

THERAPIES AT PLAY, INC (TAP)

Tap into Early Intervention

80 PROFESSIONAL CT.

LAFAYETTE, IN 47905

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Billing Reminders

1. Claims worksheet and face-to-face sheets are due by 5:00 p.m. every other Saturday based on the billing period schedule. Billing documentation received after this deadline will not be processed and paid until the next billing period.
2. On Thursday or Friday of the payment week each provider will receive an e-mail with a scanned copy of their completed claims worksheet. It will show which claims were paid and not paid as well as the total amount of reimbursement the provider should expect in their direct deposit or check.
3. If any claims are not paid during the billing period it is the responsibility of the provider to resubmit the face-to-face sheet the next billing period after the identified issue is resolved (usually a correction or missing auth). TAP staff will not track unpaid claims from one billing period to the next.
4. Errors on the face-to-face sheet must be corrected by striking through the error one time only and initialing the correction. Parents must also initial corrections especially if the correction involves start time, end time, service date, or signature.
5. Contact TAP immediately if there is a problem with claims or reimbursement. Please do not wait until next billing period to communicate problems.
6. Services that are authorized on a monthly basis must be prorated when auth doesn't cover entire month. The 17th is the cut off date. Ask Angie if you have a specific question.

Tracking Service Authorizations

1. Providers should check their authorization list on the Provider Account Management (PAM) system at least once a week even if they are not expecting a new referral.
2. If an authorization shows up and the provider was not expecting a referral (no paperwork, no opening posted, etc) please contact Jamie immediately.
3. It is helpful to sort authorizations by date so ones that are expiring can be tracked more easily.
4. If an authorization is not showing up provider should contact the child's Intake/Ongoing Service Coordinator via e-mail to find out the status of the auth. Be sure to give the coordinator all the necessary details. Provider should inquire what date the paperwork was submitted to the SPOE for data entry.
5. If an authorization still is not showing up in PAM 2 business days after IC/SC turned it in for data entry the provider should complete and submit a "Data Entry Information Request" form to Jamie via e-mail (ppts.jamie@frontier.com). This form will be forwarded to the SPOE for follow-up.