



Claim Jumper

Montana Healthcare Programs Claim Jumper

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Tips from Provider Relations

How to Add a CLIA to an Enrollment

Providers may enter a CLIA on their enrollment and upload current documentation on the MPATH Provider Services Portal. On the physical location question 'Do you provide laboratory services at this location?' answer Yes. Enter the CLIA information and upload a copy of the CLIA document.

7) Do you provide laboratory services at this location? * ⓘ
☒ Yes ☐ No

CLIA NUMBER (format: 99A9999999) * ⓘ 27D1111111 Type: * ⓘ Certificate of Waiver (COW) ▼

Effective Date: * ⓘ 01/01/2024 * Expiration Date: * ⓘ 12/31/2026 * ⓘ

Document Name	Document Type	Other (Mail or Fax)	Actions
CLIA *	CLIA	<input type="checkbox"/>	ⓘ

Montana Medicaid only maintains one CLIA on file. If you have multiple CLIAs, please upload the highest level of CLIA that you use for the location.

If the Lab services question is answered no, CLIA information will not be reflected on the provider file and claims may deny. Montana Medicaid only requires the CLIA on the pay-to NPI on a claim. For more information on CLIA claims processing, please see the Provider Notice dated 03/27/2024 [Updated CLIA Claims Editing](#).

For more information, please contact Provider Relations at 800-624-3958 or MTPRhelpdesk@conduent.com.

*Submitted by Jennifer Stirling MSML, MBA
Provider Relations Manager
Conduent*

SURS Revelations

Change is Inevitable

Interesting fact, Montana Medicaid has around 30,000 providers currently enrolled. Unfortunately, Montana Medicaid is typically unaware of provider changes until issues arise with payments. When issues are found, payments can come to a stop until the provider is reached to correct. Montana Medicaid agrees that a provider of services should be reimbursed for the services they provide, but to do this Medicaid needs to have current information to make sure providers are paid properly... which leads to:

It is the provider's responsibility...

Any changes in provider information need to be communicated to Montana Medicaid to ensure payments are made properly. Here are some examples the Surveillance Utilization Review Section (SURS) has come across:

- **Change in location?**
Make sure address information is up to date so that any mail from Montana Medicaid is received. Having SURS requests going to the wrong address can be stressful and potentially costly.
- **Change in license?**
If you have upgraded your license, notifying Montana Medicaid of this change will make sure you are paid at the accurate provider rate. Alternatively, if an old license expires, Medicaid will terminate a provider's enrollment due to no current license on file. Having to re-enroll with the Medicaid program is a process that can easily be avoided.
- **Change in ownership?**
This is one of the most difficult issues Medicaid encounters with not updating information. When a business changes hands, if the provider file is not updated to the new owner, the payments will continue to be processed with the wrong information on file. As an example, Business A buys Business B and fails to notify Montana Medicaid. Business A will continue to get paid under Business B's existing information, or more specifically Business B's existing bank account information. In this situation not only is Business B getting money for services they are not providing but they will also have tax implications on that income. Meanwhile Business A is left wondering where their payments are as money is being routed to Business B's bank account. It can be a long, painful process to unravel.
- **Changes in Montana Medicaid?**
Knowing where to find the provider manuals, provider notices, and other educational tools for the state and federal level is a necessity. One place to access information that will help Medicaid providers stay current on Montana Medicaid rules and regulations is the [Montana Healthcare Programs Provider Information website](#). The state website includes information on provider type specific manuals, links to state Medicaid rules and regulations, provider notices, and the Claim Jumper newsletter.

It is up to the provider to keep Montana Medicaid informed of changes as soon as they occur.

It is also the providers responsibility to keep up on the state and federal changes to the Medicaid program.

If you have information that needs to be updated, you can contact Conduent Provider Enrollment at (800) 624-3958 or by emailing MTErollment@conduent.com for guidance on updating your information.

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

*Submitted by Rachel Savage
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
11/04/2024	All Providers	Paper Claim Denials

FEE SCHEDULES

- October 2024 OPPS Services Fee Schedule

ADDITIONAL DOCUMENTS POSTED

- 2024 Medicaid Statistics
- September 2024 DUR Meeting Minutes
- Removed Aduhlem from Physician Administered Drug List
- Updated Over-the-Counter (OTC) Coverage
- November 2024 IHS Tribal Training Agenda
- November 2024 Primary Care Case Management
- November 2024 Preferred Drug List
- In Training Mental Health Professional Attestation Letter
- November 2024 Rebateable Drug Manufacturers
- November 2024 Documentation from a Reviewer Perspective

-REVALIDATION- How to stay compliant

Per [42 CFR 424.515](#) providers enrolled with Medicaid are required to revalidate their enrollment every 5 years. If you don't complete a revalidation within the designated time frame you could have your payments suspended until the revalidation is completed and even be subject to a repayment of the funds you received. When it's time for your revalidation you should receive a letter indicating the steps and time frame allotted to complete your revalidation.

PLEASE do not ignore the notices for revalidation!

Top 15 Claim Denials

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

Fraud, Waste, and Abuse...OH MY!

Feel like fraud is happening and you don't know who to talk to?
Call the Montana Medicaid Fraud Control Unit (MFCU)
~Provider Fraud Hotline (800) 376-1115~

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

Key Contacts

Provider Relations

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: Amy.Kohl@mt.gov
(406) 444 9356

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)