

Billing & Collections Transition to AGS Health Frequently Asked Questions

What is the timeline for transitioning Billing & Collections to AGS Health?

The transition will be a phased approach that will begin on February 27, 2023 and end on July 21, 2023. AGS Health will take on a portion of the workload as we move through the transition with the goal to be completed by July 21, 2023. There will be two phases to the transition, and they will occur as follows:

- Phase 1 Transition
 - Begins February 27, 2023 through April 21, 2023
 - Billing and Reimbursement for Repairs, Modifications, ADLS's and Rental follow-up
- Phase 2 Transition
 - Begins May 29, 2023 through July 21, 2023
 - Billing, Reimbursement, Cash Application, Negative AR for all order types

How many NSM Team Members will be departing when the transition is complete?

We will have 166 Team Members departing Billing & Collections once the final transition is complete on July 21, 2023.

Will there be any remaining NSM Team Members in the Billing & Collections Department?

Yes. NSM will have a team of leaders that will continue to direct and lead all billing and collections operations. NSM will also have a team of employees that will be responsible for approximately 20% of the billing and collections workload.

Will there be any process changes when we transition billing and collections activities to transition to AGS Health?

The Billing & Collections processes will stay the same.

Who will contact our Customers, including Clients and Referral Sources after the transition is complete?

ALL Client and Referral Source contact will be done by NSM Team Members.

What will AGS Health be doing for NSM billing and collections?

AGS Health will be billing claims, following up on outstanding accounts receivable and posting payments.

Will AGS Health be corresponding with any of the payers we are contracted with?

Yes. AGS Health will be billing claims to our payers, following up with payers on outstanding accounts receivables and filing appeals.

Do we expect to see performance improvement in our billing and collections activities due to this transition with AGS Health?

Yes. We expect once we are fully transitioned, we will start to see improvements with the following:

- Days Sales Outstanding (DSO) which is the average number of days it takes NSM to collect payment once we have invoiced the funding source for services and equipment delivered to a client.

- Reduction in Write-Off Rates which is revenue that we were not paid for due to deficiencies in the Revenue Cycle process.
- Improved Timeliness of Claim Follow-up which is how often we complete follow-up actions on claims with outstanding accounts receivable.

Will performance updates be provided as we move through this transition?

Yes. We have a service level agreement (SLAs) with AGS Health along with specific key performance indicators (KPIs) that we will monitor and share updates on a regular basis.

If I have general questions for the Billing & Collections department, who should I reach out to?

Please click [here](#) to view the list of contacts within the Billing & Collections department. If you are unable to determine who to contact you can always reach out directly to Kevin Harmon, Vice President of Billing and Reimbursement.

Who do I contact if I have questions about billing and collection activity on a specific work order?

If you go to the Collections Tab in Mobility Advisor, you can see the Billing & Collections Team Member who most recently documented an action on the work order. If you hover your mouse over that team member name it will also display their Supervisor. See example below.

rehabadvisor/MainApp/_wo_review/default.cfm?id=076-2806720&type=

Order ▾ GO Main CB +

Detail Reports Summary Notes PO Collections Payer 1 Payer 2 Payer 3 Delivery Scan Docs Activity Perf

076-2806720 Date 01/1

Rubin Mejia Expected Reimbursement: \$34,389.26 Total: \$21,851.98 Balance: \$14,528.09

Date	Billing Date	Action	Outcome	Billing Contact
12/28/2022	6/28/2022	Requested Cash Action	Reapplication	Keisha Smith 8606667500 x2117
12/21/2022	6/28/2022	Contacted Payer	Claim Adjudicated	
12/21/2022	6/28/2022	Contacted Payer	Claim Adjudicated	
11/28/2022	6/28/2022	Leadership Chart Review	Review Complete	Veronica Nofziger (860) 666-7500 x2167

Supervisor: Michelle Staup - p: (877) 482-2602 x0688

Please note: If this order is assigned to AGS or if you are unclear who to contact for your question, please contact one of our four team leads, Rachel McCrary, Alli Herring, Brittani Harris, and Brittany Graham.

Will there an organizational chart published for Billing & Collections once the transition is complete?

We will post an updated organizational chart for Billing & Collections and post it on their department page on WNSM once the transition is complete in July 2023.

How do I know if a work order has an AGS Health specialist handling the billing or collections?

Within Mobility Advisor on the Main tab just to the left of Work Order you will see "Dual" listed if AGS is completing work on the work order – see example below. You can continue to see who works on the work order on the NSM Billing & Collections Team in the Mobility Advisor Collections tab.

The screenshot shows a software interface with a 'New Work Order' dropdown menu. A red arrow points to the 'DUAL W' option. Other visible elements include a 'GO' button, 'Main' and 'CB +' tabs, a 'Date' field set to '12/06/2022', an 'RTS Name' dropdown menu with 'Cacee Reuben' selected, and a 'Technician' dropdown menu.

When or will I engage with AGS staff?

Billing & Collections leadership will work directly with AGS. NSM Billing & Collections Specialists and Branch Operations Team Members will not work directly with our AGS colleagues.

How is the work assigned for Billing & Collections?

Work completed by AGS is assigned as we currently assign work now in Billing & Collections. Work within each of the four core Billing & Collections job functions is assigned based on payer groups so that team members can specialize on the unique requirements at a payer level. Below are descriptions of the four core job functions.

- Billing Specialists file initial bill to the payer.
- Reimbursement Specialists follow-up on and lead collection activities after initial bill is sent.
- Cash Application Specialists post payment once received.
- AR Specialists review and resolve balances for claims that have a negative accounts receivable balance.