



Expert Billing & More, Inc.

September 2008

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.

EMERGENCY/INTERIM/LIEN PAYMENT FROM JULY 25 – CHANGE IN RECOUPMENT DATE

Recently providers received a letter from AHCA stating that the recoupment of funds would begin w/the payment date of 9/10. Providers were up in arms about this for two reasons: 1) the short notice of notification and 2) the fact that recoupment would be at 100% until all funds were repaid. Recouping at 100% meant that some providers (especially ones that received an excessively high emergency payment or providers that only have a few clients) could possibly receive no payment for one or more billing cycles.

We are not sure why AHCA postponed the recoupment date but a bulletin is now posted on the web portal that says recoupment will not begin until after October 1 (this means the first payment cycle in October when recoupment would take place is 10/8). The bulletin also said that they have not yet determined if recoupment would be at 100%. They will be posting more information via bulletins on the web portal throughout the month. Keep checking the web portal for more information throughout the month.

Although it was a positive gesture by AHCA to postpone the recoupment date, please be aware that it is only postponing the inevitable. The emergency funds received on July 25 were in essence a "prepayment" for services rendered or to be rendered and whether or not you requested that emergency payment or even needed it, you were given it and needs to be paid back.

It is our suggestion that all providers start planning now for the recoupment. To be on the safe side, it would be prudent to plan that recoupment will be at 100%. This way you will be prepared for the worst case scenario when it comes time to start paying it back.

SUSPENDED CLAIMS

Many of you may still be seeing claims in suspended status (EOB code 9998). EDS is working to resolve the suspended claims and determine a payment status as quickly as they can. We have been researching the claims that have been in suspended status for more than 1 week and if it looks like nothing is wrong w/the claim, we are rebilling. In some cases, the rebilled claim is paying out while the original claim remains in suspended status. When the original claim finally comes out of suspension, it will deny for a 482 (duplicate). At this time, if you still have claims in suspended status that have not paid out, please let us know. We will research and rebill if we are able to avoid any further payment delays.

THE TIERS HAVE BEEN APPROVED

The tiers have been approved and will be implemented in October. We have included some documentation from the Advocacy Center for Persons with Disabilities, Inc. that better explains the clients' rights.

Feel free to pass this info along to families, because remember, providers CANNOT challenge the tiers, it has to come from the clients/families.

Another great website to get more info is www.arcflorida.org. We encourage you to review the info posted and pass it along to clients/families. Once a client receives their letter notifying them of their tier assignment, they have 10 days to file an appeal.

HOW WILL PROVIDERS BE AFFECTED BY THE TIERS

Providers may be significantly impacted by the tiers. If a client you serve has been moved to a different tier, you may be required to reduce or change services. Providers should work closely with the client/families and support coordinators to ensure that services are provided within the guidelines of the specific tier.

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.

INVOICES FOR EXPERT BILLING ARE DUE BY THE 25TH OF THE MONTH

All invoices for our services are due by the 25th of the month. Invoices not paid on the 26th, automatically incur the late fee of 15% of the invoice total or \$15, whichever is greater. If you are unable to make your payment by the 25th, you must contact our office to request payment arrangements **PRIOR** to the 25th.

Regular Office Hours

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

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