you submit to us is correct. We cannot make changes to invoices so if your invoice has incomplete data or is incorrectly calculated (especially if you have used incorrect rates), you may be asked to correct them and resend them. It's best to review them carefully BEFORE you send them to avoid billing delays.

Denials... Please remember if you experience a denial, you should contact our office immediately. DO NOT simply resubmit an invoice for reprocessing as this creates confusion and possible overbilling or double billing.
2/08 Update: providers should review payment vouchers each time you get paid to be sure you are paid correctly (this includes checking for errors on our part). The longer you wait to notify us of a problem, the longer it takes us to resolve it for you.

Reminder of Medicaid Weekly Deadline – please remember that Medicaid only guarantees they will process claims for payment the following week if they receive the claims by WEDNESDAY. Expert Billing guarantees invoices will be processed within 24 hours of receipt so if they are received by Tuesday at Noon, you are assured they will be processed for payment the following week. HOWEVER, IF YOU SUBMIT ON WEDNESDAY, THURSDAY OR FRIDAY we will still process your invoices but Medicaid DOES NOT guarantee payment the following week. It is cutting it very close when submitting invoices on Fridays. It is especially important to remember that if you are waiting till after the 24th of the month (for monthly res hab providers) or if the end of the month falls on one of these days, we will still process but it is out of our control if Medicaid pays or doesn't pay the following week.

Also, don't forget our office closes at 12:00 on Fridays so if you are planning to submit on a Friday, it needs to be first thing in the morning.



Holiday Hours...
The office will be closed on
Good Friday, March 21, 2008.