Spring 2008

NCDS update

A Quarterly Newsletter for Clients

Keeping your office up-to-date on industry and insurance changes, late-breaking billing & reimbursement news, and general inter-office communication…

Insurance Information in the News

HIPAA Privacy Alert from BlueCross BlueShield !

We have been made aware that someone posing as a BlueCross BlueShield employee is contacting providers at their home or office to obtain providers tax identification and social security numbers. Please be advised that BCBS employees will not call your home to request such information for you or your business. BCBS is committed to protecting your personal and business information.

If you do suspect fraudulent activity, ask for the caller's name, telephone number and extension before ending the call. You should then report this information to the Provider Services special unit at 800-257-5825.

On January 17, 2008 ODJFS received written notice from Anthem that effective March 31, 2008, they intend to terminate their contract with ODJFS for their coverage of CFC. Effective April 1, 2008, all Anthem Medicaid CFC consumers will enroll in a different managed care plan. This contract termination will not affect the 21,000 ABD Medicaid consumers.

OSMA Advocacy Gets Medicaid 3% Increase Restored for Physicians - "We are very pleased the governor has decided to move forward with a reimbursement increase for physicians who treat the neediest of Ohio's citizens", said OSMA President Craig W. Anderson, MD. The Strickland administration recently announced Ohio physicians who are Medicaid providers will receive a reimbursement increase of 3 percent staring in July. Last November the increase for Medicaid providers had been frozen, the OSMA advocated to restore the increase.

NCDS can help you evaluate what this means to your practice. Contact us for detailed, custom reporting if you are a Medicaid provider.

ProMedica Health System joins with Medical Mutual –

MMOH was pleased to welcome ProMedica Health System to the SuperMed network effective January 1, 2008. This includes Toledo Hospital, Flower Hospital and Bay Park Hospital. If you have been unable to participate in SuperMed previously, you may now be eligible. If want would like to find out more about becoming a provider NCDS can assist you with credentialing and reimbursement negotiations.

Just a Friendly Reminder from Palmetto GBA:

Don't forget to bill the "Welcome to Medicare Exam"!

Effective January 1, 2005 for services rendered including a preventive physical examination, including a screening EKG for new beneficiaries (subject to eligibility and other limitations) will be covered. However, it must be performed within the first six months after the effective date of the beneficiary's first Part B coverage. This initial examination includes:

- Review of individual's medical and social history.
- Review of individual's potential risk factors for certain disorders.
- Review of individual's functional ability.
- An exam to include; height, weight, blood pressure, vision, and anything a doctor has deemed necessary.
- Performance and interpretation of an EKG
- Education, counseling, and referrals deemed appropriate by the physician.

When coding this procedure you need to use CPT code G0344.

Keep in regular contact with your NCDS consultants, client services specialists and certified coding staff to stay abreast of the latest insurance news and healthcare industry trends. We regularly attend seminars, conferences and networking events to get the most current information and education to maximize your reimbursements.

Welcome to the Newest Physicians Joining NCDS

Dr. Bassam Sarrouj of Medical Care Specialists of NW Ohio, Inc. has been practicing pulmonary, sleep and critical care medicine at St. Lukes Hospital and other Toledo facilities since March 2008.

Dr. Faizan Hafeez of Neurology and Headache Clinics of NWO, Inc. joined us in April 2008 and has opened a new neurology and pain management practice specializing in headaches in Toledo, Ohio

Dr. Mohammmed Ahmed and **Dr. Eisha Mubashir** will be practicing at the Arthritis and Rheumatism Center, Inc. They are husband and wife and will begin June 2008.

We appreciate your referrals and testimonials to your friends and colleagues. Thank you for your commitment and support. Please ask about the **NCDS Referral Incentive Program** if you are interested in receiving discounts on your monthly billing invoices or other bonuses for assisting NCDS with new business opportunities.

Contact Mick Polo • 1-888-876-8833 • mickp@ncdisnc.com

Some Billing Strategies for Problem Accounts Balances:

- At the time of appointment… If follow-up visits are scheduled, patients should be asked to pay outstanding balances before they are allowed to see the doctor.
- From your office staff… If no payment is received after sending a the last bill, your staff should use the "final notice" list to make a courtesy call, not to request payment, but to inquire how the office visit went.
- Pre-collection services… As needed and permitted by law, NCDS client service specialists will review the balances and send patients letters warning them that their accounts will soon be referred to a collection agency or an attorney.
- Legal Action… For balances over of $1,000 or more and over 1 year old, you should consider legal recovery process, instead of or after using a collection agency.

Introducing our newest corporate partner:

KEIS | GEORGE llp
ATTORNEYS AT LAW

Keis | George LLP has offices in Cleveland, Columbus and Chicago to pursue past due patient account balances of $1,000 or more for legal recovery as mentioned above. Their firm operates the largest recovery department in the state of Ohio. Contact NCDS to see how we can put these resources to work to increase your chances to collect difficult patient accounts.

STOP! – Use Technology to Send Billings to NCDS…

A growing majority of NCDS Clients are scanning their patient registrations, billing sheets/encounter forms, deposit logs and insurance explanation of benefits to us right now. More than 65% of our clients have made this transition and our goal is to have nearly 100% of our clients sending their billing information to us digitally by the end of 2008. This reduces costs, improves turnaround time and increases your cash flow by making the process more efficient.

- If you are a client that is scanning all your information to NCDS you will no longer receive UPS supplies. However, if there is something that cannot be scanned or faxed and must be sent hard copy we can provide you with self-addressed return envelopes that you can send through regular mail, at your request.
- If you are a client that is not scanning to NCDS we can only provide you with a limited amount of private contract courier supplies from UPS or another company. We strongly encourage you to contact NCDS to discuss the alternatives available as soon as possible. You may be able to use your existing office equipment for scanning or purchase an approved/supported desktop scanner from NCDS at minimal cost to you. You can set up a window to simply send your billing information to NCDS with the click of your mouse or email your scanned files to: scans@ncdsinc.com

Because of a combination of new technology, lower volume and a significant increase in fuel service charges by UPS our preferred contract will be coming to end. We have evaluated other couriers but have not found other opportunities either.

Interested in an EMR system?

Visit www.cchit.org for a list of certified EMR products available to you. Ask how NCDS can integrate with your HL-7 compatible software for a seamless link and real-time exchange between your documentation and your billing accounts receivable systems.

EMPLOYEE CORNER CONGRATULATIONS TO:

Betsy Novak

She celebrated her anniversary for 10 years of service February 10, 2008. NCDS appreciates the many years of hard work for our clients and dedication to our team.

Thanks to all our employees for giving their very best every day!