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What to Do When a Provider Leaves Your Facility

When a provider leaves a facility, but their enrollment needs to be maintained either as an independent provider or with another facility, you must unlink that provider from the facility workbench.

You should not disenroll or terminate the provider from Montana Healthcare Programs. A provider record can maintain the current information and, if necessary, be updated to reflect their new employment information. To unlink a provider from a workbench, see below.

Request an Unlink by completing the **Enrollment Account Unlink Request Form**. This removes the provider's enrollment record from your workbench. The provider can then have their new employer submit a Link Request Form so their record can be maintained by their current employer.

If the provider is on their own, and wishes to maintain their own enrollment record, they will need to create their own Optum GovID to become the office administrator on their record.

If an office administrator has already been created on the provider's account, contact MTPRHelpdesk@conduent.com for assistance getting the account transitioned.

The form is available on the Provider Information website [Provider Enrollment webpage](#) and will be available on the Account Administration page of the MPATH Provider Services Portal at a later date.

*Submitted by Denise Juvik
MPATH Providers Services Project Manager
DPHHS*

Montana Medicaid Providers and Third-Party Liability

Part 3 of 4: Establishing Provider Lien and Billing Medicaid for Tort Recovery Purposes

In Part 2 of Montana Medicaid Provider and Third-Party Liability: Full and Final versus adjustments to Pursue TPL, we established that once a provider has accepted a Medicaid payment, they cannot return funds to Medicaid in order to seek a larger payment. This article explains how a provider can protect their rights to payment from a liable third party and also bill Medicaid.

A frequently asked question in the Tort Recovery unit is: What should a provider do when a recipient's attorney is telling them to bill Medicaid instead of the liable third party?

Administrative Rules of Montana ([ARM](#)) [37.85.407 \(5\)](#) states that if a provider learns of known third party, that provider shall bill the third party **prior to billing** the Department. This means that the provider must bill the third party **prior** to billing the Department and will need to provide proof of billing as explained in the [July 2022 issue of the Claim Jumper](#).

[\(ARM\) 37.85.407 \(11\)](#) stipulates that in order for a provider to protect their rights to a third-party payment and bill Medicaid, the provider **must** place a lien against the judgement, award, or settlement from the liable third party. Next, the provider is required to notify the DPHHS TPL team of the provider's lien via email at hhstraumaprogram@mt.gov with the required information found below.

- The name and address of the liable third party.
- Legal representation when applicable.
- The date and type of accident.
- Insurance company name, claim number, adjuster's name, and contact information.

[ARM 37.85.406 \(11\)](#) explains that that the liable third party must be billed first, as Medicaid is the payer of last resort. If a provider has billed the department and accepted payment, they may not seek additional payment from the liable third party or the recipient, as discussed in Part 2 of the July issue of the Claim Jumper.

For questions related to this article, please email hhstraumaprogram@mt.gov or call the TPL Program at (406) 444-9440 and select option 4.

*Submitted by Olivia Roussan and Sara Sparks
TPL Recovery
DPHHS*

***Coming in the August issue of the Claim Jumper,
Montana Medicaid Providers and Third-Party Liability Part 4***

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
06/22/2022	Psychiatrist Residential Treatment Facility	Billing for Therapeutic Home Visits While Youth is in a PRTF
07/05/2022	Chemical Dependency, MHC, Psychiatrist, Therapeutic Group Home	Resumption of Prior Authorizations and Continued Stay Reviews Updated
07/08/2022	Pharmacy	2022 Annual Montana Dispensing Fee Survey
07/12/2022	IHS, Tribal 638	After-Hours Crisis Line Services
07/15/2022	Therapeutic Group Home	Billing for Therapeutic Home Visits While Youth is in a Therapeutic Group Home
FEE SCHEDULES		
July 2022		
July 2022 IHS Fee Schedule		July 2022 HMK Covered Dental Codes
July 2022 Medicaid Mental Health for Youth Fee Schedule		July 2022 Personal Assistance Services Fee Schedule
July 2022 Temporary Medicaid Mental Health for Youth Fee Schedule		July 2022 Behavioral Health Targeted Case Management Fee Schedule
July 2022 RBRVS Fee Schedule		July 2022 Home Health Fee Schedule
July 2022 Mental Health for Adults Fee Schedule		July 2022 SUD Medicaid Fee Schedule
July 2022 SDMI Fee Schedule		July 2022 SUD Non-Medicaid Fee Schedule
July 2022 72 Hour Presumptive Fee Schedule		July 2022 Community First Choice Fee Schedule
July 2022 MHSP Fee Schedule		July 2022 Home Infusion Fee Schedule
July 2022 Applied Behavioral Analysis Services Fee Schedule		July 2022 Elderly and Physically Disabled Big Sky Waiver Fee Schedule
July 2022 Optician Fee Schedule		July 2022 Mobile Imaging Services Fee Schedule
July 2022 Optometric Fee Schedule a		July 2022 Physician Fee Schedule
July 2022 Psychiatrist Fee Schedule		July 2022 Podiatry Fee Schedule
July 2022 Nursing Facility Medicaid Reimbursement Rates		July 2022 Targeted Case Management Non-Mental Health Fee Schedule
July 2022 Ambulatory Surgical Center Fee Schedule		July 2022 SDMI Fee Schedule
July 2022 Orientation and Mobility Fee Schedule		July 2022 Speech Therapy Fee Schedule
July 2022 Physical Therapy Fee Schedule		July 2022 Occupational Therapy Fee Schedule
July 2022 School Based Services Fee Schedule		July 2022 Public Health Clinic Fee Schedule
July 2022 Direct Entry Midwife Fee Schedule		July 2022 Dental Fee Schedule
July 2022 IDTF Fee Schedule		July 2022 Dental Hygienist Fee Schedule
July 2022 Laboratory Services Fee Schedule		July 2022 Denturist Fee Schedule
July 2022 Private Duty Nursing Fee Schedule		July 2022 Oral Surgeon Fee Schedule
October 2022		
Proposed 2022 Hospice Compliant Fee Schedule		
Proposed 2022 Hospice Non-Compliant Fee Schedule		
ADDITIONAL DOCUMENTS POSTED		
<ul style="list-style-type: none"> • June 2022 DURB Meeting Agenda • June 2022 SURS IHS Tribal Training • June 2022 IHS Tribal Training Agenda 		

Top 15 Claim Denials

Claim Denial Reason	June 2022	May 2022
PA MISSING OR INVALID	1	4
MISSING/INVALID INFORMATION	2	1
EXACT DUPLICATE	3	3
RECIPIENT COVERED BY PART B	4	8
PROC. CODE NOT COVERED	5	2
RATE TIMES DAYS NOT = CHARGE	6	5
PROC. CODE NOT ALLOWED	7	6
CLAIM INDICATES TPL	8	15
RECIPIENT NOT ELIGIBLE DOS	9	13
PROVIDER TYPE/PROCEDURE MISMATCH	10	7
REVENUE CODE NOT COVERED	11	9
DEPRIVATION CODE RESTRICTED	12	11
CLAIM DATE PAST TIMELY FILING LIMIT	13	12
REV CODE INVALID FOR PROVIDER TYPE	14	14
SUBMIT BILL TO OTHER PROCESSOR OR PRIMARY PAYER	15	17

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:
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: 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)