



# BillingBuilder™

## Information Sheet, Service Agreement & Readiness Checklist

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## About BillingBuilder

### How It Works

Using BillingBuilder for billing links your agency's case management and client tracking activities directly to reimbursement for services. AWARDS can be used to track receivables, payments, and adjustments to tie revenue information to program service information, and to bill Medicaid, Medicare, Managed Care, third party insurance and self-payment from clients. Invoices generated for a payer can either be converted into an 837I or 837P file format for electronic submission to the payer, converted into a HCFA-1500 or UB-04 form for paper claim submission, or printed out as individual paper invoices to be handed or mailed to the client.

### Qualifications

If your agency is interested in using the AWARDS BillingBuilder, your agency must have a person on staff knowledgeable about required items in claim files such as billing codes and rates, as well as internal agency financial reporting policies and procedures. Foothold Technology is not a billing consultant and does not do your billing for you. We support the AWARDS BillingBuilder – nothing more.

Your agency will be responsible for ALL configuration, processing, and reporting within the BillingBuilder. Configuration, processing, and reporting are defined as follows, but not limited to:

#### Configuration

- Setup of all Payers/Insurances (*this includes EDI agreements with payers and/or clearinghouses*)
- Setup of all billing procedures/billing requirements for all payers
- Entry of billing rates/fee schedules for all payers

#### Processing

- Invoice batch generation and auditing
- Claim file creation and submission to the payer directly OR to a clearinghouse/billing service (*this includes completing an EDI agreement with your payers and/or a clearinghouse*)
- 835 and/or manual remittance posting
- Option to use direct 837 claim file transmission and 835 file retrieval with Change Healthcare clearinghouse (*Change Healthcare Clearinghouse Add-on required*)

#### Reporting

- Identifying which BillingBuilder reports are needed to address your agencies needs
- Creation and management of any BillingBuilder ReportBuilder reports needed

Before beginning to use the BillingBuilder, your agency must already have fully implemented AWARDS in those programs which will be billing. Moreover, you must complete the **BillingBuilder Readiness Checklist**, below.

If your agency is in the process of implementing AWARDS, agency staff knowledgeable about billing requirements must participate in decisions about database configuration that relate to billable service documentation. A member of your agency's fiscal/billing team should be present at implementation meetings where configuration is discussed. Foothold will be responsible for the proper operation and maintenance of the BillingBuilder module. We will provide training on

how to use the BillingBuilder and helpdesk services to answer any questions about how the BillingBuilder functionality works. Additionally, we will consider developing and implementing new functionality in our BillingBuilder module, at no charge to you, if it is required for your agency to submit claims properly. Foothold reserves the right to decline to do any and all customization in its sole discretion if we determine that such customization will not benefit a large proportion of our current or potential customers.

Your agency must continue to use whatever current billing practices are already in place until all tests of the AWARDS BillingBuilder are completed successfully.

## Pricing

**\$7,500/Year** (or \$10,000 per year for each additional provider in a collaborative)

### What's Included:

- Full access to the BillingBuilder module
- Full access to AWARDS help desk
- Full access to AWARDS online help
- Foothold Billing Team support:
  - **Year 1** -- 6 hours of configuration calls/webinar to be used within the first 2 months of BillingBuilder contract year + 2 hours of additional calls/webinar support to be used in the remaining 10 months of the BillingBuilder contract year
  - **After Year 1** -- 4 hours of support calls/webinar to be used at the agency's discretion during the course of its BillingBuilder contract year

### Additional BillingBuilder Support Block:

- If your agency needs additional BillingBuilder support time during its contract year, you can purchase a two hour BillingBuilder support block for **\$500**.
- Unused time cannot roll over to the next BillingBuilder contract year.

## Change Healthcare Clearinghouse Add-On

Change Healthcare allows you to send and receive electronic claims processing and remittance advice through their extensive intelligent network. Claims are securely transmitted in HIPAA-compliant formats from provider to payer for receipt and payment. Automation is streamlined with advanced edits that help ensure accuracy and reduce costs. Their nationwide electronic network reach allows them to connect to any system for all payer-to-provider HIPAA-mandated transactions. Reliable and secure claims solutions facilitate the automated transmission of claims to help drive reduced costs and improved auto adjudication. Daily administrative claim functions are automated, which helps save time and money.

Foothold has negotiated discounted pricing and a streamlined implementation process by allowing you to access the Change Healthcare Clearinghouse services directly through AWARDS. By using these services, your agency will have direct "one touch" billing from AWARDS to the payer. This will increase the security of your transactions as no data will ever reside on your device. Additionally, the Change Healthcare process offers all claims a second level of invoice scrubbing, reducing the number of errors prior to submission. Lastly, you will have access to the Clearinghouse portal which gives you substantial reporting and analytic capacities on your claims data. Please be sure to view a demo of the Change Healthcare services before executing this agreement.

You can choose from the following two packages:

### Package 1:

- Access to RPA (Change Healthcare online portal)
- 837P/837I claim submissions
- 835 remittance advice
- Print to paper (\$0.29 per transaction)

### Package 2:

- Access to RPA (Change Healthcare online portal)
- 837P/837I claim submissions
- 835 remittance advice
- Real-Time eligibility inquiry and response (RPA portal)
- Print to paper (\$0.29 per transaction)

One-Time Implementation Fee - \$1,000

Monthly Claim Volume	Package 1 Mo. Fee	Package 2 Mo. Fee
0-100	\$105	\$151
101-250	\$123	\$189
251-500	\$198	\$314
501-1000	\$314	\$566
1001-1500	\$464	\$788
1501-2000	\$630	\$1050
2001-2500	\$708	\$1331
Over 2500	\$0.22/claim	\$0.42/claim

Initial and indicate which Change Healthcare Clearinghouse package to include \_\_\_\_\_

- Package 1
- Package 2

## BillingBuilder Agreement

Unlike other parts of AWARDS, the BillingBuilder™ module has a separate fee and a separate set of requirements both for Foothold and for you, our customer. The AWARDS BillingBuilder™ is a tool that can be used to create invoices and claim files. The Foothold customer (signature below) is completely and solely responsible for the accuracy of their claims. You must also complete the attached BillingBuilder Readiness Checklist. If you cannot complete the BillingBuilder Readiness Checklist, Foothold reserves the right to deny your organization access to the BillingBuilder. Please consider whether you are willing to commit to the partnership and responsibilities discussed here. If so, please sign below. By signing this agreement, you affirm that you have had the opportunity to explore this feature and have made the decision to execute this agreement based on that knowledge. Note that this Agreement is incorporated, by reference, into our main Subscriber Agreement with you. The annual fee will be prorated in the first year to coincide with the term of your Subscriber Agreement. Going forward, this agreement will roll over concurrently with your Subscriber Agreement.

<hr/>	<i>Foothold Technology</i>
Agency Name	Company Name
<hr/>	<i>Tyler Hoffman, CEO</i>
Authorized Representative, Title - PLEASE PRINT	Authorized Representative, Title - PLEASE PRINT
<hr/>	<hr/>
Signature	Signature
<hr/>	<hr/>
Date	Date

BillingBuilder Start Date (must be the first of a month): \_\_\_\_\_

## BillingBuilder Readiness Checklist

The AWARDS BillingBuilder is a do-it-yourself tool. It is designed to determine billable services based on documentation requirements entered by you and create electronic claim files and paper claim forms that you can submit to various payers for billable services.

Foothold Technology is not a billing service provider. We cannot provide guidance about specific payers or billing requirements. We also do not maintain relationships with any payers; once you create claim files or claim forms in AWARDS, it is up to you to submit them to your payers. This often requires contacting your payers to make arrangements for claim submission. We recommend that you begin this process before beginning to use the BillingBuilder, as it can take some time to complete.

You must be using AWARDS before you can begin BillingBuilder implementation. Because billing claims are derived directly from the client demographic information and service documentation in AWARDS, we are unable to implement the BillingBuilder prior to a program's overall rollout of AWARDS.

BillingBuilder implementation takes time and commitment. Your agency will need someone knowledgeable on staff (or an outside advisor, if you choose) to lead the process. This person should understand your agency's billing requirements and current billing processes. To prevent any disruption in your revenue while you implement the BillingBuilder, you must continue to use your current billing system until claims created in AWARDS are being paid. This may mean concurrent use of the two systems for some period of time.

Please complete the following tables to the best of your ability.

**Name of person completing this form:** \_\_\_\_\_

Please describe how your agency currently does billing, i.e. manually, billing software, outside billing software.

Please confirm that you will continue to use your existing billing process until your agency is successfully running AWARDS BillingBuilder.

YES

NO

## Payers Table

Please list the payers that you will bill through BillingBuilder and fill in the rest of the details requested. The more complete your answers are, the more prepared you will be to begin your BillingBuilder implementation in AWARDS. Please indicate your highest volume payers in the table. If you need more room than this table provides, you may make additional copies of this page or you can use [this Excel template](#).

Payer and Payer Address (addresses must be entered into AWARDS in this format to prevent rejections: 123 Main Street, Anytown, NY 123450001)	Payer's Receiver ID	Claim Format Submitted (please check)				
		837I	837P	HCFA-1500	UB-04	Other* (Specify)
<b>BCBS - 123 Main Anytown, NY, 123450001</b>	<b>123456789</b>	<b>Yes</b>			<b>Yes</b>	

\*Note that AWARDS only produces claims in these formats: 837I, 837P, HCFA-1500, UB-04. If you use a different format you will need to export invoice data so that it can be formatted as needed.

## Billing Types Table

As you prepare for implementation please take some time to think about how each program model formats invoices, as required by your payer.

- **Monthly** – one invoice per procedure per client per program per month. Each procedure can be billed once in a calendar month.
- **Daily/Per Diem** – typically this allows for one invoice per day per client, though it can contain more than one procedure code. This option offers the most flexibility in how invoices are formatted.

The following table includes the data that you will be required to enter during the course of your billing implementation. The more complete the information is, the smoother the implementation will go. The table on this page is a summary of the information that will be requested. You can use [this Excel template](#) to collect the required information. If you are currently billing using an 837 file, having samples on hand during your implementation calls may assist with configuration. Identify the Billing Type(s) that generate the most revenue.

**\*Types of Documentation include:**

- **Services** – Progress Notes/Contact Logs/Group Notes
- **Services** - Transportation
- **Reception Desk** – Attendance/Group Activities
- **Housing** – Nightly Absences

**\*\*Documentation Criteria** – specific criteria required to bill for the procedure including but not limited to duration of service, service type, location, credentials, authorization, etc.

<b>Billing Type</b> (Related to the program type. For example OASAS, PROS, Clinic, etc.)				
<b>Billing Provider NPI</b> (AKA Program NPI)				
<b>Agency Tax ID</b>				
<b>Place of Service code (837P)/Uniform Bill Type Code (837I)</b> (11 = Office)				
<b>Other information collected during billing implementation may include:</b>				
<ul style="list-style-type: none"> <li>● Sender/Submitter Address:</li> <li>● Sender/Submitter ID:</li> <li>● Agency Phone Number:</li> <li>● Revenue Code (837I only):</li> <li>● Rendering/Attending Provider NPI (if applicable):</li> </ul>				
<b>Documentation Requirements</b>				
<b>Procedure Name</b> CPT/HCPCS codes and modifiers	<b>Types of Documentation*</b>	<b>Documentation Criteria**</b>	<b>Unit of Service</b> (e.g. 1 unit = 15 minutes)	<b>Billing Rate per Unit</b>
Psychotherapy - 90837	Services - Progress Notes	Svc. type = Psychotherapy, face to face = Yes, 53+ mins.	Daily unit (1)	\$75.00

