

Providers and CFCs Questions and Answers for March 2010

Q: *My claim was denied for needing an insurance EOB but there should be a waiver in the system.*

A: *To ensure that a waiver is on file with the CBO and that it is accurate, the provider should always obtain a copy of the waiver from the Service Coordinator. Note: waivers cannot be backdated therefore must be in place before services begin. Waivers are specific to service type and to individual or group services. For example if the waiver was issued for group services then this waiver can not be used for individual services.*

Q: *My credential expired. Will I be able to be paid for the services that I have rendered?*

A: *If the provider's plan is to continue providing Early Intervention services then we encourage the provider to get re-credentialed as soon as possible thru Provider Connections. If the provider had an authorization in their own individual name or was using an authorization that was entered to another provider at the same tax ID for the same service type and that provider was the rendering provider 99% of the time for the participant in question, the CBO will continue to pay the provider. If these criteria are met payments will continue until the end date of the existing authorization even though the credential has expired. Note: The provider will not be able to obtain any new authorizations until the credential has been restored.*

Q: *I owe the state money and cannot pay it all at once. I would like to set up a payment plan. What do I need to do?*

A: *In order to set up a payment plan this request must be submitted to the CBO in writing. The letter to CBO requesting a payment plan must include the total dollar amount owed, reason for the refund (i.e. initiated by EI monitor, initiated by Early Intervention Central Billing Office, initiated by the provider) and the amount of the monthly payment. Note: Early Intervention will accept a minimum of a \$50 a month payment plan. If a provider is able to pay more monthly to satisfy the debt sooner then this is encouraged. The letter should be submitted to the Early Intervention Central Billing Office P.O. Box 19485, Springfield, IL 62794, Attention Family Fee Accountant.*

Q: *Why do encounter forms have to be typewritten?*

A: *Encounter forms need to be legible in order for staff to code encounters as accurately as possible and in a timely manner. When the encounter is not clear it is hard to determine what occurred during the visit. When they are not legible, this causes the CBO staff to contact the provider for clarification which slows down the overall process of submitting the claim to insurance.*