



# Expert Billing & More, Inc.

November 2008

## THE TIERS TAKE EFFECT OCTOBER 15

I cannot reiterate enough that providers must stay on top of this issue if your clients are affected by the changes.

If your clients are affected by the tiers, you should receive new authorizations – one ending 10/14, which is important because you need an accurate authorization of what was approved through 10/14 and the new one beginning 10/15.

If your clients are moving to Tier 4 (FSL Waiver) – you will also receive new authorizations. This is extremely important because we will need to be billing under a different provider number. ***In addition, when submitting invoices to us, if your client has moved to the FSL Waiver, you must submit separate invoices for the month of October – one for your MW provider number and one for your FSL provider number. This will ensure your claims are processed accurately.***

***If you are a support coordinator, it is extremely important you submit new authorizations to us to ensure your clients are billed accurately, especially since October support coordination will be paid under the new authorization.***

Please understand that we have no way of knowing if a client is affected by the tiers if you do not submit new authorizations to us. We will work with you as best as we can to ensure that your claims are processed and paid accurately.

We anticipate lots of denied claims during the next few weeks so please be patient. As always, we will resolve them as quickly as possible.

***November update: We are dealing with a lot of denials because updated authorizations were not received. As stated previously, we have no way of knowing if your client was affected by the tiers. If we did not receive an updated authorization from you, we do not find out until your claims are denied. We appreciate your patience with this as this is something that is out of our control and we are dealing with the issues as best as we can.***

## This Is Going to Be A Mess!

As we have been entering updated authorizations into our system, many times we have noticed that the new authorization ending 10/14 is incorrect. For example, rates are different, not enough hours were approved to cover what was already billed or dates were changed.

I know this is probably more technical than any of you care to know about but I'm going to explain it anyway because we are going to have to deal with it at some point.

Before EDS took over, each week ABC (APD's computer system) was updated with paid claims by ACS and ACS's system was updated with authorization info. At anytime, a support coordinator or APD staff could look into ABC and determine how much money has been used. Ninety-nine percent of the time, this correlated with our system that also keeps track of approved and used monies. Because both systems were updated regularly, providers could not overbill.

Since EDS took over, ABC has not been updated with paid claims. I believe this process was stopped because of all the system problems that had been occurring.

We have noticed that when updating our system with the updated authorizations, that there are a lot of negative balances – meaning that you were paid for more hours than are now approved after the changes were made.

I'm afraid once ABC is updated with paid claims that providers will get a recoupment letter stating payback is required because ABC will reflect a negative balance. We don't want that to happen because in most cases services were provided as authorized. **If we notify you that you ended up with negative balances, we strongly encourage you to get it straightened out with the support coordinator asap so that this doesn't happen to you. Once the authorization is corrected, you must obtain a new authorization for your records. Remember that when Delmarva comes, you have to have a correct authorization on file.**

### **Please Please Please READ..Update on Denied Claims...**

The majority of the issues causing claims to deny have been resolved. However, there are a few issues still being worked on and we are staying on top of the developments on those issues. As long as you have reported your denied claim, we are following up on it. As soon as we hear an issue is resolved that allows us to rebill, we will resubmit and let you know either via email or a phone call. **We want to reiterate that it is EXTREMELY important that you are comparing your payments to your invoices to be sure you are being paid for everything. As I'm sure you all can understand, there is no possible way Expert Billing can keep track of every single claim we submit so it is the provider's responsibility to notify us of any claims that remain unpaid.**

**November update: We are happy to report that most system issues have been resolved. We have addressed all the issues that we were notified of. If you believe you still have outstanding claims, please let us know so we can research the claim.**

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

### **ARE YOU PROVIDING COMPANION TO MORE THAN ONE CONSUMER AT THE SAME TIME?**

Some of you that are new to providing companion services will want to read through the Handbook to ensure services are being provided correctly and being billed accurately. There is a draft version of the Handbook floating around. I'm sure you can obtain a copy from your local APD office.

Important changes to Companion are that they now must be provided in the community and that they can be provided for up to 3 clients at one time. Providers are responsible to bill accurately based on the client-to-staff ratio and according to the authorization. In most cases, authorizations are given at the 1:1 rate; but if services are provided to more than one client at a time, the provider must reduce the rate accordingly. Invoices should reflect the correct unit rate as Expert Billing would have no way of knowing billing should be done at a lower rate.

### **PROVIDERS THAT DO NOT HAVE AN FSL PROVIDER NUMBER**

If you do not have an FSL provider number, you should contact your local APD office to request enrollment on the FSL Waiver. If any of your clients are transferred to Tier 4 (FSL Waiver) you must have an FSL provider number to continue to provide services for those clients.

If you are just applying for an FSL provider number, please make sure to let us know when you receive it. The billing agent paperwork and web portal assignments will be required to be completed for the new provider number.

**November update: Providers are slowly getting their FSL provider numbers. Unfortunately there is a huge backlog at EDS with processing new applications. If you are waiting for your FSL number, stay in contact with your local APD regarding the status. Please remember that if your client moved to FSL and you do not have an FSL provider, you CANNOT continue to work because you will not get paid. When your FSL number is approved, chances are it will be effective going forward and will not be retroactive.**

### **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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## **Regular Office Hours**

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

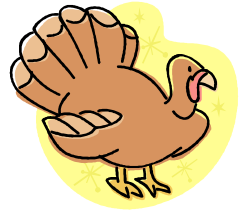


*The office will be closed on all day on Friday, December 12 for an Expert Billing staff meeting.*

## **Holiday Office Hours**

**Please take note of the following dates and ensure that your invoices are received at least 24 hours PRIOR to these times to ensure they get processed**

Wednesday, November 26 – office closes at Noon for Thanksgiving  
Thursday, November 27 and Friday, November 28 office closed for Thanksgiving



Wednesday, December 24 office closes at Noon for Christmas  
Thursday, December 25 and Friday, December 26 office closed for Christmas  
Thursday, January 1, 2009 office closed for New Years Day

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