



ASSOCIATED BILLING CENTER'S Newsletter

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A Message

from
Mona



Call Us

When speaking with a potential new client, I emphasize the importance of consistently maintaining an effective line of communication between Associated Billing Center and the practices we serve. Recently, several practice managers contacted me to inquire about our services. They were working with some of the newly minted impersonal corporate type organizations promising quick reimbursements while they collect copays from patients.

Both practice owners discovered the panacea they were promised never materialized. What they did confirm is that many of these behemoths are stripping away the ability to manage your practice in what you perceive to be in your best interest. Both companies presented an abundance of required mandates and were woefully inadequate at maintaining a high level of communication skills. I am proud that Associated Billing Center, while serving Mental Health providers nationwide for more than a decade, will never be categorized as one of these impersonal corporate types.

Gratitude

My thanks to the many of you who regularly submit topic ideas for coverage in our Newsletter. The purpose of this publication is to report on the latest trends in Mental Health practice management.

Education Box

You Need to Know

News & Notes

- If you were granted temporary Medicare billing privileges under COVID, you need to apply for permanent billing privileges after the Public Health Emergency is lifted. Please call your credentialing specialist about this. You can submit the paperwork before the Public Health Emergency ends.

Reminder

- Prior to adding an additional location for your practice or welcoming new providers, insurance companies need to be notified. If you are in network, the new location and providers need to be credentialed as such. This should be done in a timely manner to avoid claims processing delays. Need assistance? Give us a call.
- When sending patient info, please include the patient's legal name as registered with the insurance company (no nicknames), full address and insurance card (front and back).
- Patient statements for dependent children are sent to the patient directly if they are 18 or older. If you want the statement to go to the insured (parent/guardian), you need to have a signed statement from the patient granting approval for this to occur. Otherwise, it is a HIPAA violation.

Service References

- Credentialing: We can recommend Kellie Goodroe/CEO, Affordable Physician Services, LLC • 765-692-0887
Kgoodroe@affordablephysicianservices.com
Let her know you are a client of ours.

phone a
friend



MENTAL TELEHEALTH

Stay In The Know-Your Mental Health Practice

Payment Parity & Mental Telehealth

During the COVID-19 pandemic, many states implemented temporary payment parity through the end of the Public Health Emergency. Now, many states are implementing payment parity for telehealth on a permanent basis. As of November 2022, 21 states have implemented policies requiring payment parity.

The current PHE is in effect until January 11, 2023, and the Biden administration has said it will give states a 60-day notice before ending the designation. Since that notice was not issued in November 2022, it is expected the PHE will be extended again.

Mental Telehealth Increases Practice Revenue

With telehealth, providers can supplement their physical clinic capacity with virtual capacity. Not only does this add revenue by increasing visit volume, but it might also save patient relationships by preventing patients from seeking care from another provider.

Monetizing Telehealth

Maximize patient visits and reduce cancellations with the convenience of telehealth. Offer group visits utilizing telehealth.

Stats

A recent J.D. Power survey found that 67% of respondents accessed video telehealth services in the past year, up from 37% in 2019. Consumers cited convenience, the ability to receive care quickly and the ease of access to health information as top reasons for using telehealth. Industry observers believe that Mental Telehealth will be designated as a permanent alternative for those seeking therapy.

GOOD THERAPY

Laugh a Little or Maybe a Lot



Bumper Stickers

- Honk if you Love Peace & Quiet
- Change is inevitable except from a Vending Machine.
- Everyone has a photographic memory. Some don't have film.
- I just got lost in thought. It was unfamiliar territory.

Source: bouldertherapist.com

Therapist to Internal Revenue Agent

"Nonsense! No way does everyone in the world hate you everyone in the U.S. perhaps, but certainly not everyone in the world."

Source: free-funnyjokes.com

How to Get Ahead in Life

- I will strive to live each day as if it were my 50th birthday.
- I am willing to make mistakes if someone else is willing to learn from them.
- Just for today, I will not sit in my living room all day in my underwear browsing the web. Instead, I will move my computer into the bedroom.

Source: bouldertherapist.com

A female mental health therapist says to her husband, "There is something lacking in our communication with each other". The husband replies, "Make an appointment with me and we will discuss it".

Source: Gary R'nel

TIPS

Mental Health Practice

You Are in Demand

The Substance Abuse and Mental Health Services Administration estimates that by 2025 the U.S. will have a shortage of 10,470 Marriage and Family Therapists, 15,400 Psychiatrists, 75,470 Mental Health Counselors, 57,490 Psychologists and 78,050 School Counselors. Employment for Psychiatric Nurse Practitioners will rise 52% according to the Bureau of Labor Statistics. The shortages for mental health professionals are attributed to a growing demand for therapy while some professionals are aging out at a faster pace. Mindful Statistic: One of every 5 people in the United States has a diagnosable mental illness. A total of 51.5 million people—then COVID 19 struck. At the height of the pandemic, 40% of adults reported symptoms of anxiety or depression — compared with 11% pre-COVID. The National Alliance on Mental Illness reports that nearly 1 in 25 (10 million) adults in America live with a serious mental illness. Approximately 10.2 million adults have co-occurring mental health and addiction. YES, You Are in Demand.

As par providers should review their current fees, taking into consideration the marketplace & demand.

Communicating with your Patients

With mental telehealth screen have been pleasantly surprised. Keep your background simple and uncluttered. Using plants and artwork will allow your patients to focus their attention elsewhere when necessary. Reminder: Your office is an extension of your personality. Your telehealth “office” should rein 0, all 50 states incluColumbia allowed telehealth srule&. Therapists are now thinking about creating spaces that convey the feeling of openwas most comforting while dark colors can evoke feelings of claustrophobia. Chair selection can also be crucial and could affect a patient’s feeling of vulnerability. Surprisingly, some patients felt more comfortable with no couch in the room, feeling increasingly empowered when sitting in a chair. Yes, the proper furnishings do contribute to your patient’s satisfaction level. chances that those requirements will be satisfied. We never obtain patient benefits online.

They’re simply are too many variables in the mental health area. Also, we document each call notating the person to whom we spoke and the date and reference number for the call. Seeing patients without first obtaining e very much look forwards to your feedback and story suggestions.

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.



Holidays » Healthy decoration

Driving through a neighborhood before Thanksgiving, you might have noticed something a bit different this year. There seems to be more holiday decorations on display earlier than any of us can remember. This can be attributed to people seeking a stress reliever from recent societal stimuli; the pandemic, inflation, gaslighting political rhetoric, family stress and the need for a tranquil home environment. Mental health professionals maintain that holiday lights and decorations can boost your mood and help to fend off seasonal depression. The outdoor ornaments also remind adults of their early childhood when challenges and anxieties may not have been as ubiquitous as today. Purveyors of holiday decorations report robust sales much earlier this year.

Survey » No time

A recent study by a leading polling firm finds that the average person wastes close to two hours per day with several respondents saying they simply switched into an autopilot mode without any real thought as to what they are doing. Moreover, 64 percent claim their daily routine remains very stagnant. Let's throw another finding in your direction. 79 percent who maintain that they are stuck in a rut of repetitive routines say that the action holds them back from achieving personal goals. 6 in 10 have bought a self-help book but never finished it, with some not completing the first chapter. People often joke about how "there aren't enough hours in the day." But maybe there are for some and they are not managing the clock in an effective way. Among the top 10-time wasters: social media, working without a plan, taking on coworkers' tasks, disorganization, procrastination, unnecessary meetings and not having clearly defined goals.



Lawsuit » For 3 minutes

It just didn't happen quick enough. A Florida woman is suing Kraft for \$5 million alleging false advertising. Amanda Ramirez of Hialeah has filed a proposed class action lawsuit against Kraft Heinz Foods Company alleging Velveeta Shells & Cheese takes longer than advertised to prepare. The label on a cup of Velveeta's microwaveable mac and cheese says the meal only takes three and a half minutes to prepare. The lawsuit reads, "to provide consumers with a product that is actually 'ready in 3. minutes,' the product would need to be cooked in the microwave for less than 3-and-a-half minutes, so that all the preparation steps could be completed." Kraft calls the lawsuit frivolous and says it will strongly defend against allegations in the complaint.



Please check out our website for our News & Blog updates.

[mentalhealthbillers.com](https://www.mentalhealthbillers.com)

Thank you for your feedback!

Associated Billing Center, LLC values client feedback. In fact, encouraging client feedback is one of the most important areas of our operation. We take pride in the fact that our client retention rate is in the top percentile for our business category. 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.

The editorial content of this newsletter is not intended to be professional advice. It should be considered informational and a venue for entertainment. All photos were download from unsplash.com unless otherwise noted. Unauthorized use of content without permission is subject to civil liability under applicable law.

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NEWSLETTER ADDENDUM NEW JERSEY PROVIDERS TAKE NOTE

1. TRENTON – The Murphy Administration announced the availability of \$16 million in grants to address the mental health needs of New Jersey students in higher education settings since many of the mental health challenges facing young people today have been exacerbated by the toll of the COVID-19 pandemic. Leveraging American Rescue Plan (ARP) dollars appropriated in the Fiscal Year 2023 budget, the Office of the Secretary of Higher Education (OSHE) will administer these grants to fund mental health initiatives at New Jersey public and public-mission independent institutions of higher education that receive State operating aid. Other states should consider allocating leveraging American Rescue Plan dollars for the same purpose.
2. Beginning in 2023, if you are an Oscar provider under UBH, you will need to credential specifically with Oscar. The credentialing under UBH will no longer apply to Oscar.

Effective communication is the key to enhanced personal and professional relationships. Maintaining the ability to communicate effectively is one of life’s most important skills. Communicating effectively with family, friends and business associates leads to an increasingly rewarding life.

Mona

On Another Note

No, they are not mutually exclusive. You can manage 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

Associated Billing Center, 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 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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Associated Billing Center, LLC

Exclusively Serving Mental Health Practices

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mentalhealthbillers.com



Legal Advice: 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 • Contact: Robert Liles