



Expert Billing & More, Inc.

September 2009

UPDATE ON TIER LAWSUIT

I attended a local meeting on August 25 where Jim DeBeaugrine, Director of APD, and Dave Robinson, Deputy Director of APD, spoke about recent issues concerning the tier hearings as well as the future of APD. The meeting was informative and I suggest that everyone attend when it is scheduled for your area. Everyone should have received emails from their local APD offices with the schedule. If not, you can find the schedule on the APD website.

One of the important things talked about in the meeting was the fact that in a recent legal decision, the criteria used to determine which tiers consumers would be placed on were found to be invalid. The law stating there are tiers was not in question, just the criteria used to determine tier placement.

What does this mean? The agency is not exactly sure yet. They are working tirelessly on the issue and Mr. DeBeaugrine stated in the meeting that his priority is the safety and well being of the consumers.

As you probably remember, in May cost plans were altered to end 5/24 for any consumer that requested a hearing and was denied. After that happened, APD decided to extend services through 8/31/09 and the initial tier placement determination for these consumers would be effective September 1. If your consumers were affected by this, you received service authorizations that ran from 7/1/09-8/31/09 and then another set that ran from 9/1/09-6/30/10. The authorizations that started 9/1 were the ones that were based on the tier placement.

In the meeting on Tuesday, the Deputy Director noted that services will again be extended until further notice because of the recent legal ruling.

What does this mean for you?

If you received an authorization starting 9/1/09 we urge you to contact your support coordinator immediately to see what will happen on 9/1 (next Tuesday). It is anticipated that the level of services approved through 8/31/09 will be reinstated, which means that the 9/1 authorization will be invalid. We urge providers NOT to bill for any services on the 9/1 authorization until the corrected authorizations are received. Once a provider starts submitting claims on an authorization that needs to be changed, it causes problems with the updates. We want to alleviate as many headaches as possible for everyone!

We will continue to send out information as we receive it. If any of you receive information directly from your local APD office, we would appreciate you forwarding it on to us so we can be sure to have the most current info on the issue.

This information was emailed to providers on August 26. If we do not have your current email address, you are missing important updates like this!

WANT TO GET PAID ON TIME?

Remember that Expert Billing has 24 hours to submit your invoices. To ensure that you get paid on time, make sure your invoices are received by **Tuesday at Noon**.

We do our very best to get all invoices processed, but it would make our lives easier if invoices were submitted more timely. We appreciate your cooperation.

Update – Please do not mistake this by thinking we mean you should submit invoices for services before they are completed in order to get them to us timely. You cannot bill for services before they are completed. To ensure you are in compliance, a good way to deal with this is that you should stop your billing the day before you plan to submit invoices to us. For example, if you are going to submit invoices on Tuesday, your invoices should only include services through Monday. Expert Billing WILL NOT hold invoices for processing at a later date if services are billed before they are completed. Providers will be required to resubmit the invoices after services are completed.

RESPITE BY THE QUARTER HOUR

For clarification purposes, this a reminder that if you are approved for respite by the quarter hour, 39 quarter hours is the max that can be billed on any given date. Expert Billing will not process quarter hour respite in excess of 39 quarters per day to ensure compliance.

Be sure you have a current version of the DD Handbook. You can print a copy from the APD website.

PAYMENT IS DUE TO EXPERT BILLING BY THE 25TH OF THE MONTH

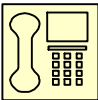
This is a reminder that payment for services by Expert billing is due by the 25th of the month. Because we bill in arrears for our services, it is even more important for providers to pay on time. However often you bill, you are paid well in advance of when our payment is due. Keep in mind that we are just like your business, you need to get paid on time to pay your bills and so does Expert Billing.

The majority of you consistently pay on time, and we thank you for that courtesy. However, there are a few chronic late payers, (you know who you are) and it is getting out of hand. We even send out reminder emails a few days before the 25th to ensure payment is received by the 25th.

The late fee will automatically be added to any invoice not paid by the 25th of the month. As a reminder, the late fee is 15% of the total invoice or a minimum charge of \$15. Provider accounts must be current before any new billing will be done. If we continue to have problems receiving payments, these providers will be required to pay upfront for all future services.

PLEASE REMEMBER providers should be reviewing the remittance voucher to ensure that the claims were processed correctly and in full. If there are any discrepancies, contact us immediately rather than waiting for the error to be discovered in an audit.

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.



IMPORTANT - 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. We are noticing several providers that have disconnected phone numbers. **If there is a problem with your billing and we can't get a hold of you, your billing may not get processed.**

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.***

Regular Office Hours

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

Upcoming Holiday Hours:

September 7, 2009 – closed for Labor Day

We would like to thank all providers for your continued business.