

## Common Billing Problems

- Unsigned Invoices (We can accept original signatures only, no electronic signatures)
- Agency name does not match the IRS W-9/Contract. If name and/or address changes, please submit new W-9 to billing office.
- Missing IARs. Please ensure that all charges listed on invoice are on an IAR or Consult/COIFF form and submitted with the packet.
- Child not found: If the child's name has changed recently, please include the "AKA" on IAR.
- To ensure processing, please include child's date of birth.
- Consultations not submitted on a consult form (consult forms can be obtained on website or from FSC)
- Please add the Natural environment fee to the IAR and the invoice if the child is in an underserved area – (Indiantown, Okeechobee, Sebastian, Fellsmere, Belle Glade, South Bay, and Pahokee).
- Travel not included on IAR
- Travel is now paid per mile and at the rate of .445 (44.5 cents). Using any other rate such as .45 or .44 will result in travel denials of small amounts
- Travel log missing the child's name and/or complete address. Please ensure that complete addresses of visit are listed on the travel log.
- Travel "home" not documented. Please list travel back to your home/office on the travel log. If not listed this way, travel home cannot be paid. It cannot be paid individually, as it must be added to the last child seen.
- Original travel logs not submitted.
- Please use the new travel logs that were implemented as of March 2020 billing.
- Expired auto insurances, professional insurance, etc... (Please keep your expiring documents up to date with timely submission of renewals)
- EOBs missing reason code explanation
- Incorrect name and/or birthday on IAR
- Travel billed for all children seen at the same daycare (you can only bill the travel to see the first child and then if going home, from the last child seen)
- Provider uploaded billing to Box.com incorrectly – please ensure that you are clicking on the agency folder and uploading your billing into that folder.

We will not be able to see it and process it any other way. Billing packets can be mailed but please be aware that delays in processing can occur.

To access forms, please go to [www.fl.easterseals.com](http://www.fl.easterseals.com). Click on Treasure Coast Early Steps Program, Provider information. From there, you will see the Early Steps billing instructions and forms.