



March 2010 Edition

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NHIA Annual Conference in Dallas, TX



Meet the Advantage Reimbursement Management Team at Booth #208

This year three members from our management team will be participating in speaking engagements at the **NHIA Annual Conference**. Listen to what our experts have to say about: Providing and Getting Paid for IGg Therapy; Reducing Outstanding Receivables; and Reimbursement Staffing. [Click here to check out the details!](#)

GOT GAME? Don't forget to [sign up](#) for **Mediware's Hospitality Event** on Tuesday, April 13th from 7-9 p.m. at the Hilton Anatole. Enjoy some friendly competition at one of the several Wii Sports consoles, meet and greet with Advantage Reimbursement and Mediware sales and management teams, enjoy some great food and have a chance to WIN one of three Wii Sports Packages! [Get in it to win it! CLICK HERE](#)

KEYS TO SUCCESS: Don't Let Workers Compensation Weigh You Down



Many service providers are often challenged by workers' compensation claims. They either have difficulty getting paid enough or getting paid at all. The bottom line is that your company provided the services and should be reimbursed accordingly. Additionally, your company should receive payment on these claims in the same manner in which you are accustomed to from government and commercial payers alike without hassle or delay.

The [intake process](#), which includes billing recommendations, is the **KEY** to your success in getting paid. Most workers' comp claims that are denied will be denied because there was not enough upfront investigation performed on the services being

rendered and the workers' comp insurance company's process. This will result in denials due to lack of information, lack of documentation and authorizations.

Check your local state website for individual state guidelines. You can also visit the Office of Workers' Compensation (OWCP) for additional benefit information. <http://www.dol.gov/dol/topic/workcomp/>

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Getting to Know You: How well do you know your ARL Partners?

Behind the Curtain: Introducing Kristen LaPlante

Staff loyalty is treasured gift in the service industry and even more valuable in the competitive home infusion reimbursement industry. What makes this month's spot-lighted employee so unique is that she has been with ARL for over 12 years.



Kristen came to us in 1998. She has been in the infusion industry since 1991. She also gained experience as a customer service representative and a claims processor at a major insurance company. Little did she know that a trip to the movies to see "The Titanic" would result in a lifelong career with ARL. Consequence or act of fate, we will never know. It was there that she came in contact with our General Manager at ARL whom she worked with at another company. Since the insurance company she worked for was about to close her branch, employment with ARL posed a great opportunity.

Kristen is a Sr. Reimbursement Coordinator whose main role is AR reconciliation including: Cash management, denial analysis, etc. To stay current with industry changes, Kristen also dabbles in billing and collections by assisting with collection projects. During her tenure at ARL she has had many unique opportunities which have allowed her the flexibility to remain challenged and enthused about her career over the years.

Kristen also manages the challenge of balancing a busy work life with her responsibilities at home. In addition to her husband, Marc, and their two beautiful children, Austin, age 13 and Ashley age 8, she also takes care of her elderly father who lives with her and is wheelchair bound. His many physical needs prevent her from traveling far from home. She is, however, able to enjoy boating and tubing during her day trips to Lake Winnepesaukee and supporting her son at his Candlepin Bowling competitions.

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Quote of the Month

"Coming together is a beginning. Keeping together is progress. Working together is success."

– Henry Ford

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Tip of the Month

Widespread Payment Probe for Nebulizers (L11499) – Nebulizers with Compressor (E0570)

Be aware that DME MAC A will be initiating a widespread probe review of claims for Nebulizers with Compressor (E0570) due to a high volume of claim errors found by the Comprehensive Error Rate Testing (CERT) Contractor.

Suppliers will be sent a documentation request for information which must be returned within 30 days from the date of the letter to avoid claim denials.

A common problem in these reviews is missing or incomplete records. It is important for suppliers to be familiar with the coverage criteria and documentation requirements as outlined in the LCD and policy article. Suppliers can review the Nebulizers LCD on the DME MAC A Website at:

http://www.medicarenhic.com/dme/medical_review/mr_lcds/mr_lcd_current/L11499_2010-01-01_PA_2010-01.pdf

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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. [CLICK HERE](#) to read the February edition of their customer newsletter. Email the editor, [Laura Booth](#), to be added to the distribution list.

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