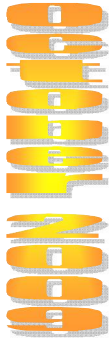




# Expert Billing & More, Inc.



## **PROVIDERS ARE STILL SUBMITTING INVOICES BEFORE SERVICES ARE COMPLETE**

This is serious people! We cannot reiterate this enough! **It is considered medicaid fraud to bill for services before they have been completed!**

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.**

Please do not mistake this by thinking we mean you should submit invoices for services before they are completed in order to get them to us timely. You cannot bill for services before they are completed. To ensure you are in compliance, a good way to deal with this is that you should stop your billing the day before you plan to submit invoices to us. For example, if you are going to submit invoices on Tuesday, your invoices should only include services through Monday. Expert Billing **WILL NOT** hold invoices for processing at a later date if services are billed before they are completed. Providers will be required to resubmit the invoices after services are completed.

If you need help understanding when to submit your invoices, please give us a call. We will be happy to explain it to you in more detail.

## **ARE YOU ADHERING TO THE LIMITS ON YOUR SERVICE AUTHORIZATION?**

This is a reminder that providers can and are being recouped for services billed and paid that exceed the stated limits on the authorization. Expert Billing can assist providers to ensure compliance with authorized limits. Unfortunately most providers **DO NOT** take full advantage of the services Expert Billing offers to assist in this area. If you need more details about how Expert Billing can assist you with staying in compliance with authorized limits, give us a call.

## **SUMMARY BALANCE REPORTS**

For those providers that request them, summary balance reports are sent out monthly (around the same time our invoices are mailed out) via email. Expert Billing sends emails with client-specific data via Zixmail. Zixmail emails are available for providers to retrieve for 30 days. After the 30 days, if the email has not been retrieved, the email is deleted. If you have requested balance reports and have not received them recently, they were sent via Zixmail. Check your spam folder for the email notification from Zixcorp with instructions on how to open a zixmail.



## PAYMENT IS DUE TO EXPERT BILLING BY THE 25<sup>TH</sup> OF THE MONTH

This is a reminder that payment for services by Expert billing is due by the 25<sup>th</sup> of the month. Because we bill in arrears for our services, it is even more important for providers to pay on time. However often you bill, you are paid well in advance of when our payment is due. Keep in mind that we are just like your business, you need to get paid on time to pay your bills and so does Expert Billing.

The majority of you consistently pay on time, and we thank you for that courtesy. However, there are a few chronic late payers, (you know who you are) and it is getting out of hand. We even send out reminder emails a few days before the 25<sup>th</sup> to ensure payment is received by the 25<sup>th</sup>.

The late fee is automatically added to any invoice not paid by the 25<sup>th</sup> of the month. As a reminder, the late fee is 15% of the total invoice or a minimum charge of \$15. Provider accounts must be current before any new billing will be done. If we continue to have problems receiving payments, these providers will be required to pay upfront for all future services.

**EFFECTIVE JANUARY 1, 2010, PAYMENT FOR SERVICES WILL BE DUE BY THE 20<sup>TH</sup> OF THE MONTH. WE ARE SORRY FOR ANY INCONVENIENCE THIS MAY CAUSE; HOWEVER, WE FIND IT NECESSARY TO CHANGE THE DUE DATE TO ENSURE TIMELY PAYMENT FROM ALL PROVIDERS.**

**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.***

### Regular Office Hours

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

### Holiday Hours

Wednesday, November 25 closing at Noon  
Thursday, November 26 & Friday, November 27 Closed for Thanksgiving  
Thursday, December 24 closing at Noon  
Friday, December 25 closed for Christmas  
Friday, January 1, 2010 closed for New Years Day

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