



The Advisor

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Monthly Musings

By Sarah Hanna, CEO

Forward Motion

As 2020 ends, we logically know that at 12:01 am on 1/1/2021 things won't magically change. But we have a choice on how we chose to move into 2021. I recently listened to Russell Wilson's (QB for the Seattle Seahawks) TED Talk on the Ted Business Podcast. He summed up in about 8 minutes how keeping your attention on the next step acts as a guidepost for positive outcomes. He said to ask yourself "What is the next step and how can I do that step right?" Focus on the process amid pressure, worry, fear and loss. As human beings we will feel the emotions, but we need to manage them and not be emotional. Focusing on the moment and the next move helps to mitigate the emotional response which will almost always bring about a result we didn't want.

Russell mentioned in his TED Talk that "negativity works every time" and conversely, we just can't think positive and success will miraculously appear. There is work to be done but knowing what your goal is and concentrating on the steps rather than the overall result while maintaining a strong mindset is key to success.

There are a lot of things that could go wrong in life and in business, but there are also many that can go right. If we focus on what is the next step, or for a golf reference the next shot, the next putt, then the game isn't about the end result, but the process and the process is what builds success. Even when I have a bad shot in golf, if the ball moves a little forward, I'm getting closer to my target. Forward motion is good in golf and business.

As Baby New Year welcomes 2021, learn to take those next steps and let's make 2021 a wonderful year of possibilities.

ECS North Team Spotlight

ECS North is proud to introduce you to a very valuable member of our team...Brogan Jones.

Brogan joined the ECS team in January of 2017. She is a Payment Application Specialist where her primary responsibilities are ensuring that our team posts all payments accurately, the deposits balance and claims that are underpaid are tracked and sent to the Collection Specialists to ensure that her clients receive all the money they are due.

Brogan has an associate degree in Office Administration and is currently working on her bachelor's degree in HR Management. She has three children (Daelan, Tyson, Freya), three stepchildren (Nakyia, Fred, Dominic) and one grandchild (Kairo) ranging in ages from 21 to 1. Her favorite tradition is spending time with her family especially during the Christmas season. She keeps busy in her spare time attending her children's sporting events, visiting her husband's family in Pittsburgh, PA and her hobby is cooking which everyone in her family benefits.

Brogan finds inspiration in her children. She said that she always wanted to be a mother and they give her every reason to be determined and push herself beyond what she ever thought was possible: pursuing the dreams she never thought she was capable of.

She stated that her favorite part of working at ECS North is the group of amazing people she works with. Brogan said "it is just like having another family. At the beginning of 2020, my husband had suddenly fallen very ill. I did not expect anything, but everyone at ECS stepped in to help anywhere they could. Everyone worked around the crazy schedule I was attempting to juggle with my husband in the hospital, work, and my children. We were given gift cards and meals just to help with the situation. It meant everything to me, and I could never truly pay it back."

When asked what her most memorable moment at ECS North was, she said it is the Christmas parties throughout the years. She enjoys spending a relaxing and enjoyable time outside of the office with her co-workers. Unfortunately, this year due to COVID the Christmas party is virtual, but ECS North is making the best of the challenging environment of the pandemic.

Brogan had this to say about why she loves working at ECS North:
 "The quote by Paulo Coelho sums up my experience. 'When we strive to become better than we are, everything around us becomes better too.' This is so true, regarding ECS North. It has been proven time and time again, that when we work together as a group, we all become better, not just us as individuals."

Meet Brogan!
 ECS North's
 December EOM



Brogan Jones

Tips from the Team

From Katie Schmidt - Director of Accounts

“By failing to prepare, you are preparing to fail”- Ben Franklin.

Now, none of us 12 months ago were prepared for 2020- it has turned all our lives upside down and has us focus on more of what we can control. The amount of quarantine time, sick time and vacation time for all employees has increased exponentially this past year, but the world and your business kept turning. While caring for your customers is priority, it is important to keep in mind that to help ECS keep things running smoothly on our end a qualified individual still needs to be able to upload daily deposits and review the requests that are listed on the Needed Information Spreadsheet. To have a back-up plan in place is to help secure your success. Our denial focuses this month is on the overutilization denial. This denial is used by insurance companies when they deem that the quantity dispensed is over their allowed amount. There are a few things that you can do to prevent these denials and information we would need to appeal the denials.

- Know your insurance companies' limits- know how often they will replace CPAP tubing and other supplies and create a template so that your staff is aware of these time frames
- If an NTE note (additional information field) is required to communicate if the order is for more than one month's worth of supplies, make sure that information is entered into your software system at time of order confirmation
- If the overage is intentional and you are not able to obtain a Prior Authorization, ensure that the intent is documented thoroughly in your software system on the patient's note and in the medical documentation



Katie Schmidt

\$900 Billion COVID Relief Package

The roughly \$900 billion COVID-19 relief legislative package finalized by House and Senate leaders on December 22, 2020 includes provisions to address a Medicare payment disparity for oxygen products in rural areas stemming from the application of outdated budget neutrality provisions in the 1997 Balanced Budget Act.

While the payment disparity caused by the budget neutrality offset has been somewhat reduced by recent legislative and regulatory actions that temporarily apply a 50/50 blended rate to oxygen and other HME products in rural areas, this permanent legislative fix provides welcome long-term stability for suppliers serving less-populated communities.

The legislation also provides a three-month extension for the moratorium on 2% Medicare sequester cuts beyond their current Dec. 31 expiration date.



Eligibility

Open enrollment for Medicare Advantage Plan started October 15, 2020 and ended December 7, 2020. What does this mean to you? Well, come January be on the lookout for denials due to eligibility. Claims you may encounter these denials can be on your current ongoing rental equipment and re-supply items. Be sure to educate your intake team to verify eligibility on re-supply patients to avoid those painful denials. Your ECS denial specialists will be working any re-rent denials that come through and updating your patient information with the new payer as they come in. Together we can mitigate the issue.

New ABN

Effective January 1, 2021, the new ABN form will be required. The new form can be found on the Noridian and Cigna websites.