Therapy Brands

TheraNest Lite	Billing Basics in TheraNest (Apex) Session Q & A	TheraNest Professional
For insurer Details, I've had the claims denied at the clearing house if I use a PO box.	You need to use your physical address for billing. Your payment address can be a PO Box	
I do not have any of these survey functions. What do I do if I need to enroll in a payer?	Please refer to this section of the knowledge base, that will walk you through locating the Apex enrollment options.	
If we are submitting claims for secondary insurances, how can we add the primary EOB with the claim	Please reference these knowledge base articles. Secondary Insurance Claim Rejections	
How do I know how much to charge for a co-payment?	The co-payment is going to be variable based on the client's insurance and plan. You'll either find that information on their insurance card or when you call their insurance to verify eligibility	
Is there any way to get a therapist's signature added on invoices/superbills? Not just the name but their signature.	Currently these are not features in TheraNest, but you can submit a feature request	
Is there a way to run a query for authorization end date? To see who have expired?		
Hello, when I do batch billing for the same clients weekly, is there a way the names can be saved instead of me entering them manually every time		
Any plans to allow for putting notes in Box 19 on a claim?		
It was mentioned that the insurance effective date is not required but recently I've noticed that it is now required. Correct?	This is for record keeping purposes. It will not affect information on the CMS 1500.	

How do I prevent errors when clients change their preferred name/gender in the client portal but it's not same information that on insurance policy/card.	The client would have to update that information with their insurance provider OR they will have to enter information that matches the insurance coverage. Unfortunately, there is no ability to prevent the error if they do not enter matching information. You can update this information manually in the client's profile to match their insurance details
What the average turn around for payment?	Most states require that claims determinations be made within 30-45 days. It can vary per state. I always recommend reaching out to the payer for this information if you have not received payment within this time frame.
Does ERA get processed automatically?	The setting for this feature is on the Organization > Claims Service > Settings tab. Please see the Knowledge Base article here
Will the organization's NPI number always be the billing provider? Some insurers require the rendering and billing provider.	We recommend you bill with the NPI that you are credentialed with. You can change the billing provider on the invoice. Please refer to the knowledge base article here for more details
How am I able to track authorization units in TheraNest?	TheraNest is working to include eligibility in upcoming quarters, which should help you to track the remaining authorized units per the client's insurance allotment. If you are asking for a different type of authorization, please reach out to support@theranest.com so we can more thoroughly answer.
Where does the diagnosis pull from? Alabama Medicaid requires EPSDT screen for mental health. How is that indicated in TheraNest? What screen and where is that information located?	The diagnosis will pull from the initial assessment tab inside the Client's case. Please refer to the intake process article here for additional information

What about the Alabama Medicaid EPSDT screen question? Box 24H on HCFA1500?	We currently have an item in user voice you can upvote here.
If I want to switch from Office Ally to Apex, where do I learn about the benefits of this and how to do so?	We recommend you reach out to our support team at Support@theranest.com and they will provide you more information on how to do this and benefits of doing so.
If I select post payment will it include coinsurance, deductibles and copays?	Yes, post payment will post the payment and adjustments. Please see the knowledge base article here for more details.
If I were to hire Apex, would you follow-up on delayed payments?	Apex is the clearinghouse, but if you are looking for assistance with follow up, that would actually be our revenue cycle management team. If you would like more details, you can reach out to support@theranest.com

If you have additional questions, please reach out to support@theranest.com