

Associated Billing Center's

Newsletter

Volume 85

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

Web: mentalhealthbillers.com

A Message From Mona



Celebrating an Anniversary

85

The first edition of our **Associated Billing Center, LLC Newsletter** was published September 2016. Yes, we have "Come Along Way Baby." A sincere note of gratitude to our readers, contributors and the **Associated Billing Center** team for your invaluable contributions.

The express purpose of our Newsletter is to provide your practice with relevant and interesting content. At **Associated Billing Center**, we are always striving to enhance our services and provide valuable content to our clients. Your feedback is crucial in helping us achieve this goal.

Businesses that prioritize and excel in *communication* tend to build stronger relationships with their clients. Effective communication is a dynamic and ongoing process that involves listening, responding and adapting to meet the evolving needs of our clients. Effective communication with our clients is an integral part of **Associated Billing Center's** mission statement.



Mona

Education Box-You Need to Know



News & Notes

- **CMS - Centers for Medicare and Medicaid Services MAC (Medicare Administrative Contractor)** is the location that processes and pays Medicare claims.
- Since the Federal Register clearly shows that POS 10 should be paid at the non-facility (higher) rate and they are not doing so.
- Medicare is aware of the issue and is working on sending the update to the MACs. This may take 4-6 weeks. Once this is done, claims will be automatically reprocessed to pay at the correct rate. There is no time frame for this reprocessing.
- For Credentialing, we work closely with Kellie Goodroe/CEO, Affordable Physician Services.
Kgoodroe@affordablephysicianservices.com. Inform Kellie that you are a client of ours.
- **Associated Billing Center, LLC** utilizes the services of Liles/Parker, an attorney health care firm representing mental health providers nationwide seeking counsel in practice matters. Web: lilesparker.com Speak with Robert Liles. Speak with Robert Liles.

Know Your Telehealth Borders

At least 30 states now either ban or severely restrict telehealth appointments with out-of-state therapists.

Patients living in the following states, cannot have telehealth appointments with therapists licensed out-of-state:

Alabama, Alaska, Arkansas, California, Colorado, Connecticut, Hawaii, Idaho, Illinois, Iowa, Kentucky, Massachusetts, Michigan, Mississippi, Missouri, Montana, Nebraska, New Hampshire, New Jersey, New York, North Carolina, North Dakota, Ohio, Oklahoma, Rhode Island, South Carolina, South Dakota, Washington, Wisconsin, and Wyoming.

20 states have more permissive laws.

The other 20 states (and the District of Columbia) have a wide range of regulatory processes and stipulations that make telehealth at least a little easier for patients.

The following eight states have created a special telehealth license that's easier for out-of-state providers to obtain than a full license in the state:

Georgia, Louisiana, Nevada, New Mexico, Oregon, Tennessee, Texas and Vermont.



*** How many therapists does it take to change a lightbulb? None. They empower it to change itself.**

Source: workjoke.com

*** A therapist returns from a conference at an Aspen lodge where all mental health professionals were permitted to ski for free. Her husband asked her how it went. She replied, "Fine, but I've never seen so many Freudian slips." (We know-that was weak!)**

Source: free-funnyjokes.com

*** Apparently people who exercise have been shown to recover better and be less at risk from mental health issues... So who said you can't run away from your problems.**

*** I have a weird mental health issue where I have to get out and pull my car every time I go through a tunnel. It's car-pull tunnel syndrome.**

*** Why is crushing pop cans taxing on one's mental health? Because it's soda pressing.**

Source : upjoke.com



Important Reminders

> If you are seeing patients from states other than your location, you need to be licensed in that state. If you want to be in network, you need to be credentialed in the state where you are located (not where the patient is located). The federal COVID-19 PHE declaration ended on May 11, 2023.

> *Resetting for January 2024.* Copays, Coinsurance, Deductibles, & Max Out of Pockets all reset for the new year. Insurance contracts require providers to collect copays as part of the agreement. Failure to do so could result in contractual penalties or issues with insurance reimbursement.

Mental Health Practice News & Notes

You're Welcoming a New Patient to Your Practice

Establishing clear rules and guidelines for new patients is important for maintaining a positive and productive therapeutic relationship. Here are some considerations when establishing rules for a new patient:

Confidentiality:

Clearly explain the limits and expectations regarding confidentiality. Assure the patient that their personal information will be kept confidential within legal and ethical boundaries.

Appointment Policies:

Outline your policies regarding scheduling, cancellations and no-shows. Specify how much notice is required for cancellations and whether there are any fees associated with missed appointments.

Payment and Billing:

Clearly communicate your fees, payment methods accepted and billing policies. Inform your patients that any questions concerning billing can be made directly to Associated Billing Center, LLC. We're here to help! When your patient contacts our office, we realize that we directly represent you and your practice. Patients are treated with the utmost respect, dignity & confidentiality.

Communication:

Clarify your preferred methods of communication, such as through phone calls, emails or a secure online portal. Set expectations for response times.

Cancellation Policy:

While flexibility and adaptability should be considered concerning individual patients, it is of paramount importance to establish guidelines concerning missed appointments. These parameters will help to maintain financial practice integrity. How important is a sound cancellation policy? Let's review this example: You charge \$150 per session and, on average, you receive one last-minute cancellation per week. By the end of the year, your revenue will be about \$7,800 less (of course contracted insurance rates will affect these numbers).

Clearly outline your cancellation policy in writing. Specify the timeframe within which clients must cancel or reschedule appointments without incurring a fee. Include the amount of the cancellation fee, if applicable.

Monitor and Evaluate:

Mental Health practice consultants suggest regularly monitoring the effectiveness of the cancellation policy. Assess whether it achieves its intended purpose without negatively impacting the therapeutic relationship. Be open to making adjustments if necessary.

Stories You Simply Need to Know About



*** Married couples are waiting longer to call it quits. According to the Bowling Green State University's National Center for Family and Marriage Research, divorce rates doubled for Americans over 55 and tripled for those over 65 from 1990 to 2021. At the same time, divorce rates among young adults have dropped. Recent research indicates that empty nesters in their 50's and 60's are more comfortable with getting divorced. Divorce is still more common among young people. Of course, divorce at any age can be financially challenging. Women 50 and older experience, on average, a 45 percent decline in their standard of living. For men that number stands at 21 percent.**




*** We have all heard of Rhinoplasty. Now, making a big impression on the cosmetic surgery scene: Dimpleplasty. A minimally invasive procedure to create the appearance of natural dimples on one or both cheeks. According to Allure, only 20 to 30% of adults have naturally pitted cheeks, which have a chance of disappearing as people age due to the loss of fat in the face that accompanies aging. The growing market value for dimple creation: \$302 million dollars plus. A Dimpleplasty procedure can cost anywhere from \$1,500 to \$2,500. The procedure is performed under local anesthesia in a plastic surgeon's office. A Dimpleplasty is a permanent procedure and your new dimples should stay with you for life. Ok, on the topic of men and dimples: They can make a guy appear younger than his actual age, which some people find charming. Take Note: A prospective study of 100 patients with severe psychological dysfunction showed that 83 percent of these patients had a positive psychological outcome after cosmetic surgery.**




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

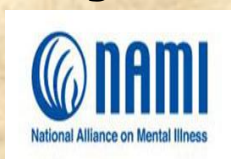
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Associated Billing Center, LLC is a proud member of:



***Please Refer us to a Colleague. It is always appreciated. "Word of Mouth" referrals are of paramount importance to the success and growth of a service sector business. Thank You!



Associated Billing Center, LLC values client feedback. Please call us immediately if you have a question concerning your account. Your feedback helps to ensure that we are offering optimum service to our clients.

An Important Note:

The mental health billing sector has become extremely competitive and saturated since the onset of the pandemic. Most of these entities are impersonal corporate type organizations interested in volume. Many of these behemoths strip away your ability to manage your own practice in what you perceive to be in your best interest. We are proud that **Associated Billing Center**, serving Mental Health Practices nationwide for more than a decade, will never be labeled as one of these impersonal **"behemoths"**.



More About Associated Billing Center, LLC

Associated **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 our State Department of Banking & Insurance. We work as your dedicated back office with the focus on improving your RCM (Revenue Cycle Management) while allowing you to do what you do best – take care of your patients.

Thanks for being a part of the Associated Billing Center, LLC family.

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