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SURS Revelations Provider Self Audits

Many Medicaid Providers are unaware they can complete their own audits/reviews. As a provider, business owner, or both, reviewing billing processes for compliance with state and federal regulations is a healthy assessment for the business. If during this assessment an inadvertent billing mistake or error is found, there are two possible ways to make a claim correction:

1. If the error/mistake is for a limited number of records and discovered within the timely filing year, an adjustment form can be submitted. The Individual Adjustment Request form is on the [Forms page](#) of the Provider Information Website in section Forms G-L. Submitting this form will correct the claim and ensure the correct amount was paid to the provider. If the claim should not have been billed at all, an adjustment can be done to refund the money to Montana Medicaid.
2. If the error/mistake is found on a much larger scale, a Self-Audit may be used. This can help reduce the burden on the provider of having to fill out a lot of adjustment request forms and getting all the necessary paperwork. The Self-Audit would also be required if the error/mistake is outside the timely filing time frame. Self-Audit information can be found on the Montana Medicaid Provider website.

Self-Audit information is on the Montana Healthcare Programs Provider Information website. Select the [Resources by Provider Type](#) option in the menu on the left. After reading and accepting the ender user agreement, the SURS Provider Self-Audit Protocol is on each provider type page in the Other Resources section.

These guidelines will help correct the billing/payment issue and ensure the correct amounts were reimbursed for the specific codes. If you have any questions regarding this process, please feel free to contact the SURS Supervisor, Jennifer Tucker, at (406) 444-4586 or jtucker2@mt.gov.

*Submitted by Jennifer Tucker, CPC
Surveillance Utilization Review Section Supervisor
DPHHS/Office of the Inspector General*

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
11/29/2022	Dentist, Denturist, and Oral Surgeon	Dental Services Rendered to Children Billed on the CMS-1500
12/06/2022	Nursing Facility	Changes for Billing COVID-19 Tests
12/12/2022	Nursing Facility	CMS-1500 Claims Processing for Nursing Facility Providers
FEE SCHEDULES		
January 2022		
January 2022 DME Fee Schedule REVISED		
July 2022		
July 2022 DME Fee Schedule REVISED		
October 2022		
October 2022 APC Fee Schedule REVISED		
October 2022 OPPS Fee Schedule REVISED		
January 2023		
Proposed January 2023 Adult Mental Health Fee Schedule		
Proposed January 2023 Ambulance Fee Schedule		
Proposed January 2023 Audiology Fee Schedule		
Proposed January 2023 Dental Fee Schedule		
Proposed January 2023 Direct Entry Midwife Fee Schedule		
Proposed January 2023 DME Fee Schedule		
Proposed January 2023 Hearing Aid Fee Schedule		
Proposed January 2023 IDTF Fee Schedule		
Proposed January 2023 Laboratory Services Fee Schedule		
Proposed January 2023 Mid-Level Practitioner Fee Schedule		
Proposed January 2023 Mobile Imaging Fee Schedule		
Proposed January 2023 Non-Medicaid Mental Health Crisis Services Fee Schedule		
Proposed January 2023 Occupational Therapy Fee Schedule		
Proposed January 2023 Optician Fee Schedule		
Proposed January 2023 Optometric Fee Schedule		
Proposed January 2023 Physical Therapy Fee Schedule		
Proposed January 2023 Physician Fee Schedule		
Proposed January 2023 Podiatry Fee Schedule		
Proposed January 2023 Psychiatrist Fee Schedule		
Proposed January 2023 Speech Therapy Fee Schedule		
Proposed January 2023 SUD Medicaid Fee Schedule		
Proposed January 2023 SUD Non-Medicaid Fee Schedule		
Proposed January 2023 Youth Mental Health Fee Schedule		
ADDITIONAL DOCUMENTS POSTED		
<ul style="list-style-type: none"> • November 2022 SURS Training Presentation • November 2022 DURB Meeting Minutes 		

Top 15 Claim Denials

Claim Denial Reason	November 2022	October 2022
MISSING/INVALID INFORMATION	1	1
PA MISSING OR INVALID	2	3
RATE TIMES DAYS NOT = CHARGE	3	4
EXACT DUPLICATE	4	2
RECIPIENT COVERED BY PART B	5	5
PROC. CODE NOT COVERED	6	7
PROVIDER TYPE/PROCEDURE MISMATCH	7	6
RECIPIENT NOT ELIGIBLE DOS	8	8
PROC. CODE NOT ALLOWED	9	10
CLAIM INDICATES TPL	10	9
DEPRIVATION CODE RESTRICTED	11	11
SUBMIT BILL TO OTHER PROCESSOR OR PRIMARY PAYER	12	12
PROCEDURE/AGE MISMATCH	13	18
REVENUE CONTROL CODE NOT COVERED	14	13
INVALID CLIA CERTIFICATION	15	16

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)