



Expert Billing & More, Inc.

January 2011

2.5% TIER REDUCTION

Many of you have probably already heard that the tier caps will be reduced by 2.5% effective 2/1/11. If your clients are affected by the reduction, you should receive new authorizations this month. You should receive 2 for each service that is affected: 1 that ends 1/31/11 and 1 that starts 2/1/11. If the coordinator does not give you both, you should request them so that you can be sure you have copies on file and also to be sure that you have not exceeded the authorized limits.

If you know any of your clients will be affected by the reduction, we suggest that you contact the coordinator and review billing so that the new authorizations are accurate.

Please be sure to send in any new authorizations you receive so that we can ensure we are billing based on the most current authorization.

TIER CHANGES CAUSING PROBLEMS WITH AUTHORIZATIONS

Almost everyone has been affected by recent tier changes causing problems with authorizations. This has been a nightmare for everyone involved!

Because of so many problems and rumors about not "backdating" authorizations, etc., we want to remind providers that it is imperative to keep **ALL** copies of authorizations received, even if they have changed. In some cases, the original authorization is the only thing showing approval was given. When trying to resolve an issue with a problem authorization, it is a good idea to keep records of all communication pertaining to the problem. Try to communicate in writing whenever possible so that you can copy APD.

Hopefully APD/APS/EDS will figure out a way to fix all the glitches in the systems that are causing all these problems.

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.

HAPPY NEW YEAR

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