



Expert Billing & More, Inc.



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New authorizations effective July 1, 2009

I know it seems a little early, but don't forget to send us your new authorizations effective 7/1/09. You can send them to us as soon as you receive them; there is no need to wait till July.

Are you submitting all your invoices at the same time?

In order to be sure you are charged in the most cost effective manner, please be sure to submit all your invoices at the same time, regardless of whether or not we are able to process them at the same time.

If we are unable to process an invoice, we will hold it in our problem log until we receive the necessary info to submit it. Whether you submit weekly, bi-weekly or monthly, it is more cost effective to submit all at once.

Have you recently moved?

If you have moved, you MUST notify your local APD office as well as EDS. Even though you are receiving payments via direct deposit, current mailing info must be on file with EDS. If you need to change your mailing info, you can print the change of address form directly from the webportal or you can contact our office and we will send you the form. Also, do not forget that you must complete a change of address form for ALL of your provider numbers.

Please tell us when when you are no longer serving a client....

Please let us know when you are no longer providing services to any of your clients. We are charged a flat monthly rate for each active client in our database. So to help us avoid any unnecessary charges and keep our rates reasonable, please let us know when you are no longer working with an individual so we can inactivate them in our system.

Our invoices are due on the 25th of the month

Please remember that our invoices are due by the 25th of the month. If you are unable to pay your invoice in full by this date, you must contact our office to make payment arrangements. If we have not received payment by the 25th, no further invoicing will be done until full payment is received.

If you have questions about your invoice, you should call us as soon as you receive it to clarify it.

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. If we leave you a message about your billing, please listen to your message before calling us back. Sometimes our calls don't warrant a return call but if they do, if you know what you are calling us back about, it makes it easier for someone to assist you since the person that actually called you may not be the one answering your return phone call.

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.***



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Please remember that we do not automatically review remittance vouchers each week. It is your responsibility to pull your voucher and notify us of any unpaid claims. 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.

Regular Office Hours

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

Office will be closed Friday, April 10, 2009 for Good Friday