



## **Central Billing Office Insurance Billing Unit FAQ**

**Q: How do I submit forms?**

**A:** Forms may be submitted via U.S. mail or via fax to (217)492-5629.

**Q: How does a provider register with the Insurance Billing Unit if they work for an agency?**

**A:** If the provider works for an agency, they will need to register both themselves and the agency that they are working for.

**Q: When I sign up it asked me for a Provider ID, what do I put as a Provider ID?**

**A:** Your provider ID is usually your 9-digit Tax ID.

**Q: Is there a special requirement for the eCare release form?**

**A:** Yes. The eCare authorization letter must be on your letter head. If you do not have letterhead, you may create a letterhead in your word processing program and use our letter as a template.

**Q: Why do encounter forms have to be typewritten?**

**A:** In order for our coders to code your encounters as accurately as possible, we need encounters to be typewritten so there is no question about what occurred during a visit. Also, it makes documentation of the visit clear when records are requested by the insurance carriers. Often encounters do not fax over legibly when they are handwritten and this slows down the claims coding and submission process and delays getting payment to the providers. We want to get payment to our providers as quickly as possible.

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**Q: What should be included on a completed encounter form?**

**A:** A completed encounter form must have the provider's name, telephone number, email address and payee name. Also, the child's name, EI number, the date of service, place of service location and start and end times are required. The number of units and total amount billed must be completed for the service type(s) that you have rendered. The documentation of visit should include what service you are seeing the child for, what the treating diagnosis is (specifically what issue you are treating the child for on that date), any medical diagnoses you are aware of as well as a brief summary of that day's visit and the plan for further treatment. Please note that we do not want you to put codes on the encounter form and that this form must be typewritten.

**Q: How do I contact the Insurance Billing Unit?**

**A:** You may contact our unit via telephone at (800)634-8540, via fax at (217)492-5629 or via email at [insbillingunit@cquest.us](mailto:insbillingunit@cquest.us).