



# Expert Billing & More, Inc.

**February 2009**

## **Great News - Governor Crist Vetoed the 5% Rate Reduction!**

We all were happy to learn that the Governor vetoed the proposed rate reduction.

## **3054 Denials**

We finally got word the 3054 problem had been corrected on January 22. Although EDS said they would automatically reprocess the erroneous denials, they did not give a date as to when they would reprocess the claims. In order to facilitate payment, we went ahead and reprocessed the denials ourselves on January 23. By now most of you should have been paid for all the affected claims. Please note, however, there were a few claims that were found to be valid denials because the authorizations had in fact changed. If this affected you, we contacted you directly already.

This past weekend (Feb 7) EDS reprocessed the 3054 denials so you will see many 482 denials (duplicate claims). However, please be aware that we have a few of these claims that actually paid twice. As you can imagine, this will cause problems later so if you notice any of your claims paid twice, please let us know immediately so we can determine how to handle the duplicate claim.

## **Unexplained Adjustments – Code 8400**

Over the past several weeks we have noticed some unexplained adjustments. In most cases the adjustments resulted in no difference in monies; however, this is not true in all cases. If for whatever reason, the adjusted claim didn't process correctly, it could result in recoupment.

Please review your vouchers carefully and if you notice any unexplained adjustments, call us. Sometimes the adjustment may require rebilling to rectify a recoupment issue.

## **Assistive Care Services 2009 Income Limit**

The new income limit for Assistive Care Services billing for 2009 is \$859. If your client earns more than this amount from SSI benefits they are not eligible to receive ACS.

## **Please tell when when you are no longer serving a client....**

Please let us know when you are no longer providing services to any of your clients. We are charged a flat monthly rate for each active client in our database so to help us avoid any unnecessary charges, please let us know when you are no working with any individual anymore so we can inactivate them in our system.

## **Our Invoices Are Due on the 25<sup>th</sup> of the Month**

Please remember that our invoices are due by the 25<sup>th</sup> of the month. If you are unable to pay your invoice in full by this date, you must contact our office to make payment arrangements. If you have questions about your invoice, you should call us as soon as you receive it.

### 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. If we leave you a message about your billing, please listen to your message before calling us back. Sometimes our calls don't warrant a return call but if they do, if you know what you are calling us back about, it makes it easier for someone to assist you since the person that actually called you may not be the one answering your return phone call. 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.***

***Please remember that we do not automatically review remittance vouchers each week for providers so it is your responsibility to pull your voucher and notify us of any unpaid claims.***

### 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.*