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The Advisor

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Monthly Musings

By Sarah Hanna, CEO

The Importance of R&R

Too many people say they are too busy to take a vacation. Are you one of those people? I know I am. Since the pandemic and working from home, I find that I just can't get away from the "office." Working from home has its benefits and its challenges. It seems like I have been working more hours than ever before with less time off because I just can get away from the "office." Additionally, I have also seen my team put in long hours and ignore their vacations.

Globally, American's are known as workaholics and the pandemic didn't help the situation. The Center for Economic and Policy Research has called the U.S. the "No Vacation Nation." Whether it is noble or martyrdom, not taking time to rest and rejuvenate is detrimental to the individual and the business overall. The health risks on the American worker from not taking time to get away include increased risk for heart disease and stroke due to stress. Time off is essential to well-being, sustained productivity and high performance.

The benefits of taking your earned vacation:

- Higher levels of well-being and mindfulness.

- Reduction of high blood sugar, high blood pressure, excess belly fat and abnormal cholesterol levels.

- Reduction of stress.

- Improved brainpower and capacity to learn.

- Improved sleep.

These advantages help your team members to return ready to take on their duties with a renewed sense of energy leading to better outcomes. I need listen to my own advice and schedule some days off without email, text and phone distractions. I hope you do too. Bon voyage! Till next time...



ECS North Team Spotlight

ECS North is proud to introduce you to a very valuable member of our team... Jordan Lange.

Jordan joined the ECS Team in August of 2020 our Payment Application Department. More recently he was promoted to an Account Manager. This advancement was well deserved as he proved himself with his attention to detail and his progress through the training program at an above average rate.

Jordan graduated from The Ohio State University with a B.A. in News Media and Communication Technology. He enjoys spending time with family, friends and especially his girlfriend Claire, who enjoys many of the same things as he does. Together they travel, listen to music, and especially enjoy spending time outdoors. As he aims to find inspiration daily, his girlfriend is his main source of inspiration along with friends, music, nature, and any type of art he encounters.

His family is dedicated to preserving tradition and the main way they do this is through an extensive catalogue of memories through picture and video. He is proud to say that his entire life is available in photographs and home videos to share in the future.

When asked what his favorite part about working at ECS North, Jordan stated it's the "genuinely fantastic people and the flexibility of working from home affords him time to spend time with those he values the most, his family."

Meet Jordan
ECS North's August
EOM



Jordan Lange

Tips from the Team

Timely Receipt of Deposits!

To have revenue dollars available anytime during the month, ECS North needs all deposits within 24 hrs of the client completing the deposit. Deposits received consistently allow for accurate reporting during the month and specifically at month-end. This will deter a backlog of deposits, the urgency of application at the end of the month and allow additional time to research missing information. Month End especially is stressful, and we want to ease the pain with open communication.

Open communication between ECS North, the payers, and our clients is essential for prompt payment application. Also, updated payer resources to gain the explanation of benefits, for example, will result in complete and balanced deposits. Simple communication such as employee's availability (who typically handle deposits), the days of the week we can expect deposits, or any time constraints with the postal delivery will help with the internal management of staff and ease of month-end close.

If there is confusion or concern with the agreed process, please reach out to the department contact. Processes can be updated to benefit both the client and the department.

Angie McCave



Angie McCave



News from CMS

Years of advocacy has made all the hard work worth it, giving some relief to the providers as their priority continues to be patient care.

CMS has announced that CRT manual wheelchair accessories will be permanently exempted from bidding-derived pricing. CMS' action completes several years of advocacy to ensure that the full scope of CRT wheelchairs and accessories remain outside of the influence of the bidding program, strengthening patient access to these critically needed products on a long-term basis. Click on the link below to read the AAHomecare Insider article and the additional links providing details on the Final Rule.

[Persistence and Passion: CRT Accessories Win Culminates Multi-Year Effort \(aahomecare.org\)](https://www.aahomecare.org)

See CMS' [fact sheet](#) and [full text of the Final Rule](#) for more information.

“Advocacy: support for or recommendation of a particular cause or policy”

Medicare Fee for Service Recovery Audit Program

As we head into the Fall of 2021, providers are receiving RAC audit letter in higher volumes than normal. As we attempt to trend the volume, we suggest staying in tune to the activity and updates via the website listed below. If there are questions, please reach out at any time.

For more detail information, click on the link below

[Medicare Fee for Service Recovery Audit Program | CMS](#)

PAP Recall Communication Continues to reach all involved

The FDA continues to communicate with providers and patients as the recall continues to affect thousands. Please review the suggestions from the FDA to not only providers but also patients.

For more detail information, click on the link below

[FDA issues safety communication for PAP recall by Philips | AASM](#)

Georgia Association of Medical Equipment was a success! Thank you to all that attended.





Live & Virtual Events



Don't Miss Out!

Upcoming Speaking Engagements, we would love to see you!

Virtual HME News Business Summit

Sponsored by ECS North

Thursday, September 9-10, 2021

VGM Heartland Conference

Tuesday, September 14, 2021 10:20-11:20 a.m.

"Engaging your team to create an effective Revenue Cycle"

- Kit Shellhouse. VP, Co-Presenter:
Ronda Buhrmester, VGM Group

Wednesday, September 15, 2021 3:10-4:10 p.m.

"Start Gaining Traction with Commercial Payers"

- Kit Shellhouse, VP

Monday, September 20, 2021 8:00-5:00 p.m.

"Start Gaining Traction with Commercial Payers"

- Sarah Hanna, CEO & Founder

Pennsylvania Association of Medical Suppliers (PAMS)

Wednesday Sept. 22, 2021 2:15-3:15 p.m.

"The Hot Spots in the Revenue Cycle"

- Kit Shellhouse. VP

Texas Medical Association (TexMed)-Virtual

Tuesday Oct. 5, 2021

Watch for details in the August ECS Newsletter

- Sarah Hanna, CEO & Owner

Medtrade East

Monday October 18, 2021 9:15-10:15 p.m.

"Managing Expectations Through Marketing Analysis and Strategy" - Kit Shellhouse. VP

Ohio Providers Mark Your Calendars

OAMES Annual Meeting Fall 2021

10/27/21-10/28/21 Renaissance Columbus Westerville

www.oames.org



Thank you for trusting us!

Sincerely,

Sarah Hanna & The ECS North Team