



Claim Jumper

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Electronic Funds Transfer Reminder

Electronic Funds Transfer (EFT) and Electronic Remittance Advice (ERA) payments will be suspended for providers who have not registered for EFT direct deposit. If you have questions, please contact Provider Relations at (800) 624-3958.

Upcoming Monthly Online Trainings

Trainings are available at no cost to providers and billers. Registration is available on the [Registration Page](#) of the Provider website. All trainings are at 2pm on the date listed.

Therapies

Thursday, June 17, 2021

CSCT Training

Thursday, August 19, 2021

Billing 101 & Policy Updates

Thursday, July 15, 2021

Provider Website Navigation

Thursday, September 16, 2021

Top 15 Claim Denials

Claim Denial Reason	April 2021	March 2021
PA MISSING OR INVALID	1	3
MISSING/INVALID INFORMATION	2	2
EXACT DUPLICATE	3	1
INVALID CLIA CERTIFICATION	4	9
RATE TIMES DAYS NOT = CHARGE	5	4
RECIPIENT NOT ELIGIBLE DOS	6	6
RECIPIENT COVERED BY PART B	7	7
PROC. CODE NOT COVERED	8	5
CLAIM INDICATES TPL	9	10
PROVIDER TYPE/PROCEDURE MISMATCH	10	15
PROC. CODE NOT ALLOWED	11	8
REV CODE INVALID FOR PROV TYPE	12	17
PROCEDURE/AGE MISMATCH	13	13
RECIPIENT HAS TPL	14	25
SLMB OR QI-1 ELIGIBILITY ONLY	15	14

SURS Review Revelations

Sharing is Not Always Caring

The assigned National Provider Identifier (NPI) is a unique number for each Medicaid/Medicare healthcare provider. Medicaid uses the NPI to identify what services you are credentialed to provide and reimbursement information.

If you are enrolled in Montana Medicaid as a dentist and submit a claim to Medicaid for psychotherapy services, your claim will deny for services not allowed for your provider type. NPI sharing means you would ask another Medicaid healthcare provider to use their NPI so you could get paid.

Another scenario ... You work in an office full of different Medicaid providers who perform various services for Medicaid recipients. You are completing a CMS-1500 claim form, one of your many duties for this busy office. You, a Chiropractor, provided the Medicaid recipient physical therapy. The claim is denied stating, "this service/procedure not allowed for this provider type". So, you break out your rolodex, for those of you who remember what those are, and find and resubmit the claim with a Physical Therapist's NPI. BAM! You've got yourself a paid claim! You have also committed fraud by billing for a Provider who did not provide the service. This action may lead to serious repercussions.

If you are engaging in "NPI sharing" you should:

- Immediately cease submitting NPI shared claims
- Complete a Self-Audit
- Report and return any payments made under the incorrect NPI

If SURS or any other auditing entity finds this error, you may be subject to:

- Completing Adjustment Requests
- Repaying funds incorrectly made to the "Shared NPI"
- Referral to the Health Board for License suspension/revocation
- Referral to the Medicaid Fraud Control Unit (MFCU)

If you believe someone is using your NPI without your consent, you should contact your provider type Medicaid Program Officer. If you are using someone else's NPI to bill for your services, you need to stop, contact the appropriate Program Officer, and perform a self-audit immediately. (ARM 37.85.406)

There are some exceptions when billing within a facility, practice or mental health center, please make sure you are aware of the rules and regulations that pertain to your situation. If you are unsure, please contact your Medicaid Program Officer for assistance.

Find the SURS Self-Audit Protocol at
<https://medicaidprovider.mt.gov/Portals/68/docs/surs/selfauditprotocol102015.pdf>

*Submitted by Summer Roberts
Program Integrity Compliance Specialist
Surveillance Utilization Review Section
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
04/26/2021	Pharmacy	Billing for COVID-19 Vaccine
05/05/2021	Chemical Dependency, DME, EPSDT, Home and Community-Based Services, Home Health, Hospital Inpatient, Hospital Outpatient, Mental Health Center, Mid-Level Practitioner, Physician, Private Duty Nursing (EPSDT), Psychiatric, PRTF, Therapeutic Foster Care, Therapeutic Group Home	Date Spans for Prior Authorization Through the Qualitrac Portal

FEE SCHEDULES
April 2021
APC, ASC, OPPTS
Proposed FFY21
Hospice Compliant, Hospice Non-Compliant

Manuals
Prescription Drug Manual

Forms
Nursing Facility Staffing Report

ADDITIONAL DOCUMENTS POSTED	
<ul style="list-style-type: none"> • Drug Utilization Review Board <ul style="list-style-type: none"> ○ Recent 2021 Agendas and Minutes • Hearing Notice for FFY21 Hospice Fee Schedules • Billing 101 & Policy Update Training Notes 	<ul style="list-style-type: none"> • Prior Authorization Criteria for Physician Administered Drugs <ul style="list-style-type: none"> ○ Amondys 45[®] ○ Exondys 51[®] ○ Spravato[™] ○ Sublocade[®] ○ Vivitrol[®] ○ Vyondys 53[®]

Key Contacts

Montana Healthcare Programs

Provider Relations

General Email: MTPRHelpdesk@conduent.com
 Enrollment Email: MTEnrollment@conduent.com

P.O. Box 4936
 Helena, MT 59602
 (800) 624-3958 In/Out of state
 (406) 442-1837 Helena
 (406) 442-4402 or (888) 772-2341 Fax

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

Fax completed documentation to Provider Relations (406) 442-4402

Verify Member Eligibility

FaxBack (800) 714-0075 or
 Voice Response (800) 714-0060

POS Help Desk for Pharmacy

(800) 365-4944

Passport

(406) 457-9542

PERM Contact Information

Becky Yancy
 Email: Rebecca.Yancy@mt.gov
 (406) 444-9365

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)