



# The Advisor

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## Monthly Musings

*By Sarah Hanna, CEO*

### What's Your Theme?

For the last decade at the start of the new year, I pick a theme for the year. The purpose is a single word that brings focus to my goals and the various situations that may arise. 2021's theme is "Patience." For those of you who know me, I'm a fast mover, but as I have gotten a bit older, the need to slow down and take time has become a reality. "Patience" was thrown in my face recently when discussing a business deal that has hit some stumbling blocks. My colleague and I were conversing about next steps and I was expressing my need to pick up the pace and he said, "We will get it done, but let's take the time to do it right." I was struck with the realization that I wasn't focusing on my own theme and I was only 3 weeks into 2021. I also understood at that moment that I had picked the right area for me to improve upon.

I was grateful for those words that drew me back to what was needed in that situation. By slowing down, assessing, and making measured steps, success will follow. So, as we roll further into 2021, patience is my new best friend. As the Chinese Proverb states: "One moment of patience may ward off great disaster. One moment of impatience may ruin a whole life."

## ECS North Team Spotlight

ECS North is proud to introduce you to a very valuable member of our team...Jade Wagner.

Jade joined the ECS team in February of 2019. He is a Claims Specialist where his primary responsibilities are ensuring that claims are submitted accurately and claim submission rejections are processed timely. His attention to detail translates into paid claims for our clients.

Jade graduated from Fremont Ross High School in Ohio. In his spare time, he enjoys boating, kayaking, hiking, and traveling. He has no pets, but he would love to have a pet raccoon as they are his favorite animal.

Jade finds inspiration hearing people's success stories and he strives to better himself daily. He stated that his favorite part of working at ECS North is his co-workers. Jade said, "We all have our own experiences working in different departments and everyone is always willing to help each other with questions to get issues resolved."

When asked what his funniest moment at ECS North was, how often he scared Kit Shellhouse (VP) when he walked around corners of the building and would run into her. She never would see him coming and would be startled each time. Him scaring her was never intentional it was just "timing" and each time it occurred it would make him laugh at her reaction.

Jade had this to say about why he loves working at ECS North:

"We are not a team because we work together. We are a team because we respect, trust, and care for each other."

Meet Jade!  
ECS North's  
January EOM



*Jade Wagner*

## Tips from the Team

*From Kit Shellhouse - Vice President*

Collections are King in our industry. The money that comes in the door is the lifeblood of our providers and ECS North. The importance of sending your deposit information to ECS North is key in managing your accounts receivable and ensuring that you are receiving the money you deserve.

One of the goals of ECS North is to ensure that at the end of the month all money that is received in the current month is applied within your system. To meet that goal, we need to receive your deposit information. One tip, I have for our clients is that you have a backup to the person who is responsible for this task at your organization. We find that a roadblock in the process comes when someone is on vacation, becomes ill or leaves the company and no one is available to fill the void.

If we are missing payments, our Collection Specialists will work claims that show as unpaid only to find that they have been paid but not posted, thereby, spending time on claims that are not viable anymore from a collection standpoint.

By helping us, we can help you close out the month strong with accurate data in your system and reports for trending.



*Kit Shellhouse*

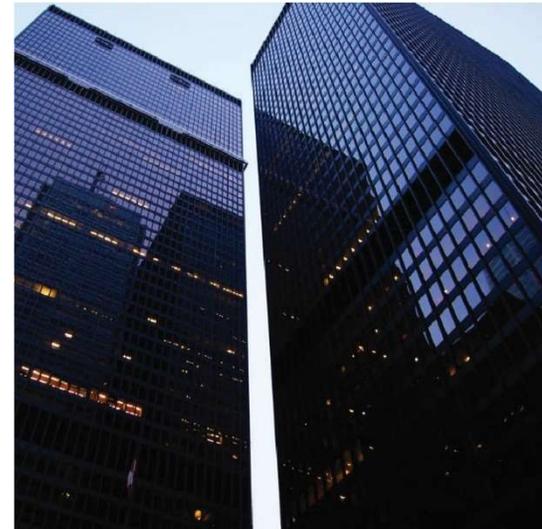
## UHC Extends Temporary COVID PA Suspension

On January 8, 2021 UHC announced that it was extending the temporary suspension of select prior authorization requirements for in-network hospitals and in-network Skilled Nursing Facilities (SNFs) nationwide through Jan. 31, 2021. The suspensions were previously set to end on Jan. 8, 2021.

**COVID-19-related oxygen requests:** As a reminder, for orders involving COVID-19-related oxygen requests, oxygen can be delivered without prior authorization and does not need to meet current clinical criteria.

UHC's guidance also notes they may retrospectively review select services rendered during this time period after Jan. 31, and suggest providers visit [UHCprovider.com/covid19](https://www.uhcprovider.com/covid19) for the most up-to-date information. More DMEPOS-related prior authorization information can be found at:

<https://www.uhcprovider.com/en/resource-library/news/Novel-Coronavirus-COVID-19/pa-covid19-updates/prior-auth-updates.html>



## Urological Supplies Report Included in OIG Work Plan

According to AAHomecare, the Department of Health and Human Services Office of Inspector General (HHS OIG) updated their Work Plan with a report on supplier acquisition costs for urinary supplies. The OIG is conducting this report to support their suggestion to include urinary supplies to the competitive bidding program (CBP). The OIG stated that Medicare Part B payments for urinary catheter tips and intermittent urinary catheters with insertion supplies increased by \$173M from 2010-2019. The report is intended to provide information on costs and how urinary supplies is a good candidate for CBP.