



# Expert Billing & More, Inc.

## November 2010

### **NEW INVOICE REQUIREMENTS – WE NEED ACTUAL ATTENDANCE DAYS**

As you all know, we try to keep up with the changing requirements, which I'm sure you all know is not an easy task.

One of the major issues that has come out of recent Medicaid Program Integrity audits is billing. These issues are very frustrating to us because we have been billing Waiver claims for over 10 years and are perplexed at how out of the blue, MPI/APD, etc. and just start saying "you can't bill like that" and actually cite providers for billing in the manner we've been trained. One of the problems is that there are conflicts between the Waiver Handbook and the Medicaid General Handbook. APD has always done things their own way with regard to billing and it's always been understood by Medicaid that APD providers do not always follow the same guidelines in the Medicaid General Handbook.

For whatever reason, this is all changing. The "standard" billing practices that have been used by Waiver providers for years are now no longer acceptable according to Medicaid Program Integrity. Apparently, there is a push to update both Handbooks to outline what is considered "standard" today.

The biggest issue on the table is the rolling up or lumping of claims. In the past, according to "standard billing practices" we would roll up claims for certain services for the week or month. Now they want us to only roll up **consecutive** dates of service.

In order for us to comply with this new billing requirement, it is imperative that providers submit invoices that include actual dates of service. If you have been simply submitting a "total" for the week or month, you now must include all the actual dates of service. We need to be sure that we are billing on an actual date of service.

And of course you are all aware that your service logs must match your billing invoice.

**PLEASE REMEMBER providers should be reviewing the remittance voucher to ensure that the claims were processed correctly and paid 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.**

#### **Regular Office Hours**

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

#### **Holiday Hours**

#### **Thanksgiving Holiday:**

**Wednesday, November 24: Close at Noon**

**Thursday, November 25 & Friday, November 26: Closed all day**

#### **Christmas Holiday:**

**Friday, December 24: Close at Noon**

**Monday, December 27: Closed all day**

*(providers should ensure that invoices are received 10 am on days we are closing at Noon so we have enough time to process them)*