

### **Tips for Using a Billing Agency**

Waiver providers may choose to use a billing agent instead of submitting their own information into the Medicaid Billing System. Information about how this process works is available at the DODD website <https://doddportal.dodd.ohio.gov/PRV/Pages/default.aspx>

#### **If you are a provider please consider the following recommendations:**

1. Keep in mind DODD requires the provider maintain all service documentation in case you have an audit or review.
2. Please be aware that billing agents have very different price structures and may be paid each time they bill even if the claim rejects, or may want additional funds to assist with rejected claims. Make sure you understand what services are included.
3. It is strongly recommended you understand the basics of MSS Cost Projection Tool (<http://dodd.ohio.gov/medicaid/medicaid.htm>) so that you can monitor which service and the amount of service authorized and make sure it matches your understanding, otherwise you may not be paid.
4. Funding Support will want to communicate with you along with the biller to ensure you are authorizing the information exchange and that you are fully informed about any action needed on your part.
5. Many independent providers have struggled with authorization and billing by themselves and in some cases along with the help of a biller. It is strongly recommended you consider working for an agency that will take care of the administrative portion of your work if this is the case.

#### **If you are a biller please be aware:**

1. Hamilton County will not recommend one biller over another.
2. Funding support will want to include the provider in all communications to make sure the provider is aware of the information exchange and understands any action required on their part.
3. Funding Support will need the billing reject information including service code, dates, and any other relevant information to be able to assist with resolving unpaid claims.

## BILLING COMPANIES

You must bill the Ohio Department of DD for waiver services electronically. Most providers pay a billing company to do their billing. We do not endorse any billing company but I have listed six per their request. The full list is available on the state's website at <http://www.dodd.ohio.gov>.

### Bill 2 Ease

6. Email: [deserts2you@yahoo.com](mailto:deserts2you@yahoo.com). Contact: Sherrie Chappell Phone @ (513) 772-1208

### Goodwill of Sandusky

4. Rate = 50 cents per line with a 5.00 minimum per each billing submission
5. Contact Pamela Hartle @ 419-625-4744 or [phartle@sbagoodwill.org](mailto:phartle@sbagoodwill.org). The agency's mailing address is: 419 West Market Street / Sandusky, Ohio 44870

### Leigh Thompson

- Rate: 50 cents per line with a \$4.00 minimum per each Billing submission.
- Email: [lthompson.provider@gmail.com](mailto:lthompson.provider@gmail.com). Phone: (513)954-9560
- Address: 1344 Waycross Rd./ Cincinnati, OH 45240

### Primary Solutions

- Email: [Billing.Service@PrimarySolutions.net](mailto:Billing.Service@PrimarySolutions.net). Phone number: (614) 430-0355

### Provider Consulting Services

- Email: [iowaiver@aol.com](mailto:iowaiver@aol.com). Phone number: (614) 464-0870. Fax number: (614) 888-317-8202

### REM Creative Choices

- Rate = 50 cents per line and 1.00 processing fee is waived
- Entry is done by individuals with disabilities and double-checked
- Contact Jocelyn Bisson @ 419-898-5409 or [jbisson@issohio.us](mailto:jbisson@issohio.us). The agency's mailing address is: 119 West Water Street / Oak Harbor, Ohio 43449

### Schrader Billing Service

- Rate = 2.5% of amount billed
- Contact Tricia Schrader @ 937-508-6687 or [sschrader@ctcn.net](mailto:sschrader@ctcn.net). The agency's mailing address is: 155 North Dugan Road / Urbana, Ohio 43078

### The Billing Connection

- Rate to be determined during initial consultation
- Consultation and training available for a variety of Medicaid related topics
- Contact Melanie Smith at 1-800-995-0043 or at 1-740-964-0043. Melanie's email address is: [msmith@billingconnection.net](mailto:msmith@billingconnection.net). The agency's address is: 11001 Broad Street SW/ Pataskala, Ohio 43062.