



# Expert Billing & More, Inc.

October 2008

## THE TIERS TAKE EFFECT OCTOBER 15

I cannot reiterate enough that providers must stay on top of this issue if your clients are affected by the changes.

If your clients are affected by the tiers, you should receive new authorizations – one ending 10/14, which is important because you need an accurate authorization of what was approved through 10/14 and the new one beginning 10/15.

If your clients are moving to Tier 4 (FSL Waiver) – you will also receive new authorizations. This is extremely important because we will need to be billing under a different provider number. ***In addition, when submitting invoices to us, if your client has moved to the FSL Waiver, you must submit separate invoices for the month of October – one for your MW provider number and one for your FSL provider number. This will ensure your claims are processed accurately.***

**If you are a support coordinator, it is extremely important you submit new authorizations to us to ensure your clients are billed accurately, especially since October support coordination will be paid under the new authorization.**

Please understand that we have no way of knowing if a client is affected by the tiers if you do not submit new authorizations to us. We will work with you as best as we can to ensure that your claims are processed and paid accurately.

We anticipate lots of denied claims during the next few weeks so please be patient. As always, we will resolve them as quickly as possible.

**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.**

## Please Please Please READ..Update on Denied Claims...

The majority of the issues causing claims to deny have been resolved. However, there are a few issues still being worked on and we are staying on top of the developments on those issues. As long as you have reported your denied claim, we are following up on it. As soon as we hear an issue is resolved that allows us to rebill, we will resubmit and let you know either via email or a phone call.

We want to reiterate that it is **EXTREMELY** important that you are comparing your payments to your invoices to be sure you are being paid for everything. As I'm sure you all can understand, there is no possible way Expert Billing can keep track of every single claim we submit so it is the provider's responsibility to notify us of any claims that remain unpaid.

## **EMERGENCY/INTERIM/LIEN PAYMENT FROM JULY 25 – CHANGE IN RECOUPMENT DATE**

The most recent info from AHCA is that the recoupment will begin on October 22. The recoupment is supposed to be at 50% of the provider's total pay. AHCA is supposed to be sending out detailed letters that notify you of your total lien, and the percentage at which it will be recouped. This can be very confusing. ***The 50% recoupment will be based on what you are actually paid for that week, not 50% of the emergency payment.***

Here is an example how it will work.

If you received \$1000 an emergency payment and are expected to receive \$2000 on 10/22, AHCA will keep \$1000 of that to repay the lien. In this case, the recoupment is paid in full.

If you received \$1000 an emergency payment and are expected to receive \$500 on 10/22, AHCA will keep \$250 of that, which will leave a balance due AHCA of \$750. (50% of total payment of \$500 = \$250, \$1000-\$250=\$750).

It is our suggestion that all providers start planning now for the recoupment.

## **PROVIDERS THAT DO NOT HAVE AN FSL PROVIDER NUMBER**

If you do not have an FSL provider number, you should contact your local APD office to request enrollment on the FSL Waiver. If any of your clients are transferred to Tier 4 (FSL Waiver) you must have an FSL provider number to continue to provide services for those clients.

If you are just applying for an FSL provider number, please make sure to let us know when you receive it. The billing agent paperwork and web portal assignments will be required to be completed for the new provider number.

### **Regular Office Hours**

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

### **Holiday Office Hours**

**Please take note of the following dates and ensure that your invoices are received at least 24 hours PRIOR to these times to ensure they get processed**

Wednesday, November 26 – office closes at Noon for Thanksgiving  
Thursday, November 27 and Friday, November 28 office closed for Thanksgiving  
Wednesday, December 24 office closes at Noon for Christmas  
Thursday, December 25 and Friday, December 26 office closed for Christmas  
Thursday, January 1, 2009 office closed for New Years Day



*As always, if you have any questions, please feel free to call.*