

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.

You may choose to contract with a billing agent rather than to submit your own claims. As a provider, you are responsible for the accuracy and completeness of all claims, including those submitted by a billing agent. You are also responsible for safeguarding individually identifiable health information as defined by the Health Insurance Portability and Accountability Act [HIPAA] of 1996. This would include information such as your client's name, Medicaid number, and Social Security Number, that your billing agent may have access to as your agent of employ. You are required to have a signed Business Associate Agreement that explains your billing agent's obligations for confidentiality. An example of this agreement can be found on the U.S. Department of Health and Human Services website.

<http://www.hhs.gov/> Sample Business Associate Contract

Billing agents are employed by providers, and are not employees of the Ohio Department of Developmental Disabilities, the Ohio Department of Medicaid, or any other state or local agency, and DODD does not monitor or guarantee the performance of any billing agent, nor do we recommend or endorse billing agents. DODD shall not be responsible or liable directly or indirectly for any loss or dispute related to the use of a billing agent. Inclusion on this list is by request of the billing agent, who retains complete and total responsibility for it's accuracy.

AGENCY NAME	CONTACT	EMAIL ADDRESS	PHONE	CITY	STATE	WEBSITE
19 Services, Inc.	Rick Black	RRBlack@19ServicesInc.com	513.850.9902			www.19Services.com
Accusoft Billing LLC	Myron Goines	ohwb@accusoftbilling.com	614-359-7608	Louisville	KY	
Advanced Billing Services	Christie Ward	abs@absohio.com	614.890.9822	Columbus	OH	www.absohio.com
Aegis Billing and Consulting	Christina Spencer	christina@aegisbc.com	330-284-8222	North Canton	OH	http://www.aegisbc.com
Alicia Berkemer billing services	Alicia L. Berkemer	a.bender3@hotmail.com	614.464.6400	Columbus	OH	
BJ's Waiver Billing Service	Bobbie J. Williams	keschin@sbcglobal.net	330-869-5208	Akron	OH	
Brady Ware	Peggy Shaffer	pshaffer@bradyware.com	614-384-8406	Columbus	OH	https://www.bradyware.com/
Catherine W. Wolanin	Catherine W. Wolanin	catherine.wolanin@gmail.com	330-523-0671	Brunswick	OH	
Connie A. Hornbeck	Connie A. Hornbeck	hornbeckca@gmail.com	330-686-4657	Stow	OH	
Contemporary Business Group	Kenneth Greiner	Kengreiner@aol.com	740-972-3227	Delaware	OH	www.contemporarybusinessgroup.com
Cynthia M. Bowers	Cynthia M. Bowers	bowersc22@yahoo.com	614-702-5006	Columbus	OH	
Dyserv, Inc	Sonya Hay	sonya@dyserv.com		Columbus	OH	
Falcon Financial	Todd Frick	t.frick@yahoo.com	419-297-6577	Maumee	OH	
Fireside Tax Inc	Ben Emerick/Tim Singo	fireside67@gmail.com	330-478-1505	Canton	OH	www.firesidetax.com
Harmony Billing, LLC	Rachel M. Reid	rreid@harmonybilling.org	330-592-0391	Akron	OH	
Healthcare Process Consulting, Inc.	Frank Bresky - CFO	restremera@hpcoh.com	614-595-4734	North Royalton	OH	
Independence of Portage County, Inc		http://indport.org/contact-us/	330-296-2851	Ravenna	OH	www.indport.org
Inez Yust	Inez Yust	Kinez585@yahoo.com	812-614-1060	Cincinnati	OH	
Interactive Financial Solutions (dba Solana)	Carey Sowle	carey@solanapro.com	419-330-3415	Wauseon	OH	www.solanapro.com
Jazmine Samano	Jazmine Samano	samanojl@miamioh.edu	513-824-2615	Cincinnati	OH	
Knox Provider Resource	Diane Halp	knoxproviderresource@embarqmail.com	614-406-6455	Fredericktown	OH	
McDonald Billing & Consulting Services	Cassandra McDonald	jmcdonald.c@gmail.com	216-303-4680	University Heights	OH	
Medicaid Billing Solutions	Sandra Landers	info@medicaidbillingsolutions.com	513-201-7474	Cincinnati	OH	
Medical Services Bureau Inc.	Melissa Hawkins	melissah@bmsbinc.com	330-434-1922	Akron	OH	www.bmsbinc.com
NMTPS – Healthcare Billing and Operational Consulting Services	Eric Brodsky, FACMPE	eric@nmtps.com	(505) 658-4445			
North East Ohio Network Council of Governments	Susan Ferrick	sferrick@neoncog.org	800-237-6828 ext 104	Austintown	OH	http://www.neoncog.org
Northwest Ohio Waiver Administration Council	Laurie Schey	laurie@nowac.com	419-782-4011, ext. 4000	Defiance	OH	www.nowac.com
Primary Solutions	Tammy Wolfe	Billing.Service@primarysolutions.net	614-430-0355	Columbus	OH	www.primarysolutions.net
Rhino Bill, LLC	Jenni Robertson	support@rhinobill.com	614-441-4211	Columbus	OH	
Scarlette Streeter	Scarlette Streeter	scarlett.streeter@sbcglobal.net	216-548-6120	Cleveland	OH	
Schrader Billing Service	Tricia Schrader	sschrader@ctcn.net	937-653-8615	Urbana	OH	
Southern Ohio Council of Governments	Lori Lippert	llippert@socog.org	740-775-5030, ext. 103	Chillicothe	OH	www.socog.org
Southwestern Ohio Council of Governments	Kristi Black	Kristi.black@swocog.org	513.808.8376	Lebanon	OH	http://swocog.org/
Wynn-Reeth, Inc.	Jarrold J. Hunt, CEO	jjhunt@wynn-reeth.com	419-639-2094 ext. 104	Green Springs	OH	www.wynn-reeth.com