

# ***BILLING ESSENTIALS***

*Compiled by the Vendorship and Managed Care Committee of the  
New York State Society for Clinical Social Work*

*January 7, 2013*

**A Compendium of Resources for Submitting Claims,  
Including Practice Management Software, Billing Services, and  
Clearinghouses for Electronic Billing**

*These resources have been gathered from NYSSCSW members as a guide and do not represent endorsement by the Society. Quotation marks indicate member recommendation. This information may be inaccurate in some cases and we would appreciate hearing from you with corrections or updates. Please send them to [helenhoffman@verizon.net](mailto:helenhoffman@verizon.net)*

## **Tools for Submitting Claims:**

### **To order CMS-1500 forms:**

[www.health-forms.com](http://www.health-forms.com) (1-800-869-6590) \$27.75 for 2500 forms

[www.filerx.com](http://www.filerx.com) (1-800-307-7717) \$11.30 for 250, \$16.30 for 500 forms

[www.cwibonline.com](http://www.cwibonline.com) (1-800-233-2942)

Concerned Women in Business. \$15.00 for 100 forms, \$45 for 1000. Imprinted forms start at \$25.95 for 100 and go to \$80.95 for 1000

[www.justcms1500forms.com](http://www.justcms1500forms.com)

From \$8.75 for 25 forms up to \$25.00 for 2500

[www.medicalartspress.com](http://www.medicalartspress.com)

\$19.99 for 500 forms, \$37.99 for 1000

### **To order software for typing the CMS-1500:**

EASYCMS 1500 Form Filler CD is available for \$55 at

[www.littleguysoftware.com/easycms.htm](http://www.littleguysoftware.com/easycms.htm)

### **To apply for an Employer ID Number (EIN):**

[www.irs.gov/businesses/small/article/0,,id=97860,00.html](http://www.irs.gov/businesses/small/article/0,,id=97860,00.html)

### **To obtain or update an NPI number (National Provider Identifier):**

1-800-465-3203

To obtain an NPI number, view your NPI profile, or update your information, go to <https://nppes.cms.hhs.gov/NPPES/StaticForward.do?forward=static.npistart>

### **To view a crosswalk of CPT codes comparing psychotherapy codes required in 2012 and in 2013:**

[http://www.aacap.org/galleries/default-file/Psychiatric\\_Services\\_crosswalk.pdf](http://www.aacap.org/galleries/default-file/Psychiatric_Services_crosswalk.pdf)

### **To obtain ICD-10 diagnostic codes (which will be required as of October 2014):**

See Appendix H in the DSM- IV-TR

**To obtain a HIPAA manual for small practices:**

Bruce Hillowe, JD, PhD, *HIPAA Compliance Manual for Small Mental Health Practices in New York State (3<sup>rd</sup> Edition)*. Updated in 2010, after the HITECH Act. Contains forms, including a CD version, for use in a private psychotherapy practice. Valuable general source on policies and procedures. Can be ordered through his office at (800-286-0369) or from his website: [www.brucehillowe.com](http://www.brucehillowe.com).

**To reach Medicare:**

[www.NGSMedicare.com](http://www.NGSMedicare.com)

Provider Contact Center: 866-837-0241

EDI Help Desk 877-273-4334

**To file a complaint with the NYS Department of Financial Services (formerly the NYS Department of Insurance):**

<http://www.dfs.ny.gov/consumer/fileacomplaint.htm>

For insurance related questions call 1-212-480-6400, 1-800-342-3736, or 518-474-4600  
Prompt pay complaints 1-800-358-9260

**To file a complaint with the Office of the New York State Attorney General:**

[http://www.ag.ny.gov/sites/default/files/pdfs/complaints/hc\\_complaint\\_form.pdf](http://www.ag.ny.gov/sites/default/files/pdfs/complaints/hc_complaint_form.pdf)

Health Care Bureau Helpline: 1-800-428-9071

Fax: 1-518-402-2163

**Practice Management Software:**

**The Instant Office Kit for Psychotherapists, Queen City Computer Press, Inc.**

[www.queencitycomputerpress.com/Products/IOKP/iokp.htm](http://www.queencitycomputerpress.com/Products/IOKP/iokp.htm)

Bob Welch 513-205-3631 office 513-984-3055 fax 513-205-3631 mobile

\$59.95; \$49.95 for upgrade. Software for filling out both old and new CMS-1500 forms, letterhead, billing tracking. Patient Account Workspace for setting up basic patient account information and preparing and printing patient billing forms. Insurance Claim Workspace for preparing and printing CMS-1500 claim forms and setting up insurance claim record with EZcms1500. Downloadable demo. "Using it for years . . . . It's not expensive, the owner is friendly and helpful, and it works really well."

**Notes444**     [notes444.com](http://notes444.com)

Billing module, note-taking software, patient record management. Notes only, \$325; Billing module and note-taking software, \$475.

**Practice Magic**                     <http://www.practicemagic.com>     510-528-7000

Practice management and billing software for Mac and Windows. Calendar driven: Therapist records clinical and non-clinical appointments and enters payment info. Program uses this info to generate a statement or fill out insurance forms. \$99.95 for simple CMS 1500 filling; \$129.95 for standard full program with more data management.

**Therascribe**                     <http://www.wiley.com/WileyCDA/WileyTitle/productCd-0471726273.html>

*Essential 1.0 for Solo Practitioners: The Treatment Planning and Clinical Record Management System + The Complete Adult Psychotherapy Treatment Planner Module, 4th Ed.* Arthur E. Jongsma, ed.

\$295.00 "Expensive but great for creating treatment plans, keeping demographics, insurance information." Comes with one module of purchaser's choice (adults, adolescents, addiction) containing progress note planners, homework planners. Integrates with at least one billing software program (not available as a TheraScribe module).

**Therapist Helper**     <http://www.helper.com>

A leading behavioral health software provider. You will need to buy the Practice Management Module for billing, scheduling and general business management, \$599 (one-time) and the Support Contract, \$329/year. This allows you to fill out the CMS-1500, but to bill electronically, through a clearinghouse, you will need Claims Connect for an additional \$10/month and \$.27 per claim page, plus a one-time \$75 set-up fee. The Support Contract includes tech support calls, help on all functions of Therapist Helper, product upgrades and classes for anyone associated with your account. Credit card processing, electronic medical records and online CE courses available as separate modules to be purchased. Demo online.

**The Therapist**                     <http://www.beaverlog.com>

A professional medical practice management and billing software program for physicians and therapists. There are currently two versions available, both for Windows: The THERAPIST Pro for \$899 and the THERAPIST EZ for \$599. The THERAPIST Pro includes printed and HIPAA compatible electronic claims. Free downloadable demos and a free evaluation CD are available.

**ShrinkRapt**                      [www.ShrinkRapt.com](http://www.ShrinkRapt.com)

A mental health billing and insurance software for Windows or MAC, \$585. Primary use is to prepare client billing statements and complete the CMS 1500 insurance claim forms. Prepares a print image file that can be submitted to a clearing house. In addition, it can be used to keep session notes, track medications, and summarize practice statistics. Tech support is free but mainly by email. Demo online.

**TherapyAppointment**    [www.therapyappointment.com](http://www.therapyappointment.com)

An online practice management system accessible to both patients and professionals from any computer at any time, PC or MAC. Information from all parts of a practice are integrated. Automated billing, an online appointment book, and an 'intelligent filing cabinet' are some of the features offered. Bill Whitehead, Ph.D. conducts webinars to train professionals in using this system. \$57.50/month, plus \$39 sign up fee.

**Clearinghouses for Electronic Billing:**

**Emdeon**                      [emdeon.com](http://emdeon.com)    Heather Scott    615-932-3673

A medical clearinghouse serving 1200 government and commercial payers. After a setup fee of \$250, Emdeon Office Suite starts at \$46/month for 100 transactions, including claims submission and patient verification. No surcharge for Medicare. For an additional fee they offer Register Patient which does online patient registration and scheduling. A comprehensive practice management module includes claims submission and eligibility verification for \$450/month. Can print and mail statements. Demo online. Ask about monthly promotions.

**Office Ally**    [www.officeally.com](http://www.officeally.com)

An electronic claim submission clearinghouse submitting to over 4400 payers. Free Online Entry Tool for the submission of electronic claims and a free practice management system called Practice Mate. Claims processed within 24 hours. Full file summary report is sent listing error claims (and what the error is) and pending claims, as well as accepted claims. Provider has the option of printing the claim and can obtain a claim history.

An electronic health records system called EHR 24/7 is \$29.95 per month. For an additional fee both the Practice Mate and EHR 24/7 provide access to Eligibility Verification and a reminder system for appointments called Reminder Mate.

Setup: download and print Enrollment Form and an Authorization Sheet. A pre-enrollment form may be necessary for some companies (including Medicare). No online demo, however Customer Support can provide a site where one can get an idea of what Practice Mate and EHR might look like in an office setting.

### **MD On-Line**

[www.mdon-line.com](http://www.mdon-line.com)

An electronic claim submission clearinghouse submitting claims to over 1800 payers, and most others by print and mail. Startup fee \$125 plus monthly rate of \$34.99 for 50 claims or less. Use your own practice management software with their WebLink or upload claim files with their Link1500. Provides claim status reports, patient statements and electronic remittance reports. Turnaround time in most cases 7-14 days. Other services available: Check eligibility and referrals; collect payment through patient's credit card. Free tech support.

### **NaviNet**

[www.navinet.net/provider-physician-solutions](http://www.navinet.net/provider-physician-solutions)

A comprehensive electronic network providing access to key systems and patient information. NaviNet Insurer Connect includes a claims clearinghouse and a means of obtaining benefit verification and tracking claim status. Practice management available through NaviNetPM; electronic medical records, through NaviNet EMR; access by mobile devices, through NaviNet Mobile Connect; online interaction with patients, through NaviNet Patient Communication. Service free except for Medicare claim submission, \$20/month. Aetna has made NaviNet its tool of choice.

## **Billing Services:**

***Reminder: 1) You must be HIPAA compliant to use a billing service and 2) a billing service must sign a Business Associate Agreement with you.***

### **BillingCindy**

917-774-5354

516-908-3646 (eFax)

[billingcindy@yahoo.com](mailto:billingcindy@yahoo.com)

Cindy Ambrose, owner. On Long Island. Over 25 years of experience in behavioral health with both individual and group providers. Comprehensive billing services include insurance verification prior to services, obtaining/monitoring treatment authorizations, and denial management at no additional cost. "Dependable and helpful in working out problems such as translating DSM diagnosis codes into ICD codes."

**Billing for Doctors**[Vokes@BFDoctors.com](mailto:Vokes@BFDoctors.com)

845-627-6114

Sue Vokes RN, owner. Nanuet, NY. Compatible with every plan that utilizes the major clearinghouses for electronic filing. Submits directly to Medicare, Medicaid and BCBS. \$5 for up to six service dates per same client. After registering with them and providing a completed CMS 1500 for each client, you use their form or design your own to record diagnosis, dates of service, CPT code and charges, which is faxed or mailed to them. Turnaround: 48 hours with “clean copy”. A summary of claims submitted is enclosed with your monthly bill. Other services: print-and-mail billing, balance billing to clients, setting up office systems, developing forms such as tracking of authorizations and OTRs. “In my experience they have been readily available for troubleshooting, with good communications skills and follow through.”

**Billshrinkers**[www.billshrinkers.com](http://www.billshrinkers.com)

1-877-BILLSHRINK

A mental health billing service in Hackettstown, NJ. Fee: 7% of total amount collected together with a \$12.50 one-time per-patient setup charge. Bills all plans. Turnaround: 2 weeks, sometimes faster. Setup: short-term contract (month-to-month) and you just send them patient demographics by fax, email or mail. They provide an authorization report and “almost any other report you could think of may be provided on request at no additional cost.” Other services: print-and-mail billing, personalized account management. Ask for Trisha.

**Claims Management Consultants**[clerical@optonline.net](mailto:clerical@optonline.net)

1-866-897-5985 or 1-631-399-9759

Fax 1-631-395-3207

Anne Persaud. Has a staff of 2. Turnaround time: 24 hours. Provider faxes or mails an initial form for each new client. CMC sends follow-up email to provider after each claim submission, tracks claim payments, verifies benefits, and obtains authorization. They track visits and notify you when OTRs are due. A fee of \$9.50 for up to six service dates, per same client, includes a monthly summary of accounts receivable, tracking of authorization, and trouble-shooting with insurance companies. “Disciplined, efficient, pleasant and bills quickly. Very knowledgeable and will follow up billing if you do not receive payment. Worked with me successfully on appealing Medicare.”

**COS Billing**[www.cosbilling.com](http://www.cosbilling.com)

Office 973-641-9213

Fax 973-857-2972

[cosbilling@gmail.com](mailto:cosbilling@gmail.com)

Katherine Napoli, owner. A full service agency providing billing and bookkeeping services. Charges per claim. Additional services: will confirm patient benefits, obtain initial treatment authorizations, notify providers of authorization renewal dates, follow up with unpaid claims, track payments through EOBs. Will do administrative tasks as needed (typing professional correspondence, generating patient bills and statements). “Very friendly, knowledgeable and responsive service.”

**Jean Hartman, bookkeeper**                      [jhart10013@aol.com](mailto:jhart10013@aol.com)                      212-619-3436

In lower Manhattan. Bookkeeping, general clerical/officework including computer entry. Quickbooks. Available on a regular basis or for special projects, pretty flexible. Fee dependent on the type of job, generally \$15-20/hour. “Great bookkeeper. She has helped me out on numerous occasions.”

**Health Assets Management**    [info@healthassetsmanagement.com](mailto:info@healthassetsmanagement.com)                      845-334-3680

Kingston, NY. Takes care of everything from credentialing to electronic billing. Follow-up on claims for accurate and timely payment. Maintenance of all files with therapist’s CV, certifications, licenses and malpractice insurance. Ask for Brett Jones, Operations Manager, or Carmel Gold, President. “I’ve been very satisfied with them.”

**Proclaim Medical Billing, Inc.**                      [www.proclaimbillinginc.com](http://www.proclaimbillinginc.com)                      888-559-1119

Cathy Starr Klein. Medical billing and administrative assistance for mental health professionals. No setup fee, no minimum. Send demographic information by fax or by mail. Computer not necessary. Claims tracked; a Ledger Report details every transaction. Can help with credentialing including the Medicare PECOS system or troubleshooting of problem claims and issues. Can train provider on use of Therapist Helper. “Cathy is warm, cooperative and will go the extra mile”.

**Psychiatric Financial Solutions**                      [info@psychiatricfinancial.com](mailto:info@psychiatricfinancial.com)                      646-486-7220

Insurance billing, claim and authorization tracking, and consulting, including guidance to increase HIPAA compliance, help with insurance panel applications, and assistance with the business aspects of private practice. “They have a reputation for offering personalized service and getting old claims paid; they negotiate rates with insurance panels.” Company founded by a clinical psychologist. Call Anna at 917-331-1503 or go to [anna@psychiatricfinancial.com](mailto:anna@psychiatricfinancial.com)

**T & T Medical**                      845-469-9394                      [www.ttmedbill.com](http://www.ttmedbill.com)

Tara Thomas. All forms of mental health billing, practice management, and credentialing. Does Medicare provider enrollment application, CAQH attestation. Provides reports as needed. Will tally 1099s at tax time. Charges a flat monthly fee for full service billing.



## **Questions to Ask a Billing Service:**

*To ensure a good fit, you yourself will need to make calls to more than one billing service. Here are some questions you may want to ask:*

What do you call the kind of service you perform?

What services do you provide for your fee besides claims submission to insurance companies?

Do you offer benefit verification, obtaining authorization, following up denied claims, or help with credentialing and Medicare enrollment?

Do you do print-and-mail billing?

Do you offer any practice management software such as software for scheduling, appointment reminders, tracking authorizations, tracking receivables, note-taking, or treatment planning?

What is your fee structure? Any hidden costs?

Is there a contract? For what period of time?

How do I get paid?

How do I pay you?

What kind of report will I get? A list? Copies of claims sent? How long do you keep your records?

What help do I get at tax time?

Do I have to have a computer?

Do I deal with the same person each time?

*The Committee wishes to thank Jane Gold for her extensive work in compiling resources of all kinds and sharing them on the Met Chapter listserv. Some of the above information is from these posts.*

