

Associated Billing Center's
Newsletter

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

Web: mentalhealthbillers.com

A Message From Mona



Effective communication with clients is crucial for the success of any business. Effective communication helps build trust between *Associated Billing Center, LLC* and you, our client.

In our weekly team meetings, we discuss the importance of strategic client communication. It allows you to voice any concern, ask questions and provide feedback about your *Associated Billing Center* experience.

Associated Billing Center is not identified as one of those "behemoth" corporate type billing companies interested in volume while not attending to individual practice needs. Building personal relationships with clients is crucial for fostering trust, loyalty and long-term success for your practice and for the reputation of *Associated Billing Center* in the marketplace. Let's keep the conversation going!

On Another Note:

A reminder that your patients can contact our office with billing questions. We realize that we are an extension of your practice and patients are treated with dignity and respect.



Mona

Education Box-You Need to Know



News & Notes

- Insurances are conducting audits lately to verify that the time spent with a client is accurate and matches submitted billing. It is strongly suggested that you document start and end times, who is in the session, virtual (audio/visual) telehealth, office or phone. If virtual, document that the patient has given permission for telehealth and the platform used.
- Please have your clients sign a "release of information" for insurance (including third party companies working with the patient's insurance) in case of an audit. This will cover your practice should the insurance company require documentation of the client's session. Remember, you are covered by Peer Review Laws so specific notes never need to be released (except in the case of a subpoena).
- 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.

PSYPACT Update

PSYPACT expands to South Dakota and Vermont with an effective date of July 1, 2024. California, Hawaii, Vermont and Mississippi have introduced PSYPACT participation legislation and is awaiting legislative action.

What is PSYPACT? PSYPACT is an interstate compact designed to allow licensed psychologists to practice telepsychology and conduct temporary in-person face-to-face practice of psychology across state boundaries legally and ethically without necessitating that an individual become licensed in every state to practice.

PSYPACT is effective in the following states: AL, AZ, AR, CO, CNMI, CT, DE, DC, FL, GA, ID, IL, IN, KS, KY, ME, MD, MI, MN, MO, NE, NV, NH, NJ, NC, ND, OH, OK, PA, RI, SC, TN, TX, UT, VA, WA, WV, WI and WY. Questions about PSYPACT-give us a call.

Mental Telehealth Expansion

In a letter addressed to HHS Secretary, Xavier Becerra, a bipartisan group of U.S. lawmakers are actively urging the Department of Health and Human Services (HHS) to collaborate with Congress to ensure the continued expansion of telehealth services, which have been significantly utilized since the pandemic. The Consolidated Appropriations Act, 2023, extends certain Medicare telehealth flexibilities until December 31, 2024.



*Ever notice how many women's problems can be traced to the male gender? **MEN**struation, **MEN**opause, **MEN**tal breakdown, **GUY**necology, **HIM**orrhoids.

Source: jokes4all.net

*One therapist to another therapist: "Who do you talk to when you're in need of therapy?" The other responds "Myself, I am well trained in offering advice."

Source: Anonymous

*When is it ok for a therapist to be judgemental? When criticizing everyone else for being judgemental.

Source: BigCulpMaster

*My alarm clock is clearly jealous of my amazing relationship with my bed.

*Patient to Therapist: "I don't know how people can fake whole relationships. I can't even fake a hello to someone I don't like."

Source: jokes4all.net



Exercise Caution When Protecting Patient Information

> Mental Health providers can no longer store electronic health records (EHR) or rely on third-party vendors who operate offshore and have access to patient data maintained in the U.S. Recently enacted Florida law requires providers who use certified electronic health record technology to ensure that patient information is physically maintained in the continental United States or its territories or Canada. HIPAA can only be enforced within the borders of our nation and, while we have laws in place to protect us here, allowing billing to be done outside the United States puts us all at risk- risk of identity theft and fraud, all without any means of legal protection. **Associated Billing Center, LLC** completes the entire billing process, as well as data storage, in a safe and secure environment in compliance with U.S. HIPAA laws. **WE NEVER OUTSOURCE. ALL WORK IS COMPLETED IN OUR OFFICE. THAT'S IMPORTANT.**

Mental Health Practice News & Notes

A Refresher on Commonly Used CPT Codes

CPT Code Description

- 90791 Initial psychiatric diagnostic evaluation without medical services.
90792 Initial psychiatric diagnostic evaluation with med management.
90832 Psychotherapy, 30 minutes with patient and/or family member.
90834 Psychotherapy, 45 minutes with patient and/or family member.
90837 Psychotherapy, 60 minutes with patient and/or family member.
90847 Family psychotherapy (conjoint psychotherapy) with the patient present.
90846 Family psychotherapy (conjoint psychotherapy) without the patient present.
90853 Group psychotherapy (other than of a multiple-family group).
96130 Psychological test evaluation services – first hour (1 unit).
96131 Psych test eval services – each additional hour.
96135 Psychological test administration and scoring with two or more tests – first 30 minutes.
96137 Psych test admin & scoring w/2 or more tests – each add 30 minutes.

Growing Your Revenue Base



Digital Age Marketing

A mental health professional is speaking with a new acquaintance and is asked what business are you in? The therapist responds, “I’m not in business. I am a mental health professional.” The reality is that your practice is your business and your client is your consumer. Treating your mental health practice as a business is crucial for its success.

In addition to websites, many therapists utilize their professional organization’s listing service. **IMPORTANT:** When posting in an online directory (i.e. Psychology Today), find your niche and clearly identify it. Many therapists make the mistake of listing specialties and insurances accepted. You need to do more. You need to define clearly why you might be a good fit for a potential client. Sell your strengths. Your uniqueness. Your accessibility. Your message increases and defines your brand awareness.

Start by clearly communicating the values, mission and approach of your mental health practice. Highlight what sets you apart from other practices and how your services can meet the patient's needs.

Stories You Simply Need to Know About



*** Nothing unusual about students winning sports scholarships to attend a particular college. New to the scholarship scene: The sport of Cornhole. A pair of Colorado high school cornhole phenoms are the first players to win a Division 1 college scholarship to toss the beanbag. Gavin Hamann and Jaxson Remmick, both 17, are taking their bag-tossing talents to tiny Winthrop University in South Carolina next year after the two became intrigued by the backyard game. Reportedly, the scholarships will cover about half their tuition. Could cornhole become an Olympic Sport? Too early to dismiss the idea.**



*** Are you concerned about your diet and its impact on your health? Don Gorske, 70, says he is feeling fine and not worried. Gorske has now eaten over 34 thousand Big Macs in his lifetime. "Many people thought I'd be dead by now but instead I've been a record holder for my 24th year. I'm healthy as a horse. I weigh 190 pounds, and my cholesterol is 165". Gorske, from Fond du Lac, Wisconsin did reveal that, to stay healthy, he walked six miles per day and ditched the fries that came with his order. Since retiring, he stopped driving himself to McDonald's every day and instead buys them in batches twice a week.**

*** Leaving a gratuity after a restaurant meal can cause a volcanic eruption within the nucleus of the family surrounding the table. Do we leave the tip before or after tax has been added to the bill? One family became increasingly animated and vocal while deciding tip calculation. In fact, the restaurant owner threatened to call the police if the matter was not settled peacefully within the next several minutes. No word on if any arrests were made for "verbal assault". This argument would not occur in Alaska, Delaware, Montana, New Hampshire or Oregon. These five states currently have no statewide tax.**



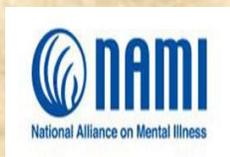
Thanks for being part of our **Associated Billing Center, LLC** family. **We never take your business for granted. Never.** Please check out our website: mentalhealthbillers.com for our News & Blog updates.

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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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