



# Claim Jumper

Montana Healthcare Programs Claim Jumper

February 2024 Volume XXXIX, Issue 2

## In This Issue

Training for  
Caregivers of Those  
with Dementia

Unbundling  
Obstetrical Services  
on Bundles of Joy

EVV Implementation  
Update

Recent Website  
Posts

Top 15 Claims  
Denials

## Upcoming Training

General Resources  
February 15, 2024

Documentation from  
a Review Perspective  
March 21, 2024

SURS  
May 16, 2024

**Register Now**

## Training for Caregivers of Those with Dementia

Caregivers of people with Alzheimer's disease and related dementias often experience unique challenges.

The Office for the Study of Aging Arnold School of Public Health University of South Carolina is offering a 5-module training course designed to educate caregivers (formal as well as informal) for person who exhibit signs and symptoms of Alzheimer's disease and related dementias (ADRD).

These modules cover valuable information and contain recommendations including an overview of dementia, effective communication strategies, understanding the environment, and ways to promote independence. The modules also cover how to address challenging behaviors and creative problem solving. Dementia Dialogues is offered nationwide.

More information can be found on the [Office for the Study of Aging website](#).

*Submitted by Michelle Christensen  
Section Supervisor  
Community Services Bureau*

# SURS Revelations

## Unbundling Obstetrical Services on Bundles of Joy

Caring for mothers and their unborn children is a heavy responsibility best accompanied by a lot of heart and hard work.

When coding for services, keep in mind the guidelines in the General Information for Providers Manual and the Physician-Related Services Manual, available on the [Montana Healthcare Programs Provider Information website](#). According to these manuals when treating mothers throughout their pregnancy, antepartum visits, delivery, and postpartum care are considered a global package and should not be billed separately when the treating providers are in the same practice and have the same specialty. Services not part of the global package are to be billed separately with an appropriate modifier. We recommend you stay up to date by accessing the provider manuals on the Provider Information website regularly.

If a practice has multiple providers with the same specialty under one group, the group must bill Medicaid as if one provider has rendered all services. If Dr. A treats a patient for antepartum visits and postpartum care and Dr. B delivers the baby, Dr. B would not bill the delivery separately because the delivery was covered in the global package.

An example for billing services separately is when Dr. A treats a patient for antepartum visits and postpartum care, but Dr. C, a provider from a different practice, delivers the baby. This is a situation where both doctors would unbundle the global package and bill separately.

If you have questions, contact your Medicaid Program Officer for guidance.

If you find you are billing for services incorrectly, you can perform a self-review to assess your billing performance. On the Provider Information website on your provider type page, access the [Self-Review Protocol](#) under the Other Resources tab.

*Submitted by Lori Beniger, LPN  
Program Integrity Compliance Specialist  
Program Compliance Bureau  
Office of the Inspector General  
DPHHS*

## Electronic Visit Verification Implementation Update

On September 18, 2023, the Department of Public Health and Human Services (DPHHS) implemented an Electronic Visit Verification (EVV) system to electronically verify the delivery of services for Montana Healthcare Programs members receiving personal care or home health services.

EVV is a system that automates the collection of information entered by a home care worker at the point of care. Netsmart Technologies/Mobile Caregiver+ (Netsmart) was selected as the Montana DPHHS EVV solution. DPHHS is offering this solution at no cost, but providers can also elect to use their own EVV solution.

Montana Healthcare Programs providers who bill personal care or home health services are subject to federal EVV requirements. These include certain services available through the following provider types.

- Big Sky Waiver (elderly and disabled)
- Community First Choice
- Developmental Disabilities Program (DDP)
- Home Health Services
- Personal Assistance Services
- Private Duty Nursing
- SDMI Waiver

Providers who choose to use an existing system or acquire their own EVV solution will need to meet certification requirements, including the ability to send data to Netsmart. It is critical that providers using an alternate EVV solution coordinate with Netsmart prior to the final implementation of EVV on March 31, 2024.

**Beginning April 1, 2024, claims for services subject to EVV not submitted through Netsmart will be denied.** Exceptions to this rule include Medicare electronic crossover claims and Medicaid secondary (coordination of benefits) claims requiring supplemental information via paper.

See the [Montana DPHHS EVV webpage](#):

- To find more information about Netsmart and EVV
- For a list of services (Services Subject to EVV)
- To receive EVV updates and notifications about upcoming stakeholder townhall meetings and training (Subscribe for Updates)

For assistance with Mobile Caregiver+, contact the call center at (833) 483-5587. Representatives are available from 7 am to 6 pm Mountain Standard Time.

*Submitted by Jen Carlson  
MPATH Project Manager  
MSSP  
DPHHS*

## Recent Website Posts

Below is a list of recently published Montana Healthcare Programs information and updates available on the [Provider Information Website](#).

<b>PROVIDER NOTICES</b>		
Date Posted	Provider Types	Provider Notice Title
01/08/2024	All Providers	Electronic Claim Adjustment Processing Change
01/08/2024	CAH, FQHC, Hospital Inpatient, Hospital Outpatient, IHS, Mid-Level Pharmacy, Physician, RHC, Tribal 638	AMP Cap Removal and Medication Access
01/17/2024	Indian Health Service, Mid-Level, Pharmacy, Physician, Tribal 638	Prior Authorization Criteria for Atypical Antipsychotics for Children 8 Years of Age and Under REVISED
01/23/2024	All Providers	Montana Healthcare Programs Support Services Holiday Closures
01/26/2024	Audiologist Hearing Aid Providers	Non-Covered Services: Over-the-Counter Hearing Aids
01/26/2024	Durable Medical Equipment, Prosthetics, Orthotics, and Supplies	Criteria Update for Gait Trainers – EPSDT Only
01/29/2024	Family Planning Clinic, FQHC, RHC, Hospital Outpatient, Mid-Level, Physician, and Public Health Clinic	Vaccines for Children Code Update
<b>FEE SCHEDULES</b>		
<ul style="list-style-type: none"> <li>July 2023 Dialysis Clinic Fee Schedule</li> <li>July 2023 DDP Fee Schedule</li> </ul>		
<b>ADDITIONAL DOCUMENTS POSTED</b>		
<ul style="list-style-type: none"> <li>October 2023 Pharmacy DUR Meeting Minutes</li> </ul>		

# Top 15 Claim Denials

Claim Denial Reason	December 2023	November 2023
RECIPIENT NOT ELIGIBLE DOS	1	1
EXACT DUPLICATE	2	2
MISSING/INVALID INFORMATION	3	3
PASSPORT PROVIDER NO. MISSING	4	6
RECIPIENT COVERED BY PART B	5	5
PA MISSING OR INVALID	6	4
PROVIDER TYPE/PROCEDURE MISMAT	7	9
SUSPECT DUPLICATE	8	14
INVALID CLIA CERTIFICATION	9	7
PROC. CONTROL CODE = NOT COVERED	10	8
CLAIM INDICATES TPL	11	9
REV CODE INVALID FOR PROV TYPE	12	13
SUBMIT BILL TO OTHER PROCESSOR OR PRIMARY PAYER	13	12
CLAIM DATE PAST FILING LIMIT	14	18
PROCEDURE/AGE MISMATCH	15	22

---



---

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:  
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)