

BILLING ESSENTIALS

*Compiled by the Vendorship and Managed Care Committee of the
New York State Society for Clinical Social Work*

Updated March 1, 2015

**A Compendium of Resources for Submitting Claims,
Including Practice Management Software, Billing Services, and
Clearinghouses for Electronic Billing**

*These resources have been gathered from NYSSCSW members as a
guide and do not represent endorsement by the Society. Quotation
marks indicate member recommendation. This information may be
inaccurate in some cases and we would appreciate hearing from you
with corrections or updates. Please send them to
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Tools for Submitting Claims:

Sources for ordering CMS-1500 forms:

www.filerx.com

\$11.30 for 250 forms, \$16.30 for 500 forms, \$39.00 for 2500 forms.
Window envelopes for mailing claims (#10 and/or 9x12) available.

www.health-forms.com

1-800-869-6590

\$29.95 for a carton of 2500.
CMS 1500 completion software: CD plus 1000 claim forms, \$149.00.
Window envelopes for mailing claims (#10 &/or 9x12) available.

www.medicalartspress.com

\$25.99 for 500 (box), \$49.99 for 1000 (carton)

Software for typing the CMS-1500 on a paper claim:

www.littleguyssoftware.com/easycms.htm

EASYCMS 1500 Form Filler CD for Windows, \$65; Mac, \$81.00,
available as a download.
Software and a CD with 500 forms, bundle: \$89.50/Windows; \$105.50/Mac.

CMS 1500 forms only: 500 for \$20.00 + 8.50 shipping and handling; 1000 for
\$30.00 + 9.00 shipping and handling; 2500 for \$37.50 + \$9.50 shipping and
handling.

Window Envelopes for mailing claims: #10, 500 for \$38.50 + \$8.50 shipping and
handling; 9"x12", 500, for \$89.00 + \$9.00 shipping and handling.

www.fiachraforms.com

You type in the data on a CMS 1500 PDF, print and send. Can print the entire
form, or text only. Saved to your computer, not online. Download software for
\$29.00. Mac and Windows compatible, use with Adobe Reader 9. This company
can also help you design standard forms (face sheet, progress note, treatment
plan).

See also www.health-forms.com above.

Obtain an Employer ID Number (EIN):

www.irs.gov/businesses/small/article/0,,id=97860,00.html

Obtain or update an NPI number (National Provider Identifier):

1-800-465-3203

To obtain an NPI number, view your NPI profile, or update your information, go to <https://nppes.cms.hhs.gov/NPPES/StaticForward.do?forward=static.npistart>

ICD-10 diagnostic codes (which will be required as of October 1, 2015):

See the DSM-5 for ICD-10 codes listed in grey next to ICD-9 codes. (DSM-5 codes have been identical to ICD-9 codes.)

Or use this translation tool: <http://icd10cmcode.com/icd9to10conversion.php>

Medicare:

www.NGSMedicare.com

Provider Contact Center: 866-837-0241

EDI Help Desk 877-273-4334

PQRS Assistance: QualityNet Help Desk 1-866-288-8912

To file a complaint with the NYS Department of Financial Services (formerly the NYS Department of Insurance):

<http://www.dfs.ny.gov/consumer/fileacomplaint.htm>

For insurance related questions call 1-212-480-6400, 1-800-342-3736, or 518-474-4600
Prompt pay complaints 1-800-358-9260

To file a complaint with the Office of the New York State Attorney General:

http://www.ag.ny.gov/sites/default/files/pdfs/complaints/hc_complaint_form.pdf

Health Care Bureau Helpline: 1-800-428-9071

Fax: 1-518-402-2163

Books on Practice Management

Bruce Hillowe, JD, PhD, *HIPAA Compliance Manual for Small Mental Health Practices in New York State, Fourth Edition.* Instructions, Handbook and Forms for Compliance with the 2013 HIPAA Omnibus and Related Rules, with Record-Keeping and Informed Consent Supplements, CD-ROM included, Word Format, c. 2013 Bruce V. Hillowe. All rights reserved. Valuable general source on policies and procedures. Can be ordered by calling 800-286-0369 or from his website, for \$70, by emailing him at <http://www.brucehillowe.com/main.asp?id=18>. \$60 if ordered through NYSSCSW. Mail a check to NYSSCSW, 243 Fifth Avenue, Suite, 324, New York, NY 10016-8703.

Ellen T. Luepker, MSW, BCD, *Record Keeping in Psychotherapy and Counseling: Protecting Confidentiality and the Professional Relationship, Second Edition.* Routledge, 2012. ISBN 9780415892612

Contains sample forms useful for small practices. Book explains through text and clinical vignettes the necessity for keeping records while protecting patient confidentiality thereby protecting your practice. Author is a member of the AAPCSW. Includes chapters on exceptions to confidentiality, confidentiality in an electronic age, retaining and destroying inactive records and records in the legal system. Sample forms contained on accompanying CD. Permission to use forms granted to purchaser only. New from \$34.32 at Amazon.com.

Edward L. Zuckerman, PhD, *The Paper Office, Fourth Edition: Forms, Guidelines and Resources To Make Your Practice Work Ethically, Legally, and Profitably.* The Guilford Press, 2008. ISBN 159-385-8353.

Contains 54 forms and many handouts helpful for small practices. Book includes CD containing all forms and handouts in the book in both PDF and RTF (modifiable by word processor). Book explains value/necessity of each form. Forms are identified as to which are part of medical record for patient and which are not. Written from the attitude of protecting both clinician and patient. A valuable tool. \$66.84 at Amazon.com. May be available in bookstores. License to use forms on CD granted to purchaser only.

Online Payment Options:

Aside from the usual cash and check, more options are becoming available for clinicians to accept payment from patients via credit/debit card. Dedicated machine/card readers attached to phone lines are no longer the only way to accept credit or debit card payment. Many of these use smart phone or tablet computers as the input device for the charges and can generate receipts that are sent via email or text to patients. Charges do not have to be itemized, e.g. listing CPT or ICD code for service. Per New York State law, fees assessed for credit/debit card processing may not be passed along to consumers. Check with your accountant about deducting the fees for processing credit cards as a business expense.

Intuit Card Reader <http://www.intuit.com>

Card reader from Intuit, makers of Quicken® and Quickbooks® accounting software. Similar to Square and PayPal card reader. 1.75% charge per swipe, 3.15% charge per keyed entry, \$.25 transaction fee, \$19.99 monthly service charge. Check link for more information.

PayPal <https://www.paypal.com>

One of the original methods of making and accepting payments over the internet. Your patient can send funds electronically to an account designated by you. Many different levels of service and options available. Check the link for more information.

PayPal Card Reader <https://www.paypal.com>

Similar to Square card reader. Fee is 2.7% per transaction with card swipe. Keyed (manually entered) transactions are 3.5% + \$0.15 flat fee. Works with Android phones, Android tablets, iOS (iPad, iPhone) devices. For more information see link above.

Square <https://squareup.com>

Square is a small credit/debit card reader that plugs into the headphone socket of a smart phone or tablet computer. Entry of fee is simple. Can interface with accounting software, e.g. Quickbooks. Will work with Health Savings Account (HSA) cards and Flexible Spending Account (FSA) cards. No setup charge. Fee of 2.75% of charge assessed at each use if card is swiped, flat fee (\$1.15) plus charge of 3.15% assessed if card number is entered manually (no swipe). Direct deposit to a checking account of your choice within 2-3 days. Reconciliation of fees collected and charges from Square available for tax or other accounting purposes.

Square Cash

<https://square.com/cash>

A different service from Square. Allows patients to send and you to receive cash with no charge to you or the patient. Patient emails cash to you and you “receive” the email. Money is deducted from patient's linked checking account and deposited in your linked checking account. Needs smart phone or tablet app, works with Android and iOS (iPad, iPhone) systems.

Venmo

<https://venmo.com>

Smartphone app similar to Square Cash. Does not appear to work just with email or computer. Patient sends money from patient’s linked bank account, money is received in your linked bank account. Initial sign in with Facebook or email address.

And here is an option for accepting payment from insurers:

CAQH

<https://solutions.caqh.org>

CAQH is primarily a credentialing databank but it advertises that it will facilitate electronic payments from the insurance company to the provider and that healthcare providers can enroll easily in electronic payment (EFT) and electronic remittance advice (ERA) programs with multiple payers via a single, secure online process. This eliminates the different forms required by each payer and centralizes EFT and ERA enrollment.

If you have already enrolled with CAQH (a lengthy process) you may wish to avail yourself of this service. Call the CAQH EnrollHub Helpline at 1-855-979-0715.

Practice Management Software and Online Practice Management Systems:

Keeping in mind the general trend toward using Electronic Health Records (EHRs), you will want to consider some of these options carefully before committing to one system.

Some practice management systems offer billing or clearinghouse services. Others are strictly practice management. Some are software you download to your computer. Others are web-based and independent of platform.

Inclusion on this list of products and services does not constitute any form of endorsement by the NYSSCSW or the Vendorship and Managed Care Committee.

Automated Medical Assistant

www.automatedmedicalassistant.com

Online billing with practice management software for scheduling and record keeping. Secure access for iPhone, iPad, Android, or PDA cell phone. \$39.97/month; \$.22 per electronic claim. Or print and mail yourself. See video introduction on website.

Carepaths

blog.carepaths.com

Online practice management. Billing (claims creation) included as part of creating clinical notes. Extensive library of pre-made forms as well as the ability to create your own forms. Scheduling site allows patients to upload documents and check their appointments or accounts. Access to test instruments for assessment and measurement. Also offers HIPAA-compliant telepsychiatry. Demo gives overview (no actual form use demonstration).

For solo providers and full time clinicians in a group practice, \$37/month. This includes unlimited claims and unlimited support. Part time practice (less than 20 hours/week) \$30/month (assumes one full-time clinician in the group). For less than 10 hours/week, \$15/month (assumes one full-time clinician in the group). Ask about discounts for large groups. HIPAA compliant cloud storage is free for up to 5 GB data, \$2/month for 5-10 GB data, \$5/month for 10-100 GB data.

ICANotes

<http://www.icanotes.com>

Menu driven, point-and-click software creates psychiatric session notes that don't look mechanical in about two minutes. Software also does scheduling, EHR, intake documents, treatment plans and other functions. Appointment reminders accomplished through either of two partner companies with a separate sign-up and fee. Bills created and can be printed. Electronic billing available either through ICANotes' clearing house/billing partners or through an electronic file that can be generated and sent to clinician's choice of clearing house or biller (e.g. OfficeAlly), which may require an extra fee depending on the file type required by billing service/clearinghouse.

For the first non-prescribing clinician the monthly fee is \$69 (including one administrative user). Monthly fee includes unlimited support and training as well as all maintenance and upgrades. There is an annual \$75 license fee that is billed up front on each anniversary of the sign up date.

My Clients Plus

<http://www.myclientsplus.com>

Complete practice management software package. Compatible with PC, Mac, Linux, Smartphone, iPad and PDA. Scheduling and credit card add-on available through Jituzu for additional charge. Claims to have over 100 EMR templates. Billing, claim tracking, etc., much the same as PracticeMate, with optional paid services. Basic plan, \$19.95/month; E-billing, \$10.95/month. "I use My Client Plus for bookkeeping purposes, but it also has a Therapy Notes component. It is quite easy and efficient to use and I highly recommend it. You can try it for one month, free."

Notes444

notes444.com

\$325 for Notes 444 note-taking software; billing module, \$150 (requires Notes 444). The Notes444 website states that the purchase price of all Notes 444, Inc. software is non-refundable. They suggest using the evaluation period to determine if Notes 444 is what you want. Live free 30-day demo.

Practice Magic

<http://www.practicemagic.com>

Practice management and billing software for Windows. Does not work on Mac or Linux. No session notes. Create e-claims on a disk. Calendar driven. Therapist records clinical and non-clinical appointments and enters payment info. Program uses this info to generate a statement or fill out insurance claim forms.

Standard version for \$159.95; after 3 years requires yearly update for \$39.95. Unlimited version, \$199.95, requires no update. CMS-1500 form filler only, \$139.95, same as

Standard, fills out insurance forms and maintains your calendar; does not keep track of receivables.

Practice Mate www.officeally.com

Practice Mate, a division of Office Ally (see below under Clearinghouses), provides their practice management function. Filing is accomplished through Practice Mate and tracking of claims is done through Office Ally. The functions that aren't part of Office Ally are the practice management functions. These include patient demographics, scheduling and tracking, claims/billing, accounting, patient management and a patient portal, which allows the patient to schedule appointments or upload documents to your file. Patient Ally allows two-way HIPAA-compliant email between clinician and patient. You create new patient records, listing patient's insurance, and can track visits if needed by the insurance. You can create templates for claims. All of these functions are free of charge. Other, paid, functions are EHR (Electronic Health Records), accepting credit cards, and e-prescribe. This software is for any medical professional, not just psychotherapists or other mental health professionals and it is all HIPAA compliant. When you sign up you get a signed Business Associate Agreement. Practice Mate works best with Microsoft Internet Explorer and Safari (on Windows, Mac and iOS).

ShrinkRapt www.ShrinkRapt.com

A mental health billing and insurance software for Windows & Mac, \$785. Prepares a print image file that can be submitted to a clearinghouse. No direct submission of electronic claims. Setup: install software and use. Confidentiality: user can set up password for restricted access. ShrinkRapt manages patient demographics and offers many insurance and billing reports. No annual or monthly fees. Tech support free, preferably by email. Demo online.

Simple Practice <http://www.simplepractice.com>

Therapy notes, scheduling, claims, intake paperwork all in one place. Basic plan, \$36.00/month. E billing: 25 claim forms (up to and including 6 sessions per claim) plus 1 Coverage Reports, \$57/month. "A newer web-based practice management program for scheduling, claims, billing, and intake paperwork." "It has a very intuitive user interface. It works on a Mac and just as well on iPad. Support has been very good."

Therapist Helper <http://www.helper.com>

Practice management software. "A long time favorite in the field." Note that online claims submission will require an additional module. You will need to buy the Practice Management Module for billing, scheduling and general business management, \$599 (one-time) and the Support Contract, \$329/year. This allows you to fill out and print the

CMS-1500. To bill electronically, through a clearinghouse, you will need Claims Connect for an additional \$10/month and \$.27 per claim page, plus a one-time \$75 set-up fee. The Support Contract includes tech support calls, help on all functions of Therapist Helper, product upgrades, and classes for anyone associated with your account. Credit card processing, electronic medical records and online CE courses available as separate modules to be purchased. Demo online.

Therapy Appointment <http://www.therapyappointment.com/>

Created by Bill Whitehead, PhD. Does everything from making appointments and keeping progress notes to billing online. Works on Windows, Mac, and tablet devices. Structured charting available to ensure HIPAA compliance. Therapists can use their own forms, or forms supplied in the software and can upload documents in either PDF or .DOC format. Regular fee for over 40 appointments a month, \$57.50. There is a Getting Started rate of \$30/month for 39 appointments or fewer. A one time \$30.00 signup fee covers training and support. Demo can be scheduled from website.

Therapy Charts (Wiley Publishing) <http://www.therapycharts.com/>

This is the replacement for Wiley's TheraScribe practice management system. Currently no electronic claims submission but their website says that will be coming later this year. Currently generates self-pay bills, invoices & statements. System is entirely web-based so is platform independent (works on PC, Mac, Linux, iPad). All data stored online on Wiley's servers. Patient demographics, appointments, and charting. Automatic updates to software, codes and definitions because it's all online. DSM-IV and DSM 5 diagnoses available. Allows access to a full range of Wiley Treatment Planner modules, Session Notes Planners and Homework Planners for point and click creation of treatment plans, session notes and homework assignments. Website states full HIPAA & HITECH compliance. Cost is \$80/month.

TherapyNotes www.therapynotes.com

Form-based note taking system. Electronic claims submission and Electronic Health Records. Scheduling with to do lists and appointment reminders available. Note templates are customized specifically for psychotherapy and psychiatry to satisfy the requirements of HIPAA, APA, and insurance payers such as Medicare. Notes downloadable as a PDF. Web-based product works across platforms on Windows, Mac, iPads, and other tablets. Credit card processing available. Pricing for first clinician, \$59 per month, each additional clinician, \$30 per month, electronic claims, \$.19 each, and appointment reminders, \$.19 each. Works on Windows, Mac, and iPads and other tablets. 30-day free trial available. "Amazingly helpful."

Therapy Partner

<http://www.therapypartner.com>

Simple scheduling, billing, and documenting procedures. No e-filing, e.g. does not generate CMS 1500 forms or files usable by clearing houses. Seems to focus on self-pay client model. Credit card processing integrated with software. Can work from many platforms including tablets, Mac and PC.

Pricing has two levels, standard and premier. Standard plan is stated by TherapyPartner to be their more popular plan and is better for clinicians billing under \$60,000 in credit card fees. Cost of standard plan is \$54/month plus 3.9% credit card processing fee. Premier plan is \$74/month plus 3.5% credit card processing fee. Both plans process cash items at no charge. Free demo and trial available on website.

The Therapist

<http://www.beaverlog.com>

A practice management and billing software program for physicians and therapists. There are two versions currently available, both for Windows: The Therapist Pro, \$899 plus \$10 shipping and handling, and The Therapist EZ, \$599 plus \$10 shipping and handling. The Therapist Pro includes printed and HIPAA-compatible electronic claims. Therapist Pro comes with 60 days support. Additional charges: Single support call, \$50; block of 3 support calls, \$46.67 per call; block of 5 support calls, \$45.00 per call. Optional scheduler add-on for Therapist EZ, \$150.00 (included with Pro). Free downloadable demos and a free evaluation CD are available.

Clearinghouses for Electronic Billing, including Provider Websites of Specific Plans:

Availity www.availity.com

They claim to be one of the nation's largest healthcare information networks. A clearinghouse for Wellpoint (BCBS), Humana, Cigna and other plans. Provide revenue cycle management, an advanced clearinghouse, web portal and patient access management.

Beacon Health Strategies <http://www.beaconhealthstrategies.com/>

Now merged with Value Options as Beacon Health Options. Beacon's website may need to be accessed for some functions.

Connex www.NGSMedicare.com

Medicare's online information, transaction, and communication service. It includes claim filing, and the ability to check eligibility or claim status. You can file an appeal or view your provider account profile.

Emdeon emdeon.com Heather Scott 615-932-3673

A medical clearinghouse serving 1200 government and commercial payers. After a setup fee of \$299, Emdeon One starts at \$129/month for 1 provider, including claims submission, patient verification, claim status, electronic remits and reporting. No surcharge for Medicare. Demo online.

Empire BCBS www.empireblue.com/home-providers.html

Provides treatment authorization, claims inquiry and other services. See Availity (above) for claim submission.

MD On-Line www.mdon-line.com

An electronic claim submission clearinghouse submitting claims to over 1800 payers, and most others by print and mail. Startup fee \$125 plus monthly rate of \$34.99 for 50 claims or less. Charge for service assessed per claim submitted, minimum monthly fee charged for months with no claims submitted. Use your own practice management software with their WebLink or upload claim files with their Link1500. Provides claim status reports, patient statements and electronic remittance reports. Turnaround time in most cases 7-14 days. Other services available: Check eligibility and referrals; print and mail service; collect payment through patient's credit card. Free tech support.

NaviNet www.navinet.net/provider-physician-solutions

An electronic network providing access to key systems and patient information. Aetna has made NaviNet its tool of choice. Also used by Cigna and BCBS. Online connection to insurance plans through NaviNet Insurer Connect. Practice management through NaviNetPM (extra charge). Electronic medical records through NaviNet EMR. Access by mobile devices through NaviNet Mobile Connect. Online interaction with patients through NaviNet Patient Communication. Online filing free except for Medicare claim submission, \$20/month. “Not user friendly.”

Office Ally www.officeally.com

An electronic claim submission clearinghouse submitting to over 4400 payers. Free Online Entry Tool for the submission of electronic claims and a free practice management system called Practice Mate (see above under Practice Management Software). Claims processed within 24 hours. Full file summary report available listing errors on claims (and what the error is) and pending claims, as well as accepted claims. Provider has the option of printing the claim and can obtain a claim history.

An electronic health records system called EHR 24/7 is \$29.95 per month. For an additional fee both Practice Mate and EHR 24/7 provide access to Eligibility Verification and a reminder system for appointments called Reminder Mate.

Setup: download and print Enrollment Form and an Authorization Sheet. A pre-enrollment form may be necessary for electronic submission of claims to some companies (including Medicare). No online demo, however Customer Support can provide a site where one can get an idea of what Practice Mate and EHR might look like in an office setting.

Optum ProviderExpress www.providerexpress.com

The provider network for United Health Group (United Behavioral Health, Oxford, and Optum). Claim filing, checking authorization, claim status.

Value Options www.valueoptions.com

They claim to be “The nation’s largest independent behavioral health and wellness company.” Includes Beacon Health Strategies, Emblem, GHI, and HIP. Through Provider/Connect you can verify member eligibility, submit claims, file re-credentialing applications or provider updates, view and submit authorization requests, print forms and authorization letters, and access provider summary vouchers.

Billing Services:

Billing services take your information and submit it for payment to the insurance company. Although you may not be a “covered entity” under HIPAA, and you are sending the information to the biller by mail or fax, this information is usually transmitted electronically to the insurer by the biller. (Some billing services may be willing to file paper claims for you.)

You must be HIPAA compliant to use a billing service if it only files electronically. A billing service filing electronically must sign a Business Associate Agreement with you.

Be aware of “fee splitting,” which may occur if the billing service collects a percentage of each claim paid rather than a flat fee per claim. Fee splitting is illegal in the State of New York.

BillingCindy 917-774-5354 516-908-3646 (eFax) billingcindy@yahoo.com

Cindy Ambrose, owner. On Long Island. Over 25 years of experience in behavioral health with both individual and group providers. Comprehensive billing services include insurance verification prior to services, obtaining/monitoring treatment authorizations, and denial management at no additional cost. “Dependable and helpful in working out problems such as translating DSM diagnosis codes into ICD codes.”

Billing for Doctors suvokes@BFDoctors.com 845-627-6114

Sue Vokes RN, owner. Nanuet, NY. Compatible with every plan that utilizes the major clearinghouses for electronic filing. \$5 for up to six service dates per same client. You use their form or design your own to record diagnosis, dates of service, CPT code and charges, which is faxed or mailed to them. A summary of claims submitted is enclosed with your monthly bill. Other services: print-and-mail billing, balance billing to clients, setting up office systems, developing forms such as tracking of authorizations and OTRs. Does not obtain authorizations. “In my experience they have been readily available for troubleshooting, with good communications skills and follow through.”

Billshrinkers www.billshrinkers.com 1-877-BILLSHRINK

A mental health billing service in Hackettstown, NJ. Dr. Phillip Yucht, LCSW, Director. Fee: 7% of total amount collected together with a \$12.50 one-time per-patient setup charge. Bills all plans. Turnaround: 2 weeks, sometimes faster. Setup: short-term contract (month-to-month) and you just send them patient demographics by fax, email or mail. They provide an authorization report and “almost any other report you could think of may be provided on request at no additional cost.” Other services: print-and-mail

billing, personalized account management. Work can be submitted electronically for same fee. Ask for Trisha.

COS Billing www.cosbilling.com 973-641-9213 Fax 973-857-2972 cosbilling@gmail.com

Katherine Napoli, owner. A full service agency providing billing and bookkeeping services. Charges per claim. Additional services: will confirm patient benefits, obtain initial treatment authorizations, notify providers of authorization renewal dates, follow up with unpaid claims, track payments through EOBs. Will do administrative tasks as needed (typing professional correspondence, generating patient bills and statements). “Very friendly, knowledgeable and responsive service.”

Jean Hartman, bookkeeper jhart10013@aol.com 917-608-3879

In lower Manhattan. Bookkeeping, general clerical/officework including computer entry. Quickbooks. Available on a regular basis or for special projects, pretty flexible. Fee dependent on the type of job, generally \$25-30/hour. “Great bookkeeper. She has helped me out on numerous occasions.”

Health Assets Management info@healthassetsmanagement.com 845-334-3680

Kingston, NY. Takes care of everything from credentialing to electronic billing. Follow-up on claims and verification of patient benefits and co-pays for accurate and timely payment. Maintenance of all files with therapist’s CV, certifications, licenses and malpractice insurance. Chosen by New York State Psychological Association as the official practice management company for its members. Ask for Brett Jones, Operations Manager, or Carmel Gold, President. CGold@healthassets.com.

Proclaim Medical Billing, Inc. www.proclaimbillinginc.com 888-559-1119

Cathy Starr Klein. Medical billing and administrative assistance for mental health professionals. No setup fee, no minimum. Send demographic information by fax or by mail. Computer not necessary. Claims tracked; a Ledger Report details every transaction. Can help with credentialing including the Medicare PECOS system or troubleshooting of problem claims and issues. Can train provider on use of Therapist Helper. “Cathy is warm, cooperative and will go the extra mile”.

T & T Medical 845-469-9394 www.ttmedbill.com

Tara Thomas. All forms of mental health billing, practice management, and credentialing. Does Medicare provider enrollment application, CAQH attestation. Provides reports as needed. Will tally 1099s at tax time. Charges a flat monthly fee for full service billing

based on size of practice according to the website, determined by average weekly appointments.

Questions to Ask a Billing Service:

To ensure a good fit, you yourself will need to make calls to more than one billing service. Here are some questions you may want to ask:

What do you call the kind of service you perform?

What services do you provide for your fee besides claims submission to insurance companies?

Do you offer benefit verification, obtaining authorization, following up denied claims, or help with credentialing and Medicare enrollment?

Do you do print-and-mail billing?

Do you offer any practice management software such as software for scheduling, appointment reminders, tracking authorizations, tracking receivables, note-taking, or treatment planning?

What is your fee structure? Any hidden costs? (Note that charging a percentage of each claim paid rather than a flat fee is considered fee-splitting and therefore illegal in New York State.)

Is there a contract? For what period of time?

How do I get paid?

How do I pay you?

What kind of report will I get? A list? Copies of claims sent? How long do you keep your records?

What help do I get at tax time?

Do I have to have a computer?

Do I deal with the same person each time?

The Committee wishes to thank Jane Gold, LCSW, and Jay Korman, LCSW, for their extensive work in compiling resources of all kinds. Some of the above information is from posts on the Met Chapter Listserv.