



# Expert Billing & More, Inc.

November 2007

## FINAL DETAILS ON THE CHANGES...

**Res Hab:** the implementation of the monthly res hab rates has been postponed until December 1. Unfortunately, this caused a lot of problems with denied claims in October. By now you should have received updated authorizations from your local APD office that give you the daily rate through 11/30/07 and new ones for the monthly rate effective 12/1. If you haven't received these yet, contact your local APD office. We will definitely need them come 12/1.

Monthly res hab billing will be done differently. The monthly res hab rate is based on 24 days of service. That means that once your clients have 24 days of attendance, you can submit your billing. Your invoice should still show the specific dates attended, but your new billing unit will be 1 with the monthly rate. Please revise your invoices accordingly. **Keep in mind, that whenever you plan to bill for the month, we still have to adhere to Medicaid's weekly claim deadline. That means if the 24<sup>th</sup> falls on a Friday and you submit your billing that day, you can't expect to get paid the following week.**

**Eliminated Services:** NRSS, homemaker, chore, massage therapy and assessment and psychological assessments will be eliminated effective 12/1. It is likely that you will have received an updated authorization canceling these services on 11/30/07; however, if you don't, YOU SHOULD DISCONTINUE SERVICES ANYWAY as Medicaid's system will be updated not to allow payment after 11/30/07. If you have specific questions, contact your SC or your local APD office. We have posted more info on our website.

**SC rate changes:** Effective 1/1/08 the SC rate changes to \$135 for full support coordination and \$67.50 for limited support coordination.

**Companion:** Changes to the definition and service limitations for companion are currently being made to allow for more than one individual to be serviced at the same time. The rates will also be change based on the number of the clients served. **Another significant change to companion is that it will be limited to 24 quarters per day.**

**PCA Rate Changes:** Effective 1/1/08 PCA rates will be reduced by 4% across the board. You should receive updated authorizations sometime in December. Other limitations may apply so please read the detailed info that was forwarded via email and is posted on our website under "What's New".

## NEW BILLING TRAINING WITH EDS:

By now most of you have received information regarding upcoming training provided by EDS, the new company that will be taking over for ACS in March 2008. Although we are handling your billing, it is still recommended that you attend the training in your area. There are a lot of new and exciting things providers will be able to take advantage of, whether you use Expert Billing or not, so we wouldn't want you to miss out on any important information. The training is not mandatory; however, it is in your best interest to attend. If you have not received training information, please visit their website at <http://mymedicaid-florida.com/providerreadiness> to obtain info in your area.

We are happy to report that Expert Billing has completed the BETA testing process with EDS and we are set to start billing with them as soon as the transition takes place.

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**MINIMUM REQUIRED INFORMATION ON INVOICES:**

Please remember that providers need to adhere to the guidelines for billing documentation as outlined in the DD Waiver Handbook. This includes invoices submitted to Expert Billing. In the past, we have created generic invoices for your use; however, it is still imperative that they are completed in their entirety. Although we (Expert Billing) don't need most of the info on the invoices, **providers are getting cited by Delmarva for not having the minimum required information on their invoices.** In addition, it is important that you are completing your invoices correctly; i.e., billing in quarter hours NOT hours, etc.

Minimum required info includes: client name, client ss#, client Medicaid #, provider name, provider Medicaid #, service name, service procedure code, SC name and of course date of service. If this info is included on your service logs, I believe that is okay but you'll want to verify that with the Handbook.

Providers may contact their local APD office for further clarification. This was simply a courtesy reminder by Expert Billing.

**REMINDERS TO SUPPORT COORDINATORS:**

- ⇒ Please note that we have added total boxes to your contact sheets. Please fill these out as it makes it easier for us to verify that we have billed correctly. If you have created your own contact sheet for billing, please add totals to yours as well.

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**PAYMENT DUE DATE FOR EXPERT BILLING INVOICES**

As a reminder, Expert Billing invoices are due on the 25<sup>th</sup> of each month. Again, I want to thank all the providers that consistently make sure their invoices are paid on time.

However, there are still many providers out there that CONTINUALLY pay their invoices late. It is getting to the point that more than half of our clients are not paying on time. If you fall into this category, you know who you are. If you don't, you can skip to the next section.

If you have requested payment arrangements in the past, you know that we are more than understanding and willing to make exceptions; however, if you don't call us to let us know the payment will be late, we have to assume you just aren't paying your invoice. Whether you are an agency or an independent provider, that is just not a good business practice. You expect to get paid on time and so do we.

Whether you submit your invoices weekly, bi-weekly or monthly, we **ALWAYS** process them within 24 hours of the time we receive them because those are the terms we have stated in our contract. Each of you signed the contract acknowledging the payment due date is the 25<sup>th</sup> of each month. The payment **must be received in our office by the 25<sup>th</sup>**. Mailing your payment on the 25<sup>th</sup> or the 26<sup>th</sup> is **NOT** paying on time.

Unfortunately, we are forced to take the position that if payment is not received by the 25<sup>th</sup> and no payment arrangements have been made, **NO FURTHER INVOICING WILL BE PROCESSED UNTIL PAYMENT IS MADE.** Providers already have, at a minimum, a 20 day grace period to pay us, so there isn't any reason payment can't be made to us on time. If your account has an outstanding balance on the 26<sup>th</sup> of the month and you submit invoices, you will be called and notified that the invoice cannot be processed until payment (including the late fee) is received.

***Think of it this way, you need your money to run your business and so do we. If you want your invoices processed when submitted, pay your invoices on time.***

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# ***HOLIDAY OFFICE HOURS***



## **Thanksgiving Office Hours:**

- Closed at 3 pm Wednesday, November 21
- Closed all day Thursday, November 22
- Closed all day Friday, November 23

*BE SURE TO SUBMIT INVOICES TIMELY TO ENSURE WE HAVE ENOUGH TIME TO PROCESS; ALSO PLEASE REMEMBER DIRECT DEPOSITS WILL BE DELAYED THIS WEEK DUE TO HOLIDAY*



## **Christmas Office Hours:**

- Closed at 2 pm Thursday, December 20
- Closed all day Friday, December 21
- Closed all day Monday, December 24
- Closed all day Tuesday, December 25

*BE SURE TO SUBMIT INVOICES TIMELY TO ENSURE WE HAVE ENOUGH TIME TO PROCESS; ALSO PLEASE REMEMBER DIRECT DEPOSITS WILL BE DELAYED THIS WEEK DUE TO HOLIDAY*

***As always, please feel free to call if you have questions.***