



# Expert Billing & More, Inc.

# July 2011

## JULY 2011 SERVICE AUTHORIZATIONS – 4% REDUCTION

As I'm sure you all are aware by now, there was a 4% reduction across the board for all services effective July 1, 2011.

Please ensure that your billing reflects the correct rates. You can print a new rate table from the APD website.

If you have not sent us your new authorizations, please make sure you before you submit your July billing. We cannot process any invoices for July without a new authorization.

## SERVICE LIMITATIONS

As a reminder, services are supposed to be provided at the frequency indicated on the authorization or in the support plan. We have discussed many times that if you provide more than the approved frequency, most likely the money will run out before the end of the authorization.

Many of you experienced this shortage this year because of all the changes to the authorizations. Some providers even ended up paying back thousands of dollars because of the overages.

We want to remind providers that you can request that we **DO NOT** bill anything over the service authorization limits. In fact, the frequency stated on the authorization is entered into our system so that it will tell us if you are over. However, it is ultimately the provider's responsibility for what is billed. The liability is with the provider, not the billing agent so we will **NOT** hound you to death to continually inform you of overages.

**DON'T FORGET** balance summary reports are available at your request as a way of keeping track of your approved hours/balances.

## MORE REDUCTIONS EXPECTED?

Unfortunately, because of the budget deficit, more reductions are to be expected.

## COMPANION

One of the potential changes that may take place is for companion to move to one rate, regardless of the staffing ratios.

### **STAY INFORMED BY ATTENDING LOCAL APD, DELMARVA, ACHA TRAININGS AND MEETINGS**

**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**

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