



The Advisor

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Monthly Musings

By Sarah Hanna, CEO

What's your Business Age?

Recently, I was on a business trip where the word “longevity” came into the conversation, not in the sense of personal years, but professional years. My career has spanned 30 years and counting. On this business trip, I was fortunate enough to meet some very incredible people who are early in their career journey. When they heard how long ECS North has been in business (25 years from the date of incorporation) and the success of the company over the last 20 years, they were impressed. In a society where people switch jobs an average of every 3-5 years people were shocked to learn that I have many team members who have celebrated 18, 15, 10, and 5 years with the company. During our discussion, they asked “how do you do it?”

Looking back at the path that led from 1991 to 2021, it can sometimes seem like a blur as time does fly. However, if I’m honest I would say some determining factors are my company’s culture, values, ability to change, and ability to listen to our clients. Additionally, longevity is determined by offering services that continually satisfy my customers’ demands, as well as a strategy of not growing too quickly while maintaining a steady stream of revenue.

Through all my years in business, I can truthfully say that I’m still excited about what is yet to come. The conversations with those Millennial and GenZ professionals provided me with renewed motivation and hope in not only our future leaders but also in our ability to work together to build something great. Age is just a number. I challenge you to find what excites you in business and adds to your business longevity.

Till next time...

ECS North Team Spotlight

ECS North is proud to introduce a valuable member of our team, Hillary Chapman. Hillary joined the ECS North team in September of 2006 as a Medical Documentation Assistant.

Her responsibilities include an essential aspect of the overall process: coordinating and tracking medical documentation for our clients. She maintains a positive rapport with our clients' referrals, and a very positive relationship with our client base.

Hillary graduated from Terra Community College in Ohio. In her spare time, she enjoys watching old movies, reading, and handicrafts. She has four cats who are just like her children; Carlisle Ann, Captain James, Felix & Saskatchewan, who always keep her busy in her free time.

She is active in her church which includes Vacation Bible School and after-school programs. She finds inspiration in the sermons at church and music.

Her sense of satisfaction through work is knowing she plays a role in the overall goal and indirectly helps those that need it. Working in this health industry, she finds encouragement in a quote in particular, "This too, shall pass." Hillary feels some challenges can arise in any industry; however, working through those challenges result in knowledge.

Meet Hillary
ECS North's June
EOM



Hillary Chapman

Tips from the Team

Owners must hold their employees AND their payers Accountable!

Time constraints are a struggle in every department. Organizing your payer contracts not only in a filing cabinet across the office (electronically preferably) but organize the “details” to ensure that information is at your fingertips. You must manage the payer contracts and the payer behavior to obtain the maximum amount of revenue. The time is an investment in your company.

As a Contract Manager you need to understand the nuances of your contracts. Unfortunately, finding the key elements among the legalese is a challenge. Being aware of the sections that need to be cascaded throughout your organization will help your entire revenue cycle team when processing claims and appeals. Below are some questions you should be asking about your agreements and key elements you should be aware that affect your ability to get paid.

1. What payer contracts do you have on file currently, effective dates per payer, and applicable terms
2. Timely filing; 1 year, 90 days, 180 days
3. Timing for payment on clean claims; 90% within 30 days, 99% within 90 days
4. Appeals submitted to payer on denied claims; 90 days from denial, 60 days from the denial date
 - a. Response time from the payer; 30 days, 60 days
5. Termination or non-renewal of contract.
 - a. Provider to payer-30 days’ notice
 - b. Payer to provider-upon receipt of the letter from payer
 - c. Provider to the payer-received 15 days before the end of the month
 - d.

Knowing the details listed in a payer contract can determine a month ending in the black or the red. Please reach out to Sarah, Kit, or Elizabeth with any questions or if you need suggestions when reviewing contracts.



Milissa Kummerer

medtrade
WEST

We are so excited!

We are ecstatic to join Medtrade West 2021 Conference in Phoenix, Arizona, July 12-14, 2021! [session\(s\) listing](#). The past year was a challenge for many, but for ECS North we've had an exciting year of development and growth! As always, the patient is our priority, and this focus is the bedrock of the educational resources we have available to our clients.

Education continues to play an integral part in the success of all employees in any business. We value the partnership with our clients and will continue to bring knowledge to that partnership, leading to growth and success.

Come and sit in on our sessions!

Tuesday, July 13th 1:00-2:00 p.m. - Room: South 160/161

“Engaging Your Team to Create an Effective Revenue Cycle” - Sarah Hanna, CEO Co-presenting with Ronda Burhrmester, CRT, CFM -Director of Reimbursement, The VGM Group, Inc

Tuesday, July 13th 11:00-12:00 p.m. - Room: South 150/151

“What You Thought You Knew: Ensure Resources are in Place to Manage your operations ‘Live’” - Kit Shellhouse, V.P. BA, MBA

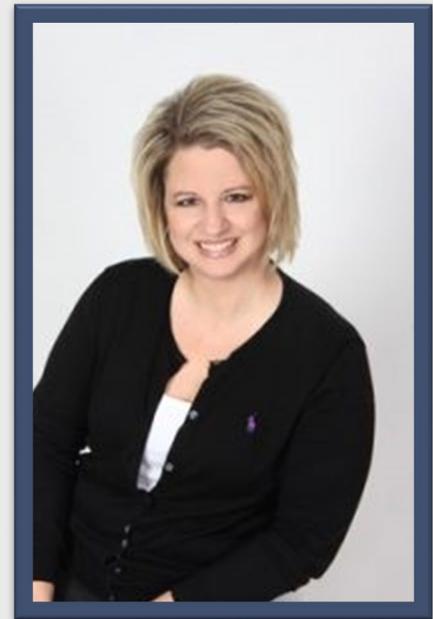
Visit our sessions along with so many other fantastic educational sessions available during the conference. We would love to schedule a time to meet and discuss any additional service needs you may have!

Below are conference promo codes we are pleased to share with our clients and their employees that attend the expo. *(Please note that these codes do not apply towards exhibiting or selling of products).*

SPEAKER21 - \$20 off a conference pass

SPEAKEREXPO - free expo pass

In the meantime, always feel free to reach out to me or Sarah with any questions. We are always happy to hear from you.



Kit Shellhouse

Philips Shares Information on Respiratory Device Recall

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Philips has announced a recall for some respiratory and sleep products based on discovery of potential health risks related to sound abatement foam used in certain devices. U.S. DME suppliers, distributors and medical institutions will receive a letter with additional guidance by June 23, 2021. Details for DME suppliers [can be found here](#), along with information for patients, and other healthcare providers. A list of specific products affected can be found by scrolling down at that link. Philips has shared that until suppliers receive the above-referenced letter with more specific instructions, the best option is to call **877-907-7508** with your questions. **Please note:** Patients on life-sustaining mechanical ventilator devices should not stop or alter their prescribed therapy until speaking to a physician.

<https://www.usa.philips.com/healthcare/e/sleep/communications/src-update>

Breaking News: DME MACs Release Billing Guidance for Respiratory Devices Impacted by Recalls

The Noridian education team has just released an FAQ on impacts to Medicare beneficiary coverage and billing related to the recall for Philips respiratory devices. The guidance for DME MAC Jurisdictions A and D linked below appears to be identical:

- [Frequently Asked Questions - Philips Respironics Respiratory Products Recall - JA DME - Noridian](#)
- [Frequently Asked Questions - Philips Respironics Respiratory Products Recall - JD DME - Noridian](#)

AAHomecare will share additional perspective on this new guidance next week.

-AAHomecare June 2021

News from CMS

Biden Administration Continues Efforts to Increase Vaccinations by Bolstering Payments for At-Home COVID-19 Vaccinations for Medicare Beneficiaries

As part of President Biden's commitment to increasing access to vaccinations, CMS announced an additional payment amount for administering in-home COVID-19 vaccinations to Medicare beneficiaries who have difficulty leaving their homes or are otherwise hard-to-reach. This announcement further demonstrates continued efforts of the Biden-Harris Administration to meet people where they are and make it as easy as possible for all Americans to get vaccinated. There are approximately [1.6 million adults 65](#) or older who may have trouble accessing COVID-19 vaccinations because they have difficulty leaving home.

For additional information on Covid-19 and support for Medicare beneficiaries, click on the link below. CGS Administrators June, 2021

[CGS Medicare](#)

Thank you for **trusting** us!

Sincerely,

Sarah Hanna & The ECS North Team