

DR. KNOW

We won't change the way you do billing...we'll change the way you do business!

An e-newsletter created by **PLEXUS HEALTH SOLUTIONS, INC.**

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You can view past issues of this newsletter on our website.

UPDATE! UPDATE! *As of 11-10-08*

Last month we advised you that EDS was changing the policy numbers for enrollees. Our information was that this was going to become effective as of 1-1-09, but it became effective 11-10-08.

Please be sure to get copies of all insurance cards and forward them to us as you see patients – new or established.

BANKRUPTCIES IN WI *From the KENOSHA NEWS*

More than 12,000 bankruptcies have been filed in SE WI this year. This is a 38% increase through October of last year. Through the first 17 days of November, about 500 bankruptcies were filed, that's an average of nearly 30 a day.

The financial crisis is leaving its mark on Wisconsin as well as Wall Street.

EDS PHONE SYSTEM *Virtually Disabled*

Since the implementation of the new Title XIX Forward Health website their phones are practically disabled (for our purposes). You will usually get a busy signal and if you do get through, trying to navigate and find someone to help is difficult, at best.

The Automated Voice Response (AVR) system is still active for enrollment information only.

You are encouraged to check the Forward Health website frequently for updates, eligibility, forms, etc.

<http://dhs.wisconsin.gov/forwardhealth>

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CHANGES TO CMS ENROLLMENT

Enrollment & Documentation

Newly enrolled physicians may retroactively bill Medicare (MC) for up to 30 days prior to the effective date of their enrollment. Added to this is the new requirement to inform MC of any changes in ownership, adverse legal actions or change in practice location(s) within 30 days of the change.

This final rule also requires medical professionals to retain ordering and referring documentation for seven years from the date of service.

Failure to adhere to these changes can mean facing revocation of MC billing privileges and the recoupment of MC payments from the date of change.

CHANGES TO ABN's

Forms CMS-R-131& CMS-R-131-G

In March 2008 the Advance Beneficiary Notice (ABN) was revised. It is in both English and Spanish. If you need a copy of this updated form you can go to the MC website and download it or you can call Plexus.

Be sure you are using the correct form or you will be in violation of this rule.

HOLIDAY CLOSINGS

Thanksgiving

Plexus will be closed for the Thanksgiving holiday on Thursday and Friday, November 27th and 28th.

No deposits will be made either of these days.

Have a great Holiday from your friends at Plexus!

CREDENTIALING - EASIER

CAQH

Universal Credentialing Datasource (UCD) is an online tool that streamlines the credentialing process. It contains a universal form for distribution to authorized health plans.

There is no cost to you to submit an application and participate in the program. Fill the form out once and never have to fill out credentialing forms for an insurance plan again.

Of course, the data is only as good as its' updates. Be sure to update your information as it changes to keep the application current and accurate.

www.caqh.org

BILLING ISSUES

In Just the Last Six Months

Jean Bourque is a member of the National Society of Certified Healthcare Business Consultants and lately on the listserv there has been a flurry of activity on reimbursement issues. Below is a list of the most recognized issues.

- Improper denials for auth #'s
- Improper denials for terminated policies
- Improper payments according to contracts
- Calls to insurance companies are being disconnected
- Overseas customer service
- It takes **multiple appeals** for each improper denial before pmt is made
- Multiple requests for medical records
- Extended turnaround time on pmts