



# Claim Jumper

Montana Healthcare Programs Claim Jumper

June 2025 – Volume 40, Issue 6

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## Upcoming Training

Provider Enrollment sessions held the second Wednesday of every month.

PCCA Services  
June 12, 2025  
June 26, 2025

CSCT  
August 21, 2025

Billing 101  
June 19, 2025  
July 23, 2025  
August 27, 2025

General Resources  
July 17, 2025  
August 6, 2025

**Register Now**

## Money Follows the Person Regional Transition Coordinators

Money Follows the Person (MFP) is a demonstration project that began in 2005 as a five-year grant award through the Centers for Medicare & Medicaid Services (CMS). The demonstration project provides flexible funding opportunities to help states successfully transition seniors and individuals with disabilities from institutional settings to community-based living.

Transition coordinators play a crucial role in ensuring a smooth and successful transition for individuals moving from an institutional setting back into the community. Below are some key reasons why transition coordinators are needed:

- **Personalized planning:** They work closely with individuals to develop a personalized transition plan that addresses their individual needs, preferences, and goals. This includes identifying suitable housing, arranging necessary medical equipment, and coordinating home care services.
- **Resource coordination:** They help connect individuals with various community resources and services, such as transportation, peer support, and financial assistance for housing and household goods. This ensures that all necessary supports are in place for a safe and successful transition.
- **Advocacy and support:** They advocate for the individual's needs and preferences, ensuring their voice is heard throughout the process. They provide emotional support and guidance, helping individuals navigate the complexities of transitioning back into the community.
- **Reducing readmissions:** By coordinating care and ensuring all necessary supports are in place, they help reduce the risk of hospital readmissions, failed transitions, and other complications that can arise during the transition period.
- **Problem-solving:** They assist in overcoming barriers that may arise during the transition, such as finding suitable housing or addressing financial challenges.

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**Supporting Smooth Moves with Incentives**

MFP Regional Transition Coordinators receive \$5,000 per successful transition from institutional living to community-based living. This incentive underscores the importance of their role in facilitating smooth transitions while ensuring individuals thrive in their new community home.

**New Training Opportunity for HCBS Providers**

MFP is now training HCBS providers to do regional transition coordination work. The next training session is scheduled for June 17, from 2 p.m. to 4 p.m. To request registration or for more information, please contact April Staudinger at [AStaudinger@mt.gov](mailto:AStaudinger@mt.gov).

*Submitted by April Staudinger  
MFP Project Director  
SLTC  
Community Services Bureau*

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## **Revalidation – How to Stay Compliant**

Per [42 CFR 424.515 \[ecfr.gov\]](https://www.ecfr.gov/current/title-42/chapter-IV/part-424/subpart-B/section-424.515) 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.**

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## Severe and Disabling Mental Illness (SDMI)

### Life Coach Service Provider

Life Coach service providers are required to complete and submit the designated application to the Department of Public Health and Human Services (DPHHS), and are approved individually by program staff, whether employed by an agency or as an individual provider.

If you are approved for Life Coach services as an individual provider, you are only authorized to deliver and bill for the services you personally provide per [Administrative Rules of Montana \(ARM\) 37.85.406](#). If you are interested in employing Life Coaches, you would need to enroll as an Organization/Group Provider. If you need additional help enrolling, please contact Provider Relations.

AWARE Inc. is the contracted case management entity for the SDMI waiver program. If you identify a member expressing an interest in the Life Coach services, contact the AWARE Inc. case management in your area and they will determine if the member is qualified to receive the services. If the member is qualified for Life Coach services, they have the option of choosing any Life Coach provider with freedom of choice.

The AWARE Inc. case manager will establish the member's goals for the Life Coach services and will complete a prior authorization form, which outlines the hours and frequency approved for the member. The case manager will provide a copy of the prior authorization and the members' goals for how the Life Coach service will be used

As with all SDMI services, Life Coach services can be billed once:

- Case management has completed the member's enrollment into the SDMI program,
- The provider has verified Medicaid and SDMI waiver eligibility prior to each visit as member's eligibility may change monthly; and
- The provider has received a prior authorization form from the case management team.

For questions regarding the delivery of Life Coach services, please refer to and review the [SDMI HCBS Waiver Manual](#). If you still have questions after reviewing the policy manual, contact the AWARE Inc. case management team for assistance.

*Submitted by Cindy Shay  
SDMI Program Manager  
Behavioral Health and Developmental Disabilities  
DPHHS*

# SURS Revelations

## Personal Health Information and Your Role in Keeping it Safe

Personal Health Information (PHI) is something we all have and want to keep confidential. PHI includes your Personal Identification Information (PII) such as your name, date of birth, address, and Social Security Number. It also includes your past, current, and future health information. It's important that providers and their staff hold those items of PHI private from those who may choose to use it inappropriately.

HIPAA is something everyone in health care knows and works with every day. However, do you know what steps to take if your facility or practice has a breach of PHI?

Large facilities employ a HIPAA Compliance Officer who will assist with this process. Small or single practitioner offices/providers may not have written policies in place to deal with a security breach. Listed below are some helpful resources:

- The CMS [HIPAA Basics for Providers: Privacy, Security & Breach Notification Rules Booklet](#) is a great resource for understanding your responsibilities as a provider.
- The [Health and Human Services Privacy Rule](#). This Rule set national standards for the protection of individually identifiable health information by three types of covered entities: health plans, health care clearinghouses, and health care providers who conduct standard health care transactions electronically.
- Visit the Department of Public Health and Human Services [Health Insurance Portability & Accountability Act \(HIPAA\) webpage](#) for Montana-specific HIPAA information or contact Theran Fries, HIPAA Privacy Officer, at [TFries@mt.gov](mailto:TFries@mt.gov) or (406) 444-5910.

To combat these risks, compliance professionals can implement targeted strategies to strengthen oversight: Please make sure you are protecting the PHI entrusted to your health care practice. We rely on you to keep it confidential and safe.

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

# Community First Choice Services and Personal Care Services

## Important Update for Providers: Program Name Transition Underway

You may recall having recently received a memo advising you of the upcoming name change from Community First Choice (CFC) and Personal Assistance Services (PAS) programs to Community First Choice Services (CFCS) and Personal Care Services (PCS). This change to better describe the services provided and align with federal standards is now underway!

The name change is happening gradually. We are updating materials and systems, such as policies, documents, forms, websites, and software tools. New documents and communication will now use the CFCS/PCS name, but you may see both the old and new names for a while. We expect the full transition to the CFCS/PCS name by the end of 2025.

Even with the name change, the core services paid for by the programs will stay the same. These programs will continue to fund person-centered, long-term care at home. This helps elderly and disabled individuals remain in their homes through services you provide, including:

- Bathing
- Dressing
- Hygiene
- Grooming
- Toileting
- Eating
- Meal preparation
- Medication assistance
- Ambulation and exercise
- Limited support with grocery shopping, housekeeping, laundry, and medical escort

Although the program names are changing, the important services provided by the programs, which enable elderly and disabled individuals to live more independent lives in their communities, will continue without disruption. Thank you for your continued service.

*Submitted by Ginny Landers  
CFC Performance Improvement Specialist  
Community Services Bureau  
Senior and Long-Term Care  
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
05/14/2025	Pharmacy	2025 Average Acquisition Cost Survey

### FEE SCHEDULES

- April 2025 OPPS Services Fee Schedule
- April 2025 APC Services Fee Schedule

### ADDITIONAL DOCUMENTS POSTED

- May 2025 Billing 101 Training Presentation
- 2025 Presumptive Eligibility Income Limits Chart
- IHS Tribal Training Agenda May 2025
- Plan First Waiver- Family Planning Training May 2025
- May 2025 Medicaid Administrative Claiming School Based Services Presentation
- June 2025 DUR Meeting Agenda
- May 2025 Preferred Drug List

## Top 15 Claim Denials

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

### 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!*