



# Claim Jumper

Montana Healthcare Programs Claim Jumper

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**Register Now**

## Personal Care Services Part 3 of 4

### Preventing Medicaid Improper Payments for Personal Care Services – Understanding Documentation, Eligibility, and Supervision

In Part 3 of our series on ensuring proper payments for Medicaid Personal Care Services, we delve into critical aspects contributing to improper payments and potential fraud, waste, and abuse. Understanding documentation requirements, eligibility criteria, supervision standards, and fraudulent practices is essential for personal care service providers to maintain compliance and integrity in service delivery.

#### Documentation Requirements

Medicaid personal care service providers must maintain accurate records to ensure compliance with federal and state regulations. Documentation should include the identity of the member, the personal care attendant (PCA), dates, tasks, and hours of service provided. Failure to maintain proper documentation can lead to reimbursement denials and trigger audits or investigations.

#### Eligibility for Reimbursement and Electronic Visit Verification

Personal care service providers must adhere to state Medicaid plans or approved waiver programs when submitting claims for reimbursement.

Services rendered must align with the scope of coverage outlined in the state's Medicaid plan or waivers, and they must also comply with electronic visit verification (EVV) requirements where applicable. EVV is a system that electronically verifies the occurrence of personal care services by capturing data such as the date, time, and location of the service, as well as the individual providing the service.

Billing for services not eligible for reimbursement, such as those provided to ineligible members or undocumented in the member's plan of care, constitutes improper billing and may result in overpayments and penalties.

Compliance with EVV helps ensure accurate billing and accountability in the provision of personal care services, reducing the risk of improper payments and ensuring the integrity of the Medicaid program. More information about EVV is available on the [DPHHS EVV webpage](#).

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**Supervision Standards**

Montana has established supervision requirements for personal care services, dictating who is responsible for supervising PCAs, the frequency of supervision, and the methods employed

Approved supervising entities may include nurses, agency staff, case managers, or even the member (typically participating in a self-directed program) in some cases. Compliance with these regulations is crucial to ensure the legitimacy of services provided and billed. Failure to meet supervision requirements may render payments for services repayable.

**Fraud, Waste, and Abuse**

Improper payments in Medicaid personal care services often stem from fraudulent activities, including billing for undocumented, ineligible, or unauthorized services. Examples of fraudulent behavior include employing unqualified individuals, delivering services to ineligible recipients, providing services under forged credentials, submitting false claims, and concealing exclusion from federal healthcare programs. Personal care service providers must remain vigilant against fraudulent practices and prioritize the delivery of necessary and authorized services to members.

**Conclusion**

Part 3 highlights the importance of adherence to documentation, eligibility criteria, supervision standards, and vigilance against fraudulent practices in Medicaid personal care services.

[Preventing Medicaid Improper Payments for Personal Care Services](#) was used as a resource for developing this article.

*In Part 4, we will explore strategies and best practices for preventing improper payments and maintaining compliance in personal care services delivery. Stay tuned as we continue our journey toward ensuring quality care and integrity in Medicaid personal care service provision.*

Submitted by Michelle Christensen  
CFC/PAS/MFP Section Supervisor  
Community Services Bureau  
Senior and Long-Term Care  
DPHHS

## SURS Revelations

### Remember the Order/Referral

Montana Medicaid requires orders/referrals for some services. Physical therapy, occupational therapy, speech therapy, labs, radiology (x-ray), durable medical equipment, and audiology are all examples of services that require an order/referral from the ordering/referring provider. Check state and federal guidelines, rules, and regulations to see if orders/referrals are required.

The order/referral must be maintained in the member's medical record. An order/referral should include key information to ensure the appropriate services are provided and submitted for reimbursement. The required information includes but is not limited to member name, member ID and date of birth, requested service(s) or item(s), reason for service(s) or item(s), the ordering/referring provider's name and signature with the date, and duration if applicable.

**Note:** All order/referring documents must be signed and dated [Administrative Rules of Montana \(ARM\) 37.85.414](#).

In addition, check the state and federal guidelines, rules and regulations for the applicable timeframe an order/referral is valid. Court orders do not suffice as an order/referral for services. Montana Medicaid will only reimburse services ordered by medical providers within the scope of practice applicable to the services requested.

For additional information you can refer to the provider manuals on the [Provider Information website](#), ARMs and your program officer.

Some additional state sites:

- [ARM 37.86.606 Therapy Services, Service Requirements, and Restrictions](#)
- [ARM 37.86.702 Audiology Services, Service Requirements, and Restrictions](#)
- [ARM 37.86.1802 Prosthetic Devices, Durable Medical Equipment, and Medical Supplies, General Requirements](#)
- [ARM 37.86.3205 Nonhospital Laboratory and Radiology \(X-Ray\) Services, Reimbursement](#)

Program Officers:

- Physical Therapy, Occupational Therapy, Speech Therapy: Laurie Nelson, (406) 444-4066
- Audiology and Durable Medical Equipment: Maggie Irby, (406) 444-4518
- Laboratory and Imaging (x-ray): Stephanie King, (406) 444-3995

Remember: **"If it isn't documented the service can't be substantiated!"**

*Submitted by Jaymie Larsen  
Program Integrity Compliance Specialist  
Program Compliance Bureau  
Office of the Inspector General  
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
07/01/2024	Pharmacy	2024 Annual Pharmacy Dispensing Fee Survey
07/17/2024	Physical Therapy, Speech Therapy, Occupational Therapy	Concurrent Therapy Services Not Covered
07/19/2024	Psychiatric Residential Treatment Facility, Therapeutic Group Home Providers	New Personal Representatives Option in the Qualitrac Portal
07/22/2024	Federally Qualified Health Center, Rural Health Clinic, Urban Indian Organization	Qualifying Visits for Prospective Payment System Reimbursement
07/26/2024	Federally Qualified Health Centers, Rural Health Clinics, Urban Indian Organizations	Peer Support Services for Dual Eligible Members
07/29/2024	Big Sky Waiver, Chemical Dependency (Substance Use Disorder), Durable Medical Equipment, Home Health, Hospital Inpatient, Hospital Outpatient, Mental Health Center, Mid-Level Practitioner, Nursing Facility, Personal Assistance/Community First Choice, Physician, Psychiatric Residential Treatment Facility, Severe Disabling Mental Illness Waiver, Therapeutic Group Home	Prior Authorization Requirements When a Member Has Third Party Liability
ADDITIONAL DOCUMENTS POSTED		
<ul style="list-style-type: none"> <li>July 2024 Plan First Code List Descriptions</li> <li>July 2024 APR DRG Frequently Asked Questions</li> <li>Updated July 2024 Sterilization Form</li> <li>May 2024 PDL Meeting Minutes</li> <li>July 2024 PDL</li> <li>July 2024 IHS Agenda</li> </ul>		

## FEE SCHEDULES

<ul style="list-style-type: none"> <li>• May 2024 Eyeglasses Fee Schedule</li> <li>• April 2024 Ambulatory Surgical Center Services Fee Schedule</li> <li>• January 2024 Ambulance Fee Schedule</li> <li>• January 2024 Audiology Services Fee Schedule</li> <li>• January 2024 Direct Entry Midwife Services Fee Schedule</li> <li>• January 2024 DME Fee Schedule</li> <li>• January 2024 Hearing Aid Services Fee Schedule</li> <li>• January 2024 IDTF Services Fee Schedule</li> <li>• January 2024 Lab Services Fee Schedule</li> <li>• January 2024 Mid-Level Services Fee Schedule</li> <li>• January 2024 Mobile Imaging Services Fee Schedule</li> <li>• January 2024 Occupational Therapy Services Fee Schedule</li> <li>• January 2024 Optometric Fee Schedule</li> <li>• January 2024 Physical Therapy Services Fee Schedule</li> <li>• January 2024 Physician Services Fee Schedule</li> <li>• January 2024 Psychiatrist Services Fee Schedule</li> <li>• January 2024 Speech Therapy Services Fee Schedule</li> <li>• July 2024 ABA Services Fee Schedule</li> <li>• July 2024 Adult Mental Health Fee Schedule</li> <li>• July 2024 Ambulance Services Fee Schedule</li> <li>• July 2024 Ambulatory Surgical Center Fee Schedule</li> <li>• July 2024 APC Services Fee Schedule</li> <li>• July 2024 APR DRG Calculator</li> <li>• July 2024 Audiology Services Fee Schedule</li> <li>• July 2024 Big Sky Waiver Fee Schedule</li> <li>• July 2024 OPPS Services Fee Schedule</li> <li>• July 2024 Children's Chiropractic Services Fee Schedule</li> <li>• July 2024 Community First Choice Fee Schedule</li> <li>• July 2024 DDP Rates</li> <li>• July 2024 Dental Hygienist Services Fee Schedule</li> <li>• July 2024 Dental Services Fee Schedule</li> <li>• July 2024 Denturist Services Fee Schedule</li> <li>• July 2024 Dialysis Clinic Fee Schedule</li> <li>• July 2024 Direct Entry Midwife Services Fee Schedule</li> <li>• July 2024 DME Services Fee Schedule</li> <li>• July 2024 Hearing Aid Services Fee Schedule</li> <li>• July 2024 Home Health Fee Schedule</li> <li>• July 2024 Home Infusion Services Fee Schedule</li> </ul>	<ul style="list-style-type: none"> <li>• July 2024 Hospice Compliant Fee Schedule</li> <li>• July 2024 Hospice Non-Compliant Fee Schedule</li> <li>• July 2024 IDTF services Fee Schedule</li> <li>• July 2024 Lab Services Fee Schedule</li> <li>• July 2024 Medicaid Rates Nursing Facility Fee Schedule</li> <li>• July 2024 Mid-Level Services Fee Schedule</li> <li>• July 2024 Mobile Imaging Services Fee Schedule</li> <li>• July 2024 Non-Medicaid Mental Health Crisis Fee Schedule</li> <li>• July 2024 Nutrition Services Fee Schedule</li> <li>• July 2024 Occupational Therapy Services Fee Schedule</li> <li>• July 2024 OPPS Services Fee Schedule</li> <li>• July 2024 Optician Services Fee Schedule</li> <li>• July 2024 Optometric Services Fee Schedule</li> <li>• July 2024 Oral Surgeon Services Fee Schedule</li> <li>• July 2024 Orientation and Mobility Services Fee Schedule</li> <li>• July 2024 Personal Assistance Fee Schedule</li> <li>• July 2024 Physical Therapy Services Fee Schedule</li> <li>• July 2024 Physician Services Fee Schedule</li> <li>• July 2024 Podiatry Services Fee Schedule</li> <li>• July 2024 Private Duty Nursing Services Fee Schedule</li> <li>• July 2024 Psychiatrist Services Fee Schedule</li> <li>• July 2024 Public Health Services Fee Schedule</li> <li>• July 2024 RBRVS</li> <li>• July 2024 School Based Services Fee Schedule</li> <li>• July 2024 SDMI Fee Schedule</li> <li>• July 2024 Speech Therapy Services Fee Schedule</li> <li>• July 2024 Substance Use Disorder Medicaid</li> <li>• July 2024 Substance Use Disorder Non-Medicaid</li> <li>• July 2024 Targeted Case Management Fee Schedule</li> <li>• July 2024 Transportation Non-Emergency Services Fee Schedule</li> <li>• July 2024 Transportation Personal and Commercial Services Fee Schedule</li> <li>• July 2024 Youth Mental Health Services Fee Schedule</li> <li>• July 2023 Version 2 Medicaid Mental Health for Youth</li> </ul>
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## Top 15 Claim Denials

Claim Denial Reason	June 2024	May 2024
EXACT DUPLICATE	1	1
MISSING/INVALID INFORMATION	2	3
PA MISSING OR INVALID	3	4
RECIPIENT NOT ELIGIBLE DOS	4	2
INVALID CLIA CERTIFICATION	5	15
RECIPIENT COVERED BY PART B	6	5
SUSPECT DUPLICATE	7	12
PROC. CONTROL CODE = NOT COVERED	8	10
CLAIM INDICATES TPL	9	7
PROC. FACT. CODE = NOT ALLOWED	10	11
RECIPIENT HAS TPL	11	14
PROVIDER TYPE/PROCEDURE MISMAT	12	6
REV CODE INVALID FOR PROV TYPE	13	9
SUSPECT DUPLICATE/CONFLICT	14	13
CLAIM DATE PAST FILING LIMIT	15	8

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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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### Key Contacts

**Montana Healthcare  
Programs**

#### Provider Relations

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: MTTPPL@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)