



Expert Billing & More, Inc.

August 2009

WANT TO GET PAID ON TIME?

Remember that Expert Billing has 24 hours to submit your invoices. To ensure that you get paid on time, make sure your invoices are received by **Tuesday at Noon.**

Many of you probably noticed that Wanita is no longer with us. She has been up North taking care of her sick mother. We are short handed so it makes it very difficult to ensure everyone's invoices get processed on time when so many providers are sending on Thursdays and Fridays.

We do our very best to get all invoices processed, but it would make our lives easier if invoices were submitted more timely. We appreciate your cooperation.

DD WAIVER HANDBOOK GUIDELINES

Just in case you are not aware, the latest version of the DD Handbook is posted on the APD website. The latest version was promulgated in December 2008. A new version will be promulgated soon so we encourage all providers to visit the website regularly to ensure that you are working from the most current Handbook.

There are **significant** changes to several services. It is important to note that providers will be held accountable to ensure that services are provided and billing is done based on these guidelines. **In an effort to help ensure compliance for providers, Expert Billing will not submit claims that exceed the service limitations.**

***We have also recently noticed that some service authorizations are being approved for more hours than the Handbook allows. Although this doesn't seem possible that the authorizations are approved in excess of the Handbook guidelines it is happening and **it is the provider's responsibility to ensure that services are provided according to the limitations and guidelines in the Handbook. Regardless of what an authorization says, providers are the one that will be held accountable and subject to recoupment.**

If you are unsure what the service limitations are for the specific services you provide, we recommend you download a copy of the Handbook and review it. Services billed in excess of the Handbook limitations will be subject to recoupment.



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DUPLICATE PAID CLAIMS

We have recently noticed that the old claims that were popping up over the past few weeks as suspended, were finally reprocessed. In some cases, this actually caused a claim to be double paid. Tallahassee is aware of the problem and is working on a resolution. Please note that unfortunately, it appears that the monies were deducted twice from your service authorizations. This is causing claims for the last part of June to deny because the authorization shows there is no money left. At this time, there is nothing we can do. We have to wait for a resolution from Tallahassee because we are afraid if we void the duplicate claim, that when EDS resolves these claims, they will void them as well.

Please review your vouchers carefully from the past few months. If you feel you have claims that were double paid, please contact us so that we can keep track of them to ensure that they are resolved.

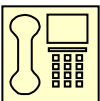
EMAIL ENCRYPTION SOFTWARE

If you are sending invoices, service authorizations or client-specific data via email, you should be sending emails through an encrypted email software in order to be in compliance with HIPAA regulations.

We are currently testing a few encryption software packages but will most likely start using Zixmail. You can visit their website at www.zixcorp.com for more information.

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



IMPORTANT - Do We Have Your Current Contact Info?

Please make sure we have your current contact info. We need to have current phone numbers to contact you if there are problems with your billing. We are noticing several providers that have disconnected phone numbers. **If there is a problem with your billing and we can't get a hold of you, your billing may not get processed.**

Email addresses are especially helpful because we communicate a lot of important info throughout the month via email. **If you are not receiving at least one email per month from us, we do not have your correct email address.**



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Regular Office Hours

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

Upcoming Holiday Hours:

September 7, 2009 – closed for Labor Day

We would like to thank all providers for your continued business.