



Serving persons with intellectual and developmental disabilities since 1967

August 21, 2020

As we approach the end of the 2020 fiscal year (October 1st, 2019-September 30th 2020), we would like to make certain that all claims have been received on time and all authorizations are in place for proper payment to be applied.

Please review the following reminders and deadlines:

ALL claims for the month of September 2020 or earlier must be submitted to The Arc no later than October 5, 2020. October 5th is the cut off date for the October 16th pay date. All clean claims submitted prior to 4 p.m. on October 5th will be eligible for payment on October 16th. All claims submitted on October 5th that are not clean or require further action, will be eligible for payment on October 30th. There will be no fiscal year 2020 claims eligible for payment after that unless otherwise noted due to extenuating circumstance.

If you have exception requests that need to be entered and processed, please make sure we have copies. If you still need to submit requests, please do so ASAP and let us know what is outstanding so that we can document. All exception requests must be turned in to The Arc by October 12th.

If you are expecting an authorization to be put into place for a new client or new/additional service, please notify Megan Arnold or Lawrence Bizon immediately. A final confirmation of pending issues will be presented to you October 6th by The Arc staff.

Attached is the 2021 payment schedule. Please note that all claims must be entered prior to 4:00 p.m. on the due date in order to be eligible for the corresponding pay date.

Thank you for all you continue to do for our shared clients and community. We look forward to the new fiscal year together.

Monica Goerg

Lawrence Bizon

Megan Arnold