

Associated Billing Center's  
**Newsletter**

- Volume 65

- March, 2022

**Exclusively Serving Mental Health Practices Nationwide**  
**Building Our Reputation One Client at a Time**

Web: [mentalhealthbillers.com](http://mentalhealthbillers.com)

### A Message From Mona



#### Yes, This Is Our 65<sup>th</sup> Edition

The first edition of our **Associated Billing Center** Newsletter was published in September, 2016. You might say we have come "A long Way Baby". Your comments and suggestions have helped shape and influence the direction of the Newsletter throughout the years. I look forward to your continuing input.

Recently, I was in conversation with some of my peers at the American Medical Billing Association (AMBA). It was noted that every payer has their own rules and nuances. We shared the best GPS pathways to getting claims processed in an expedited manner. **Associated Billing Center** team members meet weekly to discuss these "nuances" so that your claims are processed without delay. I cannot say it often enough, I am surrounded and supported by the best group of individuals in the history of our company. Barbara S. is the latest addition to our team. Barbara brings an abundance of experience in mental health billing and claims resolution and will be supporting our Account Reps.

**Associated Billing Center** has made a donation to a worthwhile charity to help the citizens of Ukraine and others around the world who are oppressed by despots and dictators. Charity Navigator compiled a list of highly rated nonprofits already engaged in relief and recovery efforts in Ukraine and the surrounding areas. On line: [charitynavigator.org](http://charitynavigator.org)

STAY SAFE. STAY HEALTHY.



Mona

### Education Box-You Need to Know



#### News & Notes

- **Reminder:** When sending new patient info, please include a copy of both sides of the insurance cards. If we do not have the card and the patient name is different on the card, insurance cannot confirm enrollment. This is especially important for the transgender community.
- When checking telehealth benefits, it is important to know which HIPAA compliant platform can be utilized. Some insurances are specific about which platform they will cover. Also, coverage may be different depending on the platform being used. This is plan specific and something we check when providing you with benefit verification.
- Hold times when calling insurance to check benefits is increasing. A reminder: If you need a benefit check done with a quick turnaround, please note it on your patient intake sheet.
- **How often do you have to update CAQH?**  
You will be sent automatic reminders to review and attest to the accuracy of your data. You must review and authorize data once every four months. You can attest and make changes to your record anytime by accessing your information online.
- **Credentialing:** We can recommend Kellie Goodroe/CEO, Affordable Physician Services, LLC 765-692-0887  
[Kgoodroe@affordablephysicianservices.com](mailto:Kgoodroe@affordablephysicianservices.com)  
Tell her you are a client of ours. **Associated Billing Center**, LLC utilizes the services of Liles/Parker, an attorney health care regulatory firm representing providers around the country seeking counsel in practice matters. Web: [lilesparker.com](http://lilesparker.com)

## Stay In The Know-Your Mental Health Practice



>Mental Health professionals need to maintain original copies of certain documents in their office in the event of an audit or a request from a state board or agency asking for the procurement of specific information. Examples include:

- License to Practice in your state. Also, an original license from any other state you are licensed to practice in.
- Original CEU certificates. Many state agencies will not accept copies.
- Mental health practices must retain a patient's health records for a minimum of seven years from the patient's discharge date. If the patient is a minor, the patient's records must be retained for a minimum of seven years from the date the patient reaches 18 years of age.
- Psychotherapy notes to keep track of your progress in therapy and any ideas you have about topics for future exploration should be maintained privately and confidentially. Best practices state mental health records be stored within the patient's general medical chart.

### Psychiatric Nurse Practitioners

-**Associated Billing Center** serves Psychiatric Nurse Practitioners. These professionals diagnose and treat mental illnesses with a broad range of solutions including psychotherapy and prescription medication. Professionals must be certified by the American Nurses Credentialing Center and comply with state laws.

### Missed Sessions-In Network Patients

-No, you cannot bill insurance for missed sessions. You should have a written policy stating patient responsibility. In network providers can bill up to their contracted rate, out of network providers can charge their full rate.

## Laugh a Little or Maybe a Lot: It's Good Therapy



\*When is it OK for a mental health therapist to be judgemental? When criticizing everyone else for being judgemental.

Source: BigCulpMaster

\*A husband and wife who worked for the circus went to an adoption agency. The social worker there raised doubts about their suitability.

The couple then produced photos of their 50-foot motor home, which was clean and well maintained and equipped with a beautiful nursery.

The social worker then raised questions about the education a child would receive while in the couple's care. "We've arranged for a full-time tutor who will teach the child all the usual subjects along with French, Mandarin, and computer skills."

Then the social worker expressed concern about a child being raised in a circus environment. "Our nanny will be a certified expert in pediatric care, welfare and diet." The social worker was finally satisfied. "What age are you hoping to adopt?" The reply: "It really doesn't matter...as long as the kid fits in the cannon." Source: upjoke.com

\*Patient to Therapist: My level of sarcasm has gotten to a point where I don't even know if I'm kidding or not."

\*Therapist to Patient: "Remember this--Whoever is trying to take you down is already below you."

Source: jokes4all.net

\*Why is therapy a lot quicker for a man than for a woman? Because when it's time to go back to childhood, most men are already there.

Source:free-funnyjokes.com



## **Refresher: Mental Health Practice HIPAA Essentials**

The Health Insurance Portability and Accountability Act (HIPAA) is a federal law that required the creation of national standards to protect sensitive patient health information from being disclosed without the patient's consent or knowledge. Under HIPAA, therapists can share information directly related to a person's treatment with people responsible for a person's care if the patient: Agrees, has been given an opportunity to object about the sharing of information and has not done so, has indicated that they don't object to bringing someone to treatment or having a parent help schedule sessions, and if the patient falls unconscious, delirious, experiences psychosis, is intoxicated or otherwise incapable of making decisions.

## Mental Health Practice News & Notes

### ***Maintaining a Profitable Mental Health Practice***

*Entrepreneur:* For many mental health professionals this word is rarely used as part of their job description. In fact, some consider the word profane. Unfortunately, a majority of mental health professionals received no formal training in graduate school about the important role of entrepreneurship as it relates to the success of their practice. Nike has the right attitude. **Just Do It.** Whether it's planning a website, organizing a referral network or outlining an advertising plan (Yes, mental health professionals do advertise, think of all those listings in *Psychology Today*). Discover your own strengths and limitations as an active entrepreneur. Let's refer back to that Nike phrase. **Just Do It.** A consultant left us with this thought after a meeting concerning an individual being proactive in pursuit of their business plans. "It is better to be on the playing field and fumble the ball once in a while than being a spectator and not in the game."



### ***March was National Social Workers Month***

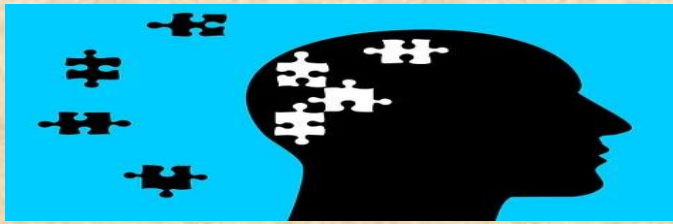
The month recognizes the dedication and empathy social workers deliver to children and adults across America. Originally, National Professional Social Work Month was introduced by the National Association of Social Workers in 1963. In 1984, Congress formally recognized March as National Social Worker month. The idea was introduced by Democratic Senators and signed into law by President Reagan. Past themes include HIV/AIDS, children and poverty, racial and ethnic harmony and aging parents. The first NSWM theme was, "Listen to the Children". The theme for Social Work Month 2022 is, *The Time is Right for Social Work*. Yes, the time is right following two years of Covid-19, personal economic and family challenges and an unsettled global environment with the war on Ukraine being the latest example. The first Social Work class was offered in 1898 at Columbia University. It is projected that the number of social workers needed will grow 16% from 2016 to 2026. **Associated Billing Center**, LLC is extremely proud to do our part to support the profession by donating regularly to the National Alliance on Mental Health & Mental Health America.

**Note to Providers: Patient information should never be sent via text message. We will only respond via encrypted email. We will not respond utilizing text messaging. This is a HIPAA violation.**

## Stories You Simply Need to Know About



>How to cope with high gasoline prices? OK, immediately we acknowledge that this suggestion makes absolutely no sense but may trick your mind into thinking you are still paying \$2 per gallon or less. Here goes: When purchasing gas buy a maximum of \$8. Sure, you probably will get about two gallons and be back possibly the next day for another purchase depending on your driving habits. But for you, gas prices have not risen. Yes, you yourself may need counseling after partaking in this activity several times.



>There is much about the brain that remains a mystery. And, within the confines of mental health diagnosis, there are several disorders that are anything but routine. Some of these include:

### **Erotomania**

Erotomania, also known as "de Clérambault's Syndrome", is a psychiatric syndrome characterized by the delusional belief that one is loved by another person of, generally, a higher social status.

### **Capgras Syndrome**

Capgras is a mental condition in which you feel that a close friend, spouse, family member or a pet has been replaced by an identical imposter. People suffering from this disorder feel that their reality has become warped or substituted. It occurs more commonly in females than males and can be caused due to age, brain injury and migraine.

### **Alien Hand Syndrome**

Alien Hand Syndrome is a phenomenon in which one hand is not under control of the mind. The person loses control of the hand and it acts as if it has a mind of its own.

### **Synesthesia**

Synesthesia is when you hear music but you see shapes. Or, you hear a word or a name and instantly see a color. Synesthesia is a fancy name for when you experience one of your senses through another. For example, you might hear the name "Alex" and see green. Or you might read the word "street" and taste citrus fruit.




>It is rare that you drive past a Chick-fil-A restaurant and do not see a line of cars at the drive-thru. City officials in Santa Barbara are considering a proposition to declare the fast food restaurant a nuisance over its "chronic adverse traffic impact." Santa Barbara officials say that the line at the city's only Chick-fil-A stretches into the street, blocking traffic for as long as 90 minutes on weekdays. City officials say each time there is a back up, it leaves only one lane of traffic open. The restaurant has tried to reduce the back ups with different configurations but nothing has worked. Guess the "Chicken is finger Lickin' Good". Oh-wait that's KFC.


## **Associated Billing Center, LLC**

**Refer us to a colleague. We appreciate it!**

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**Associated Billing Center, LLC is a proud member of:**



***"No, they are not mutually exclusive. Managing a profitable mental health practice while being an empathetic clinician. In fact, quite literally one cannot exist without the other."***

***Thanks for being part of our Associated Billing Center, LLC family. We never take your business for granted.***

## **About Us:**

**A**ssociated **B**illing **C**enter, LLC was established in 2001 to exclusively provide Mental Health Billing Services to individual and group practices. We are certified as a third-party biller by the NJ State Department of Banking & Insurance. We work as your dedicated back office with the focus on improving your Revenue Cycle Management while allowing you to do what you do best – take care of your patients.

We have recently moved to our newly expanded mental health billing office suite in Jamesburg, NJ. Our team is fully trained in the nuances of mental health billing and changes in rules as they occur. We are extremely proud of our team members who are truly dedicated to maintaining the integrity of our reputation in the marketplace.

We take tremendous pride in the fact that our client retention rate is among the highest in the industry. Our success is built upon the foundation of a genuine commitment to client service, an identifiable, tangible commitment that is more than just a promise – it's an action.

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"Effective communication is the key to positive personal and business relationships. Possessing the ability to communicate effectively could possibly be one of life's most important skills."

Mona Ruback/CSS  
**A**ssociated **B**illing **C**enter, LLC  
Exclusively Serving Mental Health Practices