



# Expert Billing & More, Inc.



**SUPPORT COORDINATION HAS BEEN SAVED!** Some of you may have received the numerous emails we've been forwarding regarding the intent of APD to turn support coordination over to state employees as a way to help reduce their budget. We all know what a disaster that could have turned out to be! Thanks to everyone's commitment to save support coordination for the sake of the clients, it was officially announced last week that APD has decided not to make this recommendation to the legislature and for support coordination to remain the responsibility of independent support coordinators. Everyone is very happy about their decision.

A special thanks to FASC members for getting out the information and coordinating efforts on this issue. I believe this is the perfect example of what FASC does for support coordinators, clients and families. If you are a support coordinator but not a member, you should be. Without FASC, it would have been very likely your job would be gone. If you are not a support coordinator, you can still be a supporting member. Visit their website at <http://www.freewebs.com/fasc1/index.htm> for additional information.

Please keep in mind though that there are still several funding cuts on the table. Keep up to date on the issues by visiting the APD, Family Care Council and the FASC websites. You can also email your local representatives by visiting WaiverProvider.com. There is a link allowing you to email your local representative directly. Expert Billing will continue to forward important information via email so make sure we have your current email address. If you are not getting at least one email a month from us, we do not have your email address.

**DENIALS, DENIALS AND MORE DENIALS: September Update:** Still seeing tons of denials. Please be patient as we are working as fast as we can. If you want to be proactive, we suggest you contact your coordinators to determine if your authorizations have changed and be sure that you receive a copy of the changed authorization along with the new one. Remember to fax us a copy as well so that our system will be accurate. Also remember you can request to receive a monthly balance report that will show you when your authorizations end so you can keep track of your effective dates and balances.

## **IMPORTANT REMINDERS:**

- ⇒ Please call or email to confirm receipt of faxes immediately **AFTER** faxing
- ⇒ Please **do not** highlight authorizations before faxing as it comes across as a thick black line on our end and is unreadable
- ⇒ 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.



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### **IMPORTANT ANNOUNCEMENTS:**

- ⇒ Some of you may already know that Maura is having a baby! She will be going on maternity leave the 3<sup>rd</sup> week in October. We will definitely miss her and hope for a safe delivery and a speedy return!
  
- ⇒ We are happy to announce Melissa Camara will be starting on September 10<sup>th</sup>. She has previous medical billing experience and feel she will be a valuable addition to our staff.
  
- ⇒ We regret to announce that Luz Lopez is no longer with the company. She left in the middle of August. We wish her well in her new endeavors.

**WAIVERPROVIDER.COM:** This month I learned about a company called Clear Choice Web Solutions. The owner is a husband of a support coordinator in the Suncoast Region. He developed a website for providers and families on the Waiver. It contains an array of valuable information to both families and providers. For a fee, providers can advertise their business on there. He will even make you a website if you want. Check out his site at [WaiverProvider.com](http://WaiverProvider.com).

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