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SURS Revelations Written Therapy Orders

In the wonderful world of therapy, a referral is the golden ticket for services. Some therapy services are crucial to a patient's immediate recovery and can be provided after receiving a simple verbal order from the patient's physician or mid-level practitioner. However, it is the therapist's responsibility that the verbal order is followed up with a signed and dated **written** order no later than 30 days after receiving the verbal order.

Referrals are another excellent tool for providers to thoroughly communicate about the state, needs, and goals of their shared patient. Patient needs are ever changing, and a written order provided for therapy services is only valid for 180 days. A new written order must be obtained for the continuation of care once these 180 days are up.

The [Administrative Rule of Montana \(ARM\) 37.86.606](#) states that not only must the provider maintain the referral or order, but also maintain appropriate documentation that demonstrates compliance with Medicaid requirements. The *Physical Therapy, Occupational Therapy, and Speech Therapy Services Manual* outlines the requirements for required therapy documentation submitted to Montana Medicaid including the signed and dated order from the member's physician or mid-level practitioner; the member's name on each page of documentation; diagnosis, duration and time, course of treatment, and expected outcomes. In addition, documentation must be complete and illustrative of what the therapist has provided each time a member is seen and must support the procedures that are billed to Montana Healthcare Programs. For further information, refer to the manual on any of the [therapy provider type pages \(Physical, Occupational, Speech Therapist\)](#) after accepting the end user agreement.

Laurie Nelson, Therapies Program Officer, conducted an online provider training for Therapy Services in March 2022. The PDF version can be found on the [Training page](#) of the Provider Information website. While it may seem burdensome to obtain the written order, it is a tool to transmit key information about the care the patient needs. Remember, a written order is the golden ticket to great care!

*Submitted by Callan Brick
Program Integrity Compliance Specialist
Office of the Inspector General*

Provider Services Portal News

Provider Services Portal Versus Fax and Mail

Historically, providers have only been able to send file update requests and documentation to Montana Healthcare Programs via mail or fax. The new Provider Services Portal eliminates the need for these outdated processes.

The Provider Services Portal is a great tool that enables providers to control the information on their file. Providers are able to submit updates to their provider file, upload the documentation, and track the progress of their update request online. This feature of the Provider Services Portal speeds up the processing time of provider file update requests.

Additional information on updating provider files can be found in the Provider File Updates tab on the [Provider Enrollment page](#) of the Provider Information Website.

With the Provider Services Portal, Montana Healthcare Programs is updating to paperless and moving away from faxed and mailed file update requests. Please help us reach our goal by registering for the Provider Services Portal. Thank you for all you do for our Montana Healthcare Programs members.

Important DEA/DEAX Information

Providers who prescribe medications are required to include their DEA/DEAX license information with their enrollment information.

When completing an enrollment application or update for a provider with prescribing privileges in the MPATH Provider Services Portal, note that the DEA/DEAX questions are presented in a single line question format versus the standard grid format used for other licensure types in the portal.

DEA/DEAX Licensure questions are presented on the Credentials Menu option on the Licensing, Certifications & Accreditations tab. Each question requires a Yes/No response. Prescribing providers enrolling with Montana Healthcare Programs should answer Yes to all applicable questions on this tab.

Licensing, Certifications & Accreditations

Licensing, Certifications & Accreditations

Please complete all of the required information when entering licensing, certification, and accreditation information if applicable. To add a license, certification or accreditation, select the "Add" button and the corresponding pop-up screen will display. Enter in the license, certification, or accreditation number, effective and terminate dates, and indicate the name of the issuing party identifier. Use the top ? to access User Documentation to help navigate each section of the Provider Enrollment application. The 'Help' symbol is also available for additional help or the (i) for hover field level help.

Hospital Privileges:

Does this provider have hospital privileges? *

Yes No

Questions:

1) Do you prescribe Methadone & Buprenorphine? *

Yes No

2) Do you Prescribe Buprenorphine Only? *

Yes No

3) Do you Prescribe Methadone Only? *

Yes No

DEAX LICENSE # (format: AA9999999) * Other (Mail or Fax) Type: Select One Effective Date: MM/DD/YYYY

Expiration Date: MM/DD/YYYY

4) Do you have a DEA License? *

Yes No

DEA LICENSE # (format: AA9999999) * Other (Mail or Fax) Type: Select One Effective Date: MM/DD/YYYY

Expiration Date: MM/DD/YYYY

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Montana Medicaid Providers and Third-Party Liability

Part 2 of 4: Full and Final Versus Adjustments to Pursue TPL

The TPL article in the June 2022 issue of the Claim Jumper, stated that Part 2: Establishing Provider Lien and Billing Medicaid for Tort Recovery Purposes would be in the July edition. The series order changed to provide information in a more comprehensible sequence.

This article covers accepting Montana Medicaid payments as full and final and whether or not a provider, or third-party vendor can return Medicaid payments when a potential or known liable third party is discovered after Medicaid has paid.

Providers are required by federal law and Administrative Rules of Montana ([ARM 37.85.407](#)), to bill liable third parties before Medicaid for all medical services provided to an eligible Medicaid recipient. Providers must not seek any payment in addition to or in lieu of the amount paid by the Montana Medicaid program.

TPL is frequently asked if providers or their third-party vendors can refund Medicaid and pursue payment from the liable third party. [ARM 37.85.406 \(11\)](#) states that Medicaid providers agree to accept, as payment in full, the amount paid by Medicaid for services or items provided to an eligible Medicaid recipient. Simply stated, providers accept Medicaid's payment as full settlement of the claim. Therefore, providers are prohibited from refunding Medicaid's payment in order to bill any other source for the same claim. Providers must bill any liable third parties for all other claims that have not already been submitted to Medicaid.

Medicaid has a few exceptions to the full and final rule when there is a need for Medicaid to cost-avoid a claim. For example, Workers Compensation rules and statutes can prevent Medicaid's recovery of funds paid for medical services provided to a Medicaid recipient. For this reason, Medicaid will invoke the exception and contact the provider to request a return of Medicaid's payment and have the provider bill the liable third-party.

For questions related to this article or to notify the Department, please email hhstraumaprogram@mt.gov or call the TPL Program at (406) 444-9440 and select option 4.

*Submitted by Olivia Roussan and Sara Sparks
TPL Recovery
DPHHS*

***Coming in the August issue of the Claim Jumper,
Montana Medicaid Providers and Third-Party Liability Part 3***

Provider Services Portal News

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A missing DEA/DEAX License can result in a longer enrollment process time. If you inadvertently answered No to the questions for DEA/DEAX Licensure, and have already submitted your application, you can upload the DEA/DEAX License to the Portal using the Document Upload feature on the Portal using the Additional Documents Menu option. [See the June 2022 Claim Jumper article titled Uploading Supplemental Documentation in the MPATH Provider Services Portal for further instructions on uploading documents to the MPATH Provider Services Portal.](#)

*Submitted by Denise Juvik
MPATH Provider Services Project Manager
DPHHS*

Top 15 Claim Denials

| Claim Denial Reason | May 2022 | April 2022 |
|-------------------------------------|----------|------------|
| MISSING/INVALID INFORMATION | 1 | 1 |
| PROC. CODE NOT COVERED | 2 | 5 |
| EXACT DUPLICATE | 3 | 3 |
| PA MISSING OR INVALID | 4 | 2 |
| RATE TIMES DAYS NOT = CHARGE | 5 | 4 |
| PROC. CODE NOT ALLOWED | 6 | 7 |
| PROVIDER TYPE/PROCEDURE MISMATCH | 7 | 8 |
| RECIPIENT COVERED BY PART B | 8 | 6 |
| REVENUE CODE NOT COVERED | 9 | 11 |
| PROCEDURE/AGE MISMATCH | 10 | 14 |
| DEPRIVATION CODE RESTRICTED | 11 | 13 |
| CLAIM DATE PAST TIMELY FILING LIMIT | 12 | 17 |
| RECIPIENT NOT ELIGIBLE DOS | 13 | 9 |
| REV CODE INVALID FOR PROVIDER TYPE | 14 | 18 |
| CLAIM INDICATES TPL | 15 | 10 |

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 |
| 05/27/2022 | Chemical Dependency, Mental Health Center, and Psychiatrist | Resumption of Prior Authorizations and Continued Stay Reviews |
| 05/27/2022 | Pharmacy | Albuterol HFA Inhalers – Preferred Drug List Enforcement |
| 05/31/2022 | Pharmacy | 2022 Average Acquisition Cost (AAC) Survey |
| 06/01/2022 | Mental Health Center and PRTF | Children’s Mental Health Bureau Service Information – Targeted Case Management Initial Clinical Assessment Concurrent with Psychiatric Residential Treatment Facility Enrollment |
| 06/03/2022 | Inpatient Hospital | Out-of-State Inpatient Admissions Prior Authorizations REISSUED |
| 06/03/2022 | ASC, FQHC, Inpatient Hospital, Mid-Level Practitioner, Outpatient Hospital, Physician, and RHC | Circumcision Prior Authorization Changes REISSUED |
| 06/03/2022 | Inpatient Hospital, Outpatient Hospital, and Physician | Unlisted Billing Codes Reminder REISSUED |
| 06/03/2022 | Inpatient Hospital | Condition Code – LARC Immediately After Delivery REISSUED |
| 06/03/2022 | Ambulance, DME, Home Health Agency, Inpatient Hospital, Mid-Level Practitioner, Outpatient Hospital, Physician, and Private Duty Nursing | New Early and Periodic Screening, Diagnostic and Treatment (EPSDT) Review and Approval Process Through Qualitrac Portal |
| 06/15/2022 | Nursing Facilities | Medicaid Medical Transportation Services for Nursing Facilities |
| 06/17/2022 | ASC, CAH, Family Planning Clinic, FQHC, Hospital Inpatient, Hospital Outpatient, IHS, Mid-Level, Pharmacy, Physician, Public Health Clinic, and RHC Providers | Plan First Updated Code List Descriptions |

FEE SCHEDULES

January 2022

January 2022 DME Fee Schedule Revised

July 2022

Proposed July 2022 Dialysis Clinic Fee Schedule

Proposed July 2022 DDP Fee Schedule

ADDITIONAL DOCUMENTS POSTED

- IHS Pharmacy Training Presentation
- Preferred Drug List Updated
- May 2022 PDL Meeting Minutes
- June 2022 SURS Training Presentation

Who Ya Gonna Email?

Knowing the right Montana Healthcare Programs Support Services email address to send a request may affect how quickly your request is addressed. Below are Support Services email addresses and a description of the types of questions to send.

Provider Relations Helpdesk MTPRHelpdesk@conduent.com

For general questions regarding:

- Address change
- EDI information and research requests
- Provider Services Portal
- Remit copy requests

Provider Enrollment MTEnrollment@conduent.com

For questions regarding:

- Status of a provider enrollment
- How to make a change to an enrollment
- What information to put in a field on an enrollment record

Third Party Liability MTTPL@conduent.com.

For questions regarding:

- Medicaid Member third-party insurance updates
- Claims information (Include dates of service and, if known, the claim number (ICN))
- Payment sent to Medicaid (Include check number and amount)

Using an encrypted or secure option of communication is not allowed for these email addresses. Any encrypted or secured emails will be rejected.

*Submitted by Jenne Caudle
MPATH Project Manager
DPHHS*

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

Key Contacts

Montana Healthcare Programs

Provider Relations

General Email:
MTPRHelpdesk@conduent.com

P.O. Box 4936
Helena, MT 59604
(800) 624-3958 In/Out of state
(406) 442-1837 Helena
(406) 442-4402 or (888) 772-2341
Fax

Provider Enrollment

Enrollment Email:
MTEnrollment@conduent.com
P. O. Box 89
Great Falls, MT 59403

Conduent EDI Solutions

<https://edisolutionsmmis.portal.conduent.com/gcro/>

Third Party Liability

Email: MTTPL@conduent.com
P.O. Box 5838
Helena, MT 59604
(800) 624-3958 In/Out of state
(406) 443-1365 Helena
(406) 442-0357 Fax

Claims Processing

P.O. Box 8000
Helena, MT 59604

EFT and ERA

Attach completed form online to your updated enrollment or mail completed form to Provider Services.

P.O. Box 89
Great Falls, MT 59403

Verify Member Eligibility

FaxBack (800) 714-0075
Voice Response (800) 714-0060

Pharmacy POS Help Desk

(800) 365-4944

Passport

(406) 457-9542

PERM Contact Information

Email: HeatherSmith@mt.gov
(406) 444-4171

Prior Authorization

OOS Acute & Behavioral Health Hospital, Transplant, Rehab, PDN, DMEPOS/Medical, & Behavioral Health Reviews
(406) 443-0320 (Helena) or
(800) 219-7035 (Toll-Free)