

# Claim Jumper

Montana Healthcare Programs Claim Jumper

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## In This Issue

HMK Application

Recent Website  
Posts

SURS Revelations

Residential  
Habilitation  
Assisted Living  
Requirements

Top 15 Denial  
Reasons

## Upcoming Training

SURS  
May 18, 2023

TPL Part 1  
June 15, 2023

TPL Part 2  
July 20, 2023


**Register Now**

## Healthy Montana Kids Application

### Discontinue Use of Healthy Montana Kids Application

The Department has seen an influx of old Healthy Montana Kids applications.

An example of the **old** application is below. **This application form is no longer a valid way to apply for assistance or health coverage.**



**HEALTHY MONTANA Kids**

**Healthy Montana Kids Plan Application**

Healthy Montana Kids Plan  
Montana Department of Public Health and Human Services  
PO Box 202951, Helena, MT 59620-2951  
E-mail: [hmk@mt.gov](mailto:hmk@mt.gov) • Website: [www.hmk.mt.gov](http://www.hmk.mt.gov)  
1-877-543-7669 • FAX: 1-877-418-4533

This application is used only for children's health coverage through the Healthy Montana Kids (HMK) Plan.

**APPLICATION INSTRUCTIONS**

Please complete the entire application in black or blue ink. Please print your answers. If you need assistance completing this application, call the HMK helpline at 1-877-543-7669 or contact your county Office of Public Assistance. If more space is needed to complete your answers, attach an additional sheet with appropriate information. A person in your home or an authorized representative who knows the financial situation of all the people in your home should complete the application. This person is responsible for all answers provided.

The person listed first on the application is considered the applicant and will receive all correspondence for this household, unless otherwise requested.

Your application will be processed within 45 days from the date of application.

Send completed application to:

Healthy Montana Kids Plan  
Montana Department of Public Health and Human Services  
PO Box 202951  
Helena, MT 59620-2951

OR

Any county Office of Public Assistance

**Providers**, dispose of the old application forms, either electronic or hard copy. Direct people interested in applying for HMK services to use one of the following methods:

- Online**  
<https://apply.mt.gov/>
- Calling**  
(888) 706-1535
- Email for a current PDF application form**  
[hhssspapplicationcustomersupport@mt.gov](mailto:hhssspapplicationcustomersupport@mt.gov)  
Fax forms to (877) 418-4533

Mail forms to:  
Human and Community Services  
P.O. Box 202925  
Helena, MT 59620

- In person at an Office of Public Assistance Field Office**  
For a list, visit [Office of Public Assistance \(mt.gov\)](http://Office of Public Assistance (mt.gov))

Submitted by Krista Pratt  
HMK Program Officer  
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
04/10/2023	All Providers	Resumption of Face-to-Face Requirements for Selected Programs REVISED
04/19/2023	Chemical Dependency	Clarification for Substance Use Disorder Intensive Outpatient Providers
04/28/2023	Mental Health Center	Montana Assertive Community Treatment (MACT) and Substance Use Disorder (SUD) Services
05/01/2023	CAH, Family Planning Clinic, Hospital Inpatient, Hospital Outpatient, IHS, Mid-Level, Physician	Medicaid Coverage of Abortion Services and Related Forms and Instructions
05/01/2023	Durable Medical Equipment, IHS/Tribal 638, Physician, Mid-Level	Non-Adjunctive (Therapeutic) and Adjunctive (Non-Therapeutic) Continuous Glucose Monitors (CGMs) Policy Revision
05/03/2023	CAH, Hospital Outpatient, IHS, Mid-Level, Pharmacy, Physician	Makena PV Makena (hydroxyprogesterone caproate injection) Coverage
05/03/2023	Pharmacy, IHS	End of PHE Pharmacy Signature Requirements
05/05/2023	CAH, Family Planning Clinic, Hospital Inpatient, Hospital Outpatient, IHS, Mid-Level, Physician	Medicaid Coverage of Abortion Services and Related Forms and Instructions REVISED
05/08/2023	CAH, FQHC, Hospital Outpatient, IHS, Mid-Level, Nutritionist/Dietician, Physician, Public Health Clinic, RHC	Diabetes Prevention Program (DPP) Information REVISED

### FEE SCHEDULES

May 2023 Youth Mental Health Fee Schedule (REVISED)  
April 2023 ASC Fee Schedule

### ADDITIONAL DOCUMENTS POSTED

- May 2023 Claim Jumper Newsletter
- May 2023 DUR Meeting Agenda
- Passport to Health Manual
- Preferred Drug List
- Durable Medical Equipment, Prosthetics, Orthotics, and Medical Supplies (DMEPOS) Manual

# SURS Revelations

## The Risks of Upcoding and Overbilling

The practice of upcoding costs government and private payers billions of dollars a year resulting in an increase in the cost of healthcare. Upcoding and overbilling places providers at a high risk for reviews that may lead to an investigation for fraud. The U.S. Office of Inspector General (OIG) defines fraud as, “The wrongful or criminal deception intended to result in financial or personal gain. Fraud includes false representation of fact, making false statements, or by concealment of information.”

The U.S. Health and Human Services (HHS) OIG lists a few of the common examples of upcoding and overbilling:

- Billing for services that are not rendered or deemed medically unnecessary
- Coding for a higher service than what was provided
- Unbundling services that are already included in a global fee
- Inappropriate use of modifiers

Providers should be documenting **ALL** services and providing enough information to ensure claims are being billed appropriately and support the level of care provided. While oversights can occur, it is imperative providers and billers stay up to date in coding guidelines and policies.

The following links are good educational resources.

- [CMS Regulations and Guidance, Medicare Program Integrity Manual](#)
- [Medicaid Program Integrity Education, Medicaid Documentation for Medical Professionals](#)
- [General Information for Providers Manual, Provider Requirements Chapter](#)
- [OIG A Roadmap for New Physicians: Avoiding Medicare and Medicaid Fraud and Abuse](#)
- [U.S. HHS OIG I. Physician Relationships with Payers](#)
- [ARM 37.85.414 Maintenance of Records and Auditing](#)

*Submitted by Rachel Savage  
Program Integrity Compliance Specialist  
Office of Inspector General*

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

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# Provider Requirements for Residential Habilitation Assisted Living Providers

The Severe Disabling Mental Illness (SDMI) Program reminds residential habilitation assisted living providers of the provider requirement regarding residential agreements.

Providers should refer to [Severe Disabling Mental Illness Home and Community Based Services Manual Policy 376 Residential Habilitation-Assisted Living \(mt.gov\)](#).

Residential habilitation assisted living providers are required to have a signed residential agreement for all members in the residential setting. Providers are also required to provide case management teams with a copy of the signed residential agreement.

It has been reported case management teams are not receiving members' residential agreements as requested from providers.

Please ensure you review all provider requirements as listed for residential habilitation providers in the [SDMI HCBS Waiver Manual \(mt.gov\)](#).

*Submitted by Cindy Shay  
SDMI Waiver Program Policy Manager  
Behavioral Health and Developmental Disabilities (BHDD) Division*

## Top 15 Claim Denials

Claim Denial Reason	April 2023	March 2023
MISSING/INVALID INFORMATION	1	1
PA MISSING OR INVALID	2	2
EXACT DUPLICATE	3	3
RATE TIMES DAYS NOT = CHARGE	4	4
RECIPIENT COVERED BY PART B	5	5
INVALID CLIA CERTIFICATION	6	6
CLAIM INDICATES TPL	7	8
RECIPIENT NOT ELIGIBLE DOS	8	10
PROVIDER TYPE/PROCEDURE MISMATCH	9	9
PROVIDER ENROLLMENT TERMINATED	10	16
DEPRIVATION CODE RESTRICTED	11	15
SUBMIT BILL TO OTHER PROCESSOR OR PRIMARY PAYER	12	12
REVENUE CONTROL CODE NOT COVERED	13	14
SUSPECT DUPLICATE	14	13
REV CODE INVALID FOR PROV TYPE	15	17

## 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:  
MTErollment@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)