BILLING - FREQUENTLY ASKED QUESTIONS (FAQs)

1. *What is a Superbill?*

Superbills are specific to each child and must be filled out after every session. Each superbill must contain the following information: Child's name, Your name, Date of session, time of session (must be in 00:00 am/pm format), child's insurance and id number, units used (please make sure to reference the guide on each bill to write correct units), goals worked on, data from the goals, additional notes or noteworthy information about session, parent name and signature, your name and signature, and BCBA name and signature.
All of this information must be present for your billing to be processed. If you have any corrections or scribbles, please initial next to it!!!!
These bills are documents that are used as your invoice, but also to be kept as legal and confidential documents that may be viewed by an insurance company during an audit, so they must be legible and written correctly.

2. *How do I submit my billing paperwork?*
   a. **Billing paperwork is accepted through Email (Achieve Beyond accounts) and Fax.**
      i. **Email: ABIBilling@AchieveBeyondUSA.com**
         1. **You will receive an automated response when sending an email to this inbox.**
      ii. **Fax: 646-839-5789**
         1. **Note: If you fax your paperwork, please contact the case manager the day it's faxed to make sure that your submission was received.**

3. *Do I have to document sessions that were cancelled?*
   a. **Yes, please check-off who cancelled the session on your Superbill in the respective area and complete the following within the session note section:**
      i. **Who Cancelled?**
      ii. **Why was it cancelled?**
      iii. **Plans with family to make up this session.**
         1. **For example: "Ryan cancelled the session because he was rushed to the hospital for a heart attack. I asked the family if we could reschedule for next week and they accepted. We plan to have a make-up session on 12/29/15.**
      iv. **BT Note: You do not need BCBA signatures OR parent signatures for Cancelled sessions; however, YOU will need to sign the Superbill for all dates of service cancelled.**

4. *Does the billing department obtain BCBA signatures for BTs?*
    a. **NO. As a BT, it is your responsibility to obtain all BCBA signatures for all dates of service. You must work out a plan with the BCBA on each case you are staffed on to obtain those signatures before the due date for billing paperwork. You do not have to be physically present to obtain the BCBA's signatures, meaning that you can email them for their signatures. Any billing without signatures will be sent back to you and put on hold.**
5. *What will happen if I submit my paperwork and it is placed On Hold?*
    a. **The Staffing Manager will notify you of the reason(s) why the paperwork has been placed On Hold and what will be required for resubmissions. Your resubmissions must be submitted in a timely manner and the Staffing Manager can let you know when those hours will be paid out, AFTER you have resubmitted the paperwork.**
    b. **Paperwork that is placed On Hold is considered LATE. We try our hardest to process resubmissions before payroll deadlines, but if paperwork is late, we cannot guarantee on-time payment for those hours billed. Please be mindful to check over your paperwork before submitting them to ensure they are clear, complete and accurate.**

6. *Why didn't I get paid yesterday / Why was I not paid in full?*
    a. **There are many possible answers to this question. Please always refer to the Billing cycle you have concerns about. (Ex., 1st cycle of January 2015).**
    b. **Possible Reasons:**
        i. **Billing paperwork On Hold**
        ii. **Billing paperwork not received**
        iii. **Billing paperwork/Resubmission was submitted passed the deadlines**
        iv. **Resubmissions not complete-Placed back on hold**
    c. **And yes, taxes are taken out of your paycheck**
    d. **If you have further concerns about payroll, please contact Samantha Tremble, Provider Relations at 631-385-7780 ext. 626.**
7. *Can I submit all of my paperwork for the month at once?*
    a. **NO. Please submit all billing paperwork by each cycle's respective due dates. Billing cycles are now every two weeks, beginning on a Sunday and ending on a Saturday. Billing is then due <u>no later than 3 business days after the billing period ends</u>. If billing period ends 1/16, then billing is due on 1/20 (Sunday is a non-business day). Please reference the billing schedule sent to you in the Staffing email, as our billing has changed as of 1/1/16.**
8. *What happens when I provide more hours than were remaining on the authorization?*
    a. **Unfortunately, we cannot pay providers for hours that are not authorized by the insurance company. Please make sure that you review the "remaining units emails" that are sent twice a month. If you have any questions about the units, contact Stephanie Xuereb, Case Management at 631-385-7780 ext. 664.**