

Contract Start Date: \_\_\_\_\_

Price lock expiration date: One year from date of signing

Provider Name: \_\_\_\_\_

Group Practice Name (if applicable): \_\_\_\_\_

Contact Address: \_\_\_\_\_

Contact: Phone \_\_\_\_\_

### Billing Process

1. IntakeQ should be set up to bill bulk claims (see set up fees below).
2. ESBC will file all claims weekly.
3. ESBC will review ERA's for denials/deductibles and paid claims etc.
4. ESBC will add in allowed amounts into the Payor section of claims settings in PracticeQ.
5. ESBC will follow up on any denied claims and will resubmit up to 3 times.
6. ESBC will provide an aging report for all claims 30+ days old by the 10th of each month detailing any information obtained about the reasons for the denial including notes of outreach to insurance companies and their response.

### Provider Responsibilities:

1. Provider is responsible for ensuring that appointments are deleted or marked as missed/canceled by the end of each business day to ensure accurate claims.
2. Provider is responsible for ensuring patient information is accurate in the IntakeQ system.
3. Provider is responsible for ensuring the correct CPT codes are on their notes and that notes are signed by the agreed upon billing day each week.

### Billing Set Up Options:

Providers have the option to choose which set up option works best for them. Please choose which option you prefer below.

- ☐ 1. Providers will meet for a 30 minute no charge consultation to discuss what set up and automation needs to be completed in the system. Providers will be responsible for this set up prior to billing services starting.
- ☐ 2. Providers can choose to have Ember set up their system at a rate of \$150 per hour. Set up typically takes anywhere from 2-4 hours. Providers will be charged up front for this set up fee and provided with a refund if the full amount of time is not needed.

### Additional Services

\$50 per hour for the following services (and any additional tasks assigned that are mutually agreed upon in writing by both parties).

1. Filing appeals
2. Preauthorizations

3. Verifying patient benefits
4. Claims that are billed due to providers error (ie not removing a canceled appointment) and require ESBC to contact the insurance to have the claim reversed.
5. If provider wishes to continue disputing the claim with the insurance company after 3 attempts, each further attempt will be billed at the hourly rate in addition to the original percentage charge. This charge will be owed regardless of whether or not the claim is paid. The percentage charge will only be billed if the claim pays.
6. Reconciling patient invoices (contacting patients, processing refunds etc).

Additional Information:

1. ESBC charges 7% of the total insurance allowed amount regardless of how much the insurance pays. For example if the insurance allowable is \$100 and it goes 100% to deductible then ESBC will receive \$7. The 7% is calculated on the total insurance allowable (deductible, insurance payments and copays)
2. Price lock for 1 year.
3. Either party can terminate contract with 30 days notice.
4. Provider agrees to pay on any outstanding previously billed claims that are paid after termination by either party, regardless of how long they take to pay. This amount will be due by the termination date of the contract, regardless of whether or not the claims have been paid.
5. Provider agrees to pay % on all claims that are paid or applied to deductible.
6. ESBC will provide an invoice by the 5th of each month based on the previous months paid claims. Invoice will include documentation showing the claims paid that the provider is being billed for.
7. ESBC will make notes in the patient chart regarding billing follow up that is done.
8. Invoice payments are due to ESBC by the 15th of the month via Venmo, PayPal or credit card payment.
9. ESBC will not charge the provider for any claims that have not paid except when provider requests additional billing attempts be made.
10. ESBC will not refund or be responsible for any insurance clawbacks that occur in the future.
11. Provider is responsible for providing accurate provider and patient insurance information including diagnoses, billing codes, dates of birth, insurance ID number and any other information required for billing. ESBC is not responsible if information provided is incorrect.

I understand and agree to the above terms.

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Client Signature

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Date