



### **Welcome to Advantage Reimbursements e-blast**

Advantage Reimbursement is pleased to announce that it has joined the e-communication world and has decided to publish a monthly newsletter focused on reimbursement for home infusion, infusion suites, DME, and respiratory services. The advantage in working within the homecare industry is the privilege of working with bright, knowledgeable individuals who are more than willing to share experiences and resources. We often see many familiar faces throughout our careers. The challenge is that change is constant often resulting in information overload. Our newsletter is designed to be an easy to read, quick reference for ARI news, industry news, reimbursement tips, upcoming events, and a few other tidbits to keep you entertained.



### **Beach Week at ARI**

What better way to boost employee morale, encourage team work, and send a message of appreciation to the staff then to come up with a theme which is pleasing to all? At ARI, the week of July 27<sup>th</sup> was declared "Beach Week". The staff was allowed to wear beach attire such as t-shirts, shorts, flip flops and anything that was casual and comfortable (minus the bathing suits, short shorts or anything that would be offensive to others.) The managers worked diligently to obtain many different decorations for the office which made it appear that we were all

working at the beach. To kick off the week, the staff received beach balls when they arrived. For the remainder of the week we had special treats such as homemade cotton candy, snow cones, ice cream sundaes, and a picnic (complete with ants ☺).

The management team has had many other successful themes over the summer to foster a positive work environment. Some of the other themes include Black and White Day, Splashes of Color, Twisted Tuesday, and Wacky Wednesday. Refreshments and prizes were enjoyed by all.

### **Quote for the Month**

"Every day is a final exam" – Professor Chamberlain, University of Massachusetts. Be the best you can be in whatever you are doing.

### **Did You Know?**

**KH, KI, and KJ Modifiers.** Effective September 18, 2009, Medicare will no longer correct improper use of the KH, KI and KJ modifiers for a capped rental item or a Pen Pump. Claims will be corrected that are not billed with the appropriate "K" modifier with ANSI reason code 182, remark code N56. Please refer to the following website for additional information:  
[http://www.medicarenhic.com/dme/dme\\_whats\\_new.shtml](http://www.medicarenhic.com/dme/dme_whats_new.shtml).

**KX, GA, GZ, GY Modifiers.** Effective September 1, 2009 Medicare will begin rejecting claims without appropriate modifiers. Suppliers should resubmit their claims with the appropriate modifiers versus sending denied claims to reopening. Requesting a reopening to correct a claim that is missing one of these modifiers will no longer be an available option. For additional information please refer to the following article:

[http://www.medicarenhic.com/dme/articles/072209\\_kx.pdf](http://www.medicarenhic.com/dme/articles/072209_kx.pdf)

### **Medi-Span AWP Reduction**

Wolters Kluwer Health, publisher of the Medi-Span drug database, will issue a mass reduction of AWP's on Sept 26, 2009 and will cease publishing AWP's in March 2011.

The reduction in AWP's may have a significant impact on your revenue under contracts that are based on AWP. Please refer to the following websites for additional information:

AWP Litigation Means Rapid Change Ahead:

[http://www.phsirx.com/ComputerTalk/VP\\_Dec\\_08.pdf](http://www.phsirx.com/ComputerTalk/VP_Dec_08.pdf)

Reimbursement Issues on the Horizon:

[http://www.nhia.org/infusion/documents/sot/Infusion\\_SOT\\_SeptOct08.pdf](http://www.nhia.org/infusion/documents/sot/Infusion_SOT_SeptOct08.pdf)

### **How Well Do You Know Your Colleagues/Reimbursement Partners?**

We find ourselves either talking to or e-mailing people on a daily/weekly/monthly basis, but we might as well be communicating with the "Wizard of Oz" because we never seem to know who is behind the curtain. Of course we all know what our priorities are. The work must get done. No time for idle chat. Wouldn't it be nice to get a glimpse of the kind of person we may be working with? Even the Wiz was a nice man once we saw who was behind the curtain.

We'd like you to take a trip with us behind the curtain and meet one of the many ARI colleagues we are fortunate to have on our team.



#### **Behind the Curtain: Introducing Tracy Gaudet**

*"Tracy Gaudet was excellent. She really made the training successful and I can't say enough good things about her" – Jill Steil, Patient Financial Services Manager, Johns Hopkins Homecare*

Tracy Gaudet came to us 9 years ago from high school. She started as a file clerk and worked on small projects. She worked her way up the ladder to Jr. Reimbursement Coordinator, Reimbursement Coordinator and now is a Senior Reimbursement Coordinator. During her years at ARI, she was able to complete her Bachelor of Science Degree in Exercise Physiology (the study of how a body responds to acute and chronic exercise).

Her hobbies are spending time with her family, cooking, and playing with her puppy "Fritz". She has also participated in some YMCA programs applying her knowledge in exercise physiology to help others.

When I asked Tracy about her experience at ARI she shared with me the following:

- "I love having a daily challenge."
- "I love to see results".
- "I love seeing that I can make a difference, and I really love helping people".

No wonder Tracy has been such a successful trainer and consultant. She has provided reimbursement training for various staff such as NuFACTOR and Johns Hopkins. The last question I asked Tracy was "who was most influential during your career at ARI". Here is what she had to say. Jeanne Lugli (VP/GM) has been a major influence in her life at ARI. "She was very welcoming and helpful. She was willing to share all she knew to help me with my job."

She also attributes her success to Jacqui DeFranzo (Manager) who “gave me all the opportunities to learn and grow over the years.”

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