



Expert Billing & More, Inc.

SEPTEMBER 2006 IMPORTANT NEWS!

WE'RE MOVING!

Our office will be moving to 1326 S. Ridgewood Avenue, Suite 19, Daytona Beach, FL 32114. It is in the Wilderwood Office Complex at Ridgewood and Wilder Avenue.

Please plan accordingly as the office will be closed on Friday, September 15-Monday, September 18. We will be up and running in the new office on Tuesday, September 19. Please bear with us during our transition time. We are hoping there won't be any complications!

Our phone number and fax will remain the same. Phones are planned to be working at the new office on Friday, September 15. If you plan to fax invoices or call us, it is suggested to wait until Monday or Tuesday to be on the safe side. You can always email us at xpertbil@cfl.rr.com.

Feel free to stop by to see our new office anytime!

SUE HAS MOVED AWAY!

We regret to say that Sue has chosen to move back to Vermont to be with her family. She recently became a Grandma for the first time and has decided that she wants to be closer to her family. Sue has worked with Expert Billing for 4 years and has been a great asset to us. We will definitely miss her.

HURRICANE OFFICE HOURS!

Several providers have inquired about our office hours during the threat of a hurricane. Unfortunately, we cannot plan ahead for hurricanes and the effects they may have on the business. We all have families (just as you do) that we need to take care of but we will be open whenever we can. We will try our best to make sure everyone gets paid on time; however, providers need to take extra precautions during times of uncertainty. We suggest that billing be submitted as early as possible. In addition, it is also important to remember that if a hurricane affects the Tallahassee area, payments could be delayed.

We will make every effort to inform providers via phone, email, voicemail messages and postings on our website regarding any necessary adjustments to our office hours during these times.

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GATEKEEPER UPDATE FAILURES

As several of you may have already experienced, recently there have been several failed updates to the gatekeeper. This has caused payments to deny unexpectedly. Please remember that Expert Billing does our best to keep abreast of anticipated problems; however, there are still things that are out of our control. We are only the messenger, and unfortunately sometimes we don't have good news to report, so please remember we are here to help you and we are doing our best with the information that we have.

RES HAB & ADT PROVIDER LAWSUIT

As many of you know by now, on 8/24/06, payments were delayed for many res hab and ADT providers. A class action lawsuit was settled and providers were issued settlement checks. This is a GOOD thing. Unfortunately, the payments were issued in error and were included with the weekly payment. There was a lot of confusion surrounding this and Expert Billing went the extra mile to notify providers of the situation. If you were a provider affected by this and still have questions, you can contact your local APD office. We will do our best to answer any questions you may have but are limited to the information available.

PAYMENT DUE DATES

This is just another friendly reminder that payment for our billing services is due by the 25th of the month. We greatly appreciate the providers that diligently pay on time. We understand that sometimes situations arise; however, please remember that we provide our services as agreed and payment for them should be made with that same courtesy. If payment cannot be made on time, contact our office to make payment arrangements **before the 25th** to avoid the late fee.

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