

In "PSYCH"

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JL BILLING SERVICES

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Sharing our specialties, know how, and problem solving ideas is the basis for this newsletter.

If you are having a problem with an insurance company, have a problem with reductions in allowed amounts, or you have some helpful hints to share with others, please call Judy at (262) 679-5040 / email your questions to: JLbilling@ymail.com. If we can help each other problem solve, more claims will be paid on time with less phone calling to insurance companies. See page two for this months tip. Also, please share your column ideas with us to be printed in our newsletter.

If your office has a new therapist who would like to be previewed in our newsletter, we would love to feature him/her in our column: Who's New, What's New. This month we are featuring Therese Lupone, APNP from Genesis Counseling.

Every issue we will feature a "Clinic of the Quarter". Some of these clinics have been with us for over 18 years. Dr. Lynn Vice is this months featured clinic.

On the back page is a syndicated column related to office etiquette. You can email Ms. Nettie at: nettie@wrighttechnologies.com. If we publish your question, she will send you a Starbucks gift card.

Come join the "Fun"; we will all benefit.

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Helpful Information

Using a Sliding Fee Scale:

Some Do's and Don'ts

(Printed from the American Psychological Association website)

From time to time, practitioners encounter clients who are unable to afford the services they need. Many practitioners who are faced with that situation consider reducing their fee on a "sliding scale" basis. Doing so may carry significant legal risk if not instituted correctly.

Do follow your managed care contract.



- ◇ You cannot charge an insured client less (or more) than you have contractually agreed to with his or her managed care company. The vast majority of managed care contracts prohibit practitioners from waiving or reducing co-payments or deductibles. Contact your managed care company for permission to reduce the co-payment.
- ◇ Require written documentation of need from those clients who will be paying an adjusted rate. Documentation can include pay stubs and income tax returns.
- ◇ One approach involves charting a payment scale based on annual household income and the number of dependents. Consider basing adjusted fees on the poverty levels of your state.
- ◇ If a Medicare beneficiary cannot afford the charges for co-payments or deductibles, the practitioner must ask the beneficiary to sign a waiver explaining the financial hardship.
- ◇ If the beneficiary fails to sign the waiver, the practitioner must document that he or she made a good faith effort to collect the charges.

Don't waive co-payments or deductibles to induce clients to come to you.

- ◇ Offering to waive co-payments or deductibles for Medicare or Medicaid patients can be considered fraud.
- ◇ Don't reduce fees or waive co-insurance on a routine basis.



**For more information please go to www.apa.org, call APA directly at

1-800-374-2721 or call Judy Ligoeki at (262) 679-5040**

Featured Clinic of the Quarter



Dr. Lynn Vice
 Clinical Psychologist
 Sex Therapist
 Marital Therapist
 Contact Info: (414) 271-7442
 Website: www.drlynnvice.com

Dr. Vice specializes in working with individuals and couples experiencing sexual and marital problems. She also does general marital therapy, and general psychotherapy. Her office is located in the Water Tower Medical Commons, across the street from Columbia St. Mary's Hospital on the east-side of Milwaukee.

About Dr. Vice

Named by Milwaukee Magazine in 1994 and 2001 as one of "Milwaukee's top psychotherapist" and "one of the best sex therapists in the business".

Dr. Vice is an Assistant Clinical Professor with the Medical College of Wisconsin and Marquette University. Dr. Vice has taught physicians and psychologists on the topic of sexuality the past 25 years. She is on the staff of Columbia St. Mary's Hospital.

Dr. Vice is a licensed clinical psychologist in private practice in Milwaukee, Wisconsin with 28 years of experience. She received her doctorate degree from Rutgers University in 1980. She was one of the founding members of the American Association of Sex Educators, Counselors and Therapists and has been a certified sex therapists since 1976. She is a Certified Supervisor of Sex Therapists and a Diplomat of Sex Therapy.

Dr. Vice regularly presents workshops and seminars across the state on sexuality, intimacy, and relationships. She has appeared on television and radio. She has also been interviewed in the newspaper and written many articles on these topics.

Dr. Vice is married and has two children.

Who's New, What's New

THERESE LUPONE, APNP

I have been a registered nurse for 27 years. My basic preparation in nursing is a bachelor's degree from Alverno College. After obtaining a master of science in nursing degree from Marquette University, I spent the next 20 years as a nurse specialist caring for those with complex health and illness problems including depression, anxiety, ADHD, mood disorders, bipolar disorder, schizophrenia and psychotic disorders as well as conditions such as chronic pain. Given an opportunity to make a career change, I returned to school and completed a post master's certification as a psychiatric-mental health nurse practitioner through UW Madison. My internships included the Zablocki VA Medical Center and the Milwaukee County Mental Health Complex. I have privileges in the state of Wisconsin as an Advanced Practice Nurse Prescriber to evaluate, diagnose, and treat mental illness including prescription of labs and medications. I look forward to working with patients to provide them comprehensive care and treatment in a setting that is comfortable and safe. Contact me at Genesis Counseling (262) 780-0991 for questions.

Dear Ms. Nettie:

I received an email that was meant for someone else and was accidentally sent to me. I didn't realize it until I opened the email and read that it was a performance for a colleague; the evaluation was not good and recommending disciplinary actions for the colleague. What should I do, should I tell the colleague so they can clean up their act? Should I inform the sender of the email? I don't want the sender to think I am nosy and I really don't want to get caught up in office politics.

Help !

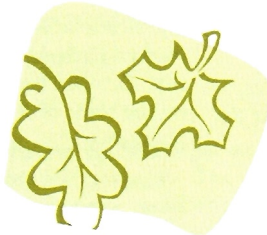
Accidental Recipient

Dear Accidental Recipient:

Well the good news is, you are not at fault in this situation, the sender should be careful with confidential data. Email is a very public medium it can be forwarded to just about anyone anywhere without the originator even knowing. The right thing to do in this situation is to privately discuss the matter with the sender, in person. Simply drop by their office when it is just the two of you and say "I believe I accidentally received an email from you that was meant for someone else. I didn't realize it until I skimmed the email and realized it didn't pertain to my position." Chances are the sender will be mortified and once you leave will double check to whom else the email was sent to... from there the burden is on them.

I do not believe you should discuss this matter with the colleague in question. Give them the privacy they deserve and let them work out their work related issues with their direct bosses. Most likely, they wouldn't appreciate a colleague knowing their job was in jeopardy. The email was obviously a mistake and the matter should be treated confidentially.

If your colleague chooses to share any information with you after their review, a simple statement like "I



am sorry to hear about it, what can I do to help?" is a great way to handle their comments.

The important thing to remember in this situation is we are all human, mistakes will be made by all of us, it's how we handle mistakes that differentiate us. Take the high road here, I promise you won't regret it.

Good Luck
Ms. Nettie



Do you have a question for Ms. Nettie? Something bothering you in your work environment? Email Ms. Nettie today at :

nettie@wrighttechnologies.com

If we publish your question, we will send you a Starbucks gift card.

