



Expert Billing & More, Inc.



October 2007

MORE CHANGES... It appears that the changes to the res hab rate structure are being implemented October 1. The changes are significant and are too detailed to list in this newsletter. We have forwarded them via email and also posted them on our website. Please take a moment to read through them. If you have specific questions, please

contact your local APD office or your support coordinator. ***Keep in mind that since these changes are to be effective 10/1, there will most likely be billing delays and denials to deal with. It is our suggestion that you plan that you are NOT getting paid on time, especially providers that bill weekly.***

Still no word on the final details of the elimination of the specified services.

INCORRECT BILLING:

I hate to keep harping on this subject but providers need to take the responsibility of verifying their invoices are correct **BEFORE** submitting them. We continue to deal with incorrect totals, incorrect rates, incorrect dates of service and overall messed up invoices. Expert Billing **CANNOT** make changes to invoices for significant issues such as incorrect rates, number of days billed, etc. ***Providers that continually submit incorrect invoices will be required to correct their invoice and resubmit.*** This is a liability issue with Expert Billing because Delmarva, the State, etc., review your invoices, what was billed and paid and Expert Billing is **NOT** going to jeopardize ourselves based on situations such as this.

VOIDS/ADJUSTMENTS:

The amount of voids and adjustments being requested is getting out hand once again. Our normal practice is that we do not charge additional fees for voids or adjustments; **HOWEVER, effective October 1, for providers that request voids/adjustments for a mistake they made, a fee of \$10 PER ADJUSTMENT will be charged.** *This includes providers that are paying a fixed monthly rate.* Providers should be double and triple checking invoices as well as making sure invoices are calculated correctly **BEFORE** submitting, and if there is more than one employee working w/the client, you should wait until all timesheets are received before submitting claims for that particular client. We understand that sometimes there are errors made, but there are some providers that seem to think "just let me get paid now and Expert Billing will adjust it later" and that is not okay. For one, it's double the work with resubmitting the claim, plus the additional work to submit the adjustment, track adjustment and rebilling as well as write and mail the letter of explanation for the provider's file; and for two, no matter how many times we remind providers of their responsibility, it seems some just don't realize all the extra work involved.

In addition, providers should be aware every void or adjustment that has to be processed causes red flags and possible total claim denial.

REMINDERS TO SUPPORT COORDINATORS:

- ⇒ Please be sure to indicate on your billing if your clients have switched to limited support coordination. Even though we've previously asked for this information, some did not provide it and their claims have been denied because they are getting submitted w/the regular SC rate. The easiest way to get us the info is to fax the ACLMSP screen.

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REMINDERS TO ALL PROVIDERS:

- ⇒ With so many denials these days, it's a good idea to call Provider Check Inquiry to ensure you are receiving proper payment. If not, call us and we'll research what happened. 1-800-239-7560
- ⇒ Don't forget, Expert Billing provides claim research and rebilling at no additional charge. If you are not paid as expected, please contact us directly and we will do the research for you. Some of you have been calling the gatekeeper liaisons yourselves, which is fine, but that's why we include this as part of service, so you don't have to do the extra work. **It is imperative that if your claims are denied you contact us rather than simply resubmitting the claims. This causes a lot of confusion and possible over billing situations.**

HOLIDAY OFFICE HOURS

(I know it seems early to announce, but we want you to be able to plan ahead)



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.