Claim Jumper

MONTANA DPHHS — Healthy People. Healthy Communities. — Department of Public Health & Human Services

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PERM Medical Review Process

Empower AI is the Federal contractor for the Payment Error Rate Measurement (PERM) Medical Record Reviews.

Empower AI will began contacting providers to collect CHIP and Medicaid records for claims that have been sampled for review. Providers must respond to Empower AI within the timeframe indicated in the record request letter, submit all requested documentation, and return the documentation with the claim-specific cover letter for each claim pulled for review. If no documentation or incomplete records are provided to Empower AI, the claim will be considered in error and the State will seek an overpayment recovery.

Provider participation during the PERM review is required under the Federal Improper Payments Elimination and Recovery Act (IPERA) of 2010.

Providers may visit the CMS provider webpage to become familiar with the entire PERM process. Providers should monitor *Claim Jumper newsletters* for future PERM updates.

Please contact Heather Smith, DPHHS Program Compliance Bureau, for any PERM questions at (406) 444-4171 or HeatherSmith@mt.gov.

Submitted by Heather Smith
PERM / MEQC / IPV Supervisor
DPHHS Office of the Inspector General

Provider Services Portal News
Adding a Program to Your Enrollment

For a newly enrolled provider who needs to add a program type (e.g., HMK/CHIP, Medicaid, DDP, Big Sky Waiver, SDMI) in the MPATH Provider Services Portal, start an Update Maintenance.

1. Select the radio button to the left of the most recent Enrolled Status. This must be an Active (not Denied) line of business.
2. On the **Practice Information tab**, scroll down to Specialties grid.
3. Under **Specialties**, click the **Add button**.
4. Select **Add Specialty**. Select the specialty.
5. Enter the applicable effective date. Click **Save**.
6. Under **State Program** or **Waiver Program**, click the **Add button**.
7. Choose the applicable program (e.g., Big Sky Waiver).
8. Choose the applicable Effective Date. Click **Save**.
9. Click **Save and Continue**. If no other information is required, all tiles on the left will display a green circle with a white checkmark.
10. Click the Physical Location tile to open.
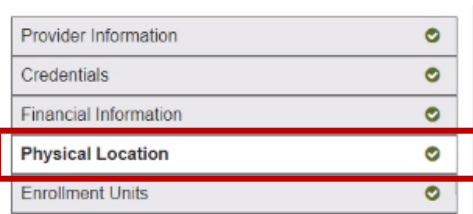
11. If the new program is being added to the current Location, click the pencil icon under Actions and navigate to the lower portion of the Address tab. **If it is not being added to the current Location**, click the Add button and add an address that is different from the current Location indicated.
12. To add the Program to this location, click the applicable taxonomy code and program.

13. Click **Save and Continue**.
14. The new Enrollment Unit is generated, and an Enrollment Units tile appears, displaying a red circle.
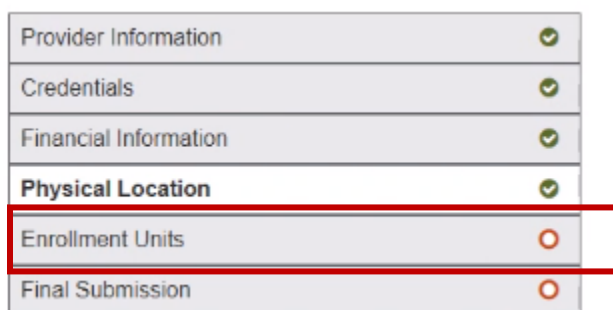
Provider Services Portal News
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15. Click on **Enrollment Units** to open.
16. Click the related **pencil icon** to complete the Enrollment Units that were created.

17. Navigate through the Enrollment Unit sections (Licensing, Certifications & Accreditations, Address, Communications, Managing Employees).
18. Enter applicable information and accept information as presented on screen.
19. Click **Save and Continue** so that all Enrollment Units have System Status of Complete.

20. Navigate to the **Final Submission** tile and click Submit. All tiles display green circle with white checkmark.

Submitted by Denise Juvik
MPATH Provider Services Project Manager
DPHHS

Recent Website Posts

Below is a list of recently published Montana Healthcare Programs information and updates available on the [Provider Information Website](#).

PROVIDER NOTICES		
Date Posted	Provider Types	Provider Notice Title
10/25/2022	Schools	2022 FMAP Changes to the School-Based Services Fee Schedule
10/27/2022	CAH and Outpatient Hospitals	Updated ICD-10 Obstetric Observation Diagnosis Codes
11/01/2022	Nursing Facility	Nursing Facility Continued Stay Reviews Resume August 1, 2022
11/09/2022	CAH, FQHC, Inpatient Hospital, Mid-Level Practitioner, Outpatient Hospital, Pharmacy, Physician, and RHC	Prior Authorization Criteria for Synagis®
11/15/2022	Pharmacies	Pharmacy Provider License Renewal Reminder

FEE SCHEDULES October 2022
October 2022 ASC Fee Schedule
October 2022 APR-DRG
October 2022 APC Fee Schedule
October 2022 OPPS Fee Schedule
October 2022 School-Based Services Cover Sheet

ADDITIONAL DOCUMENTS POSTED

- September 2022 DURB Meeting Minutes
- October 2022 Passport Training Presentation
- November 2022 DURB Meeting Agenda
- January 2022 ABA Services Launch Training Presentation
- March 2022 ABA Services Family Training Presentation
- ABA Qualitrac Authorized Official Training Presentation
- November 2022 IHS Tribal Training Agenda
- November 2022 IHS Medicaid Refresher Training Presentation

Top 15 Claim Denials

Claim Denial Reason	October 2022	September 2022
MISSING/INVALID INFORMATION	1	1
EXACT DUPLICATE	2	3
PA MISSING OR INVALID	3	2
RATE TIMES DAYS NOT = CHARGE	4	4
RECIPIENT COVERED BY PART B	5	5
PROVIDER TYPE/PROCEDURE MISMATCH	6	8
PROC. CODE NOT COVERED	7	6
RECIPIENT NOT ELIGIBLE DOS	8	7
CLAIM INDICATES TPL	9	9
PROC. CODE NOT ALLOWED	10	11
DEPRIVATION CODE RESTRICTED	11	12
SUBMIT BILL TO OTHER PROCESSOR OR PRIMARY PAYER	12	13
REVENUE CONTROL CODE NOT COVERED	13	22
RENDERING NOT REQUIRED	14	14
RECIPIENT NUMBER NOT ON FILE	15	20

Thank you
for the care and support of Montana Healthcare
Programs members that you provide.
Your work is appreciated!