



April 2010 Edition

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NHIA Conference in Dallas, TX

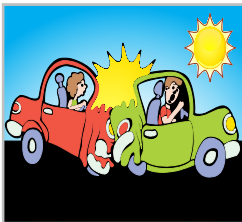
This year NHIA celebrated its 19th Annual Conference in Dallas. The ARL management team was out in full force to support NHIA by leading roundtable discussions and joining a panel discussion on IgG therapy. The weather was beautiful, attendance was great, and the topics and speakers provided a learning experience for all.



Advantage Reimbursement would like to thank all those who took the time to stop by our booth to meet us. We would also like to thank those who joined us at our hospitality event sponsored by Mediware, our parent company.

Congratulations go out Alan Knight of Spectrum Infusion, bingo winner of the iPod Touch!

“PIP” – Personal Injury Protection



PIP insurance is automobile insurance covering parties involved in an accident and is either optional or mandated by your state. The PIP should not be overlooked during your intake process. You need to make sure that you determine all payer possibilities upfront to maximize reimbursement for services rendered.

Key information includes the following:

- Policy holder's name
- Insurance carrier's address and telephone number
- Date of accident or loss
- Adjuster's name, address and telephone number

- Claim number
- Address to send claims to

You should also determine if there is an Attorney involved with the patient's case. If so, obtain the Attorney's contact information and notify them once you begin servicing the patient. You may be entitled to place a lien with the Attorney that will prevent monies being paid out to the client until YOUR claim has been paid. Additionally, an attorney may elect to negotiate rates with the provider of services.

If the patient accepts a settlement from the party at fault, any other health insurance is no longer responsible for the bill. The patient becomes fully financially responsible.

Health insurance guidelines must be followed in order for PIP to pay on the claim (s). For instance if the patient receives out of network or non-covered services, the health insurance will not pay the claim (s) therefore PIP **will not** pay. If the patient does not have health insurance, PIP **will** cover the claim (s) up to the maximum PIP benefit amount. Additionally, PIP does not participate in coordination of benefits with many state funded programs (i.e. Massachusetts Medicaid). In this case PIP will pay the maximum benefit amount up front. It is important to verify this information with your state program.

PIP insurance is not mandatory for all states. Coverage typically ranges from \$2,000 - \$8,000 per person in the vehicle. It also covers pedestrians or bicyclists who have sustained an injury as a result of an automobile accident.

A listing of states can be found at: <http://www.insure.com/car-insurance/basics.html>.

Most important – submit claims as soon as possible. PIP pays on a first come basis. Be aware that other medical providers such as emergency rooms, physical therapy providers, radiology providers, etc. may be submitting claims as well and may exhaust the PIP insurance before your claim is received.

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How well do you know your Reimbursement Partners?

Behind the Curtain: Introducing Laura Flibotte

Laura is a "jack of all trades". She has been with ARL for 7 years and is currently enjoying her role as Associate Reimbursement Coordinator. Starting over after a 27 year career in manufacturing was a challenge, but she jumped in with both feet! Laura has performed countless tasks i.e. filing clerk, cash application, billing secondary claims, electronic filing, management of EOB's, self pay collections and so on. The list is endless. Laura's "can do" attitude is reflected in everything she does. She believes that the "personal touch" in working with patients to resolve their debt is key to successful self pay collections. "Help me, help you" is her motto. She is truly the "Self Pay Queen."



On a personal note, Laura is a believer that "things happen for a reason". When she got laid off she found a new career at ARL. When her husband, George was laid off they got the sad news that his son, Geoff was diagnosed with cancer. George was able to spend almost two years

providing support to Geoff who lost his battle with cancer two weeks before his 25th birthday.

In addition to her work life at ARL and her home life, Laura helps a disabled woman, is an Avon Representative, paints and provides childcare part-time. Most of all she enjoys watching her children Mike, Nick and Jon play sports and spending with her husband riding on his motorcycle.

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Quote of the Month

“The future depends on what we do in the present.”

– Mahatma Gandhi

Tips and Tricks

Important change in Timely Filing Requirement for Medicare Fee-For-Service Claims.

It's always about timely filing.

On March 23, 2010 President Obama signed into law the Patient Protection and Affordable Care Act (PPACA). How does this affect timely filing requirement for Medicare Fee-For-Service Claims? It reduces the time period for Medicare FFS claims submissions. For services rendered on or after January 1, 2010 claims must be filed within one calendar year after date of service. Claims for services rendered before January 1, 2010 must be filed no later than December 31, 2010. Claims with dates of service before October 1, 2009, must follow the pre-PPCA timely filing rules. Claims with dates of service October 1, 2009 through December 31, 2009, must be submitted by December 31, 2010.

Keeping you “In the Loop”: An Update from Mediware’s Monthly Newsletter



As part of our integration activities, we want to keep you *In the Loop* on the activities of our peers and colleagues at Mediware. Email Laura Booth (laura.booth@mediware.com) if you would like to be put on the distribution list.

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