



Claim Jumper

Montana Healthcare Programs Claim Jumper

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Upcoming Training

Provider Enrollment sessions held the second Wednesday of every month.

General Resources
January 7, 2026

Clinical Laboratory Improvement Amendments (CLIA) 101
January 21, 2026

Billing 101
January 28, 2026

Register Now

SURS Revelations

When No Code Fits: How to Correctly Use Unlisted and Unspecified Codes

Recently, the Surveillance Utilization Review Section (SURS) has discovered that many providers might not fully understand how to effectively use and document unlisted, unspecified, and not otherwise classified (NOC) codes.

When billing or coding, you must select the precise code for the service being performed. Unspecified codes, often ending in 99, are subject to varying acceptance depending on state and federal rules. It's vital to provide detailed documentation including the procedure description, technique, body area treated, and rationale for detailed coding.

The provider must include all necessary information for processing the unlisted or NOC procedure when submitting the claim. Failure to do so may result in the claim being delayed, not processed, or not processed appropriately.

It's crucial to maintain thorough documentation, particularly concerning billing procedures for unlisted codes. There are guidelines within the coding books as well as, you can refer to the American Academy of Professional Coders (AAPC) for guidance on proper billing practices.

Remember: **“If it isn’t documented the service can’t be substantiated!”**

*Written by Heidi Kandilas
Program Integrity Compliance Specialist
Program Compliance Bureau
Office of Inspector General
DPHHS*

Providers Needed: Big Sky Waiver Home and Vehicle Modification Services

Did you know Big Sky Waiver providers can help make the homes or vehicles of members more accessible?

One way the Montana Big Sky Waiver (BSW) supports member independence is through home and vehicle modifications. Home modifications could include an improvement in accessibility such as an outside ramp to safely enter their home. Vehicle modifications could be adding hand controls for driving with limited arm mobility, or incorporating wheelchair ramps, among other alterations.

There are very few providers of home and vehicle modification services in Montana. If you are or know of any providers who offer these services, please spread the word (and refer to the enrollment details below). These services are vital to allowing members with limited mobility to live independently and travel safely.

What other types of services does BSW provide?

Health and Therapy

- Nursing, Physical, Occupational, Speech, and Respiratory Therapies
- Dietetic and Nutritional Services
- Pain and Symptom Management
- Specialized Medical Equipment and Supplies

Daily Living and Personal Care

- Personal Assistance and Attendants
- Homemaker and Chore Services
- Adult Day Health
- Adult Foster Care
- Assisted Living
- Case Management

Community and Social Support

- Community Adult Group Homes
- Supported Employment
- Community Transition Services

Safety and Accessibility

- Emergency Response Systems

Family and Caregiver Support

- Respite Care
- Family Training and Support
- Financial Management and Self-Direction

(continued on page 3)

How can I become a BSW Provider?

If you are not yet a BSW provider, we would be happy to help you join the team! To begin the enrollment process, access the Provider Services Portal. From the Home page of the [Montana Healthcare Programs Provider Information](#) website click the blue Provider Services Portal button near the top of the screen and follow the prompts.

*Submitted by Jess Milakovich
Big Sky Waiver Performance Improvement Specialist
Community Services Bureau
Senior and Long-Term Care
DPHHS*

Federal Affiliations Requirement in the Claims Modernization System

When the MES Claims System rolls out in 2027, there will be a federal affiliation requirement for Montana Healthcare Programs providers.

Provider affiliations are a connection that a Medicaid provider, or its owners and managers, has with another entity or individual. They allow a provider to be selected as a rendering, ordering, prescribing, or referring provider on a claim in the MES Provider Services Module claim portal.

Individual provider records can create an update and request affiliations to organizations. Organizations use the Manage Affiliation tile to add individual providers. Detailed instructions are in the Provider Maintenance Update User Guide.

This is different than *linking* a provider. Linking allows a provider to see the pay-to organization NPI in the MES Provider Services Portal on their workbench and claims drop-down.

Watch upcoming newsletter issues for more information.

*Submitted by Denise Juvik
MPATH Project Manager
Provider Services*

Revalidation – How to Stay Compliant

Per [42 CFR 424.515 \[ecfr.gov\]](#) providers enrolled with Medicaid are required to revalidate their enrollment every five 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 could 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.

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 Type	Provider Notice Title
12/03/2025	Dental	Adult Orthodontia Claims Submission Requirements
12/09/2025	Durable Medical Equipment	DME Claims Processing Instructions – Home Ventilators (E0465)
12/18/2025	All Providers	Submission of Supporting Claim Documentation
12/22/2025	Hospital Outpatient	Integrated Outpatient Code Editor (I/OCE) Software
12/30/2025	All Providers	Provider Licensure, DEA, and CLIA Maintenance

FEE SCHEDULES

- October 2025 ASC Services Fee Schedule

ADDITIONAL DOCUMENTS POSTED

- November 2025 DUR Meeting Minutes
- December 2025 Monthly Enrollment Training Presentation
- December 2025 Preferred Drug List
- December 2025 IHS Tribal Training Agenda
- December 2025 Pharmacy Training Presentation

Top 15 Claim Denials

Claim Denial Reason	December 2025	November 2025
RECIPIENT NOT ELIGIBLE DOS	1	1
PA MISSING OR INVALID	2	2
MISSING/INVALID INFORMATION	3	3
EXACT DUPLICATE	4	4
RECIPIENT COVERED BY PART B	5	5
INVALID CLIA CERTIFICATION	6	11
CLAIM INDICATES TPL	7	8
SUSPECT DUPLICATE	8	6
REV CODE INVALID FOR PROV TYPE	9	9
PROC. CONTROL CODE = NOT COVERED	10	12
CLAIM DATE PAST FILING LIMIT	11	13
PROC. FACT. CODE = NOT ALLOWED	12	14
PROVIDER TYPE/PROCEDURE MISMAT	13	7
RECIPIENT HAS TPL	14	15
SUSPECT DUPLICATE/CONFLICT	15	10

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.

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

(800) 624-3958
Option 7 (Provider), Option 3 (Eligibility)

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)

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