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## Upcoming Training

Hospitals  
**November 18, 2021**

Vision Services  
**December 16, 2021**

**Register Now**

## SURS Revelations

### What are Credit Balances?

Credit balances can be confusing and complicated. These balances can happen when an adjustment is made to a claim to fix a mistake and there is not enough money coming into a provider's billing account to accommodate the correction to a claim. When that happens, the correction will cause the provider to owe more than they are to be paid from Medicaid under that provider number.

One way a credit balance can arise is when a treating provider is placed on the claim as the pay-to provider by mistake. When this claim is adjusted to fix the mistake, a credit balance occurs on the treating provider originally submitted as the pay-to provider. Since the Medicaid payment went to the treating provider in error, the reimbursed amount is owed back to Montana Medicaid. Once that payment is received, the credit balance will clear.

Another credit balance example is if a provider enrolls with a new National Provider Identification (NPI) number but adjusts any claims with their previous NPI. Since the provider is no longer billing under the previous NPI, the adjusted claims will create a credit balance on the previous NPI. An option for recovery of this payment in error would be to transfer the credit balance from the previous NPI to the current active NPI account.

Once a credit balance is identified, the Medicaid Fiscal Intermediary, Conduent, will send out two letters identifying to the provider the credit balance amount and claims associated. If no response is received, Conduent sends the credit balance to the Surveillance Utilization Review Section (SURS) for recovery.

Please ensure you are billing and adjusting your claims correctly. If you have any questions on how to proceed once you are in a credit balance, please call Provider Relations at (800) 624-3958.

*Summer Roberts  
Program Integrity Compliance Specialist  
Office of the Inspector General  
Surveillance Utilization Review Section*

## 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
09/20/2021	Mental Health Centers	CMHB Service Information – TCM Initial Clinical Assessment Concurrent with PRTF Enrollment
09/23/2021	CAH, FQHC, Hospital Inpatient, Hospital Outpatient, Mid-Level, Pharmacy, Physician, and RHC Providers	Prior Authorization Criteria for Synagis®
09/24/2021	ASC, CAH, Family Planning Clinic, FQHC, Hospital Inpatient, Hospital Outpatient, IHS, Mid-Level, Pharmacy, Physician, Public Health Clinic, and RHC Providers	Codes Removed from and Added to Plan First Covered Code List
09/24/2021	School Based Services	2021 FMAP Changes to the School Based Services Fee Schedule
09/28/2021	CAH, Hospital Outpatient, Labs, Mid-Level, Physician, Psychiatrist Providers	Laboratory Panel Billing
10/15/2021	Opticians and Optometrists	Optometric Services Claim Processing Delay

## FEE SCHEDULES

### July 2021

Dialysis Clinic

Ambulatory Surgical Center

Medicaid Mental Health for Youth

Medicaid Mental Health for Adults

Chemical Dependency Non-Medicaid

Chemical Dependency Medicaid

72-Hour Presumptive for Crisis Stabilization

MHSP for Adults

Medicaid Behavioral Health Targeted Case Management

HCBS for Adults with SDMI

### October 2021

October 2021 School Fee Schedule Cover Sheet

Proposed October 2021 Fee Schedules can be found on the [Proposed Fee Schedule Page](#).

## ADDITIONAL DOCUMENTS POSTED

- July 2021 DUR Board Meeting Minutes
- October 2021 Claim Jumper

## Top 15 Claim Denials

Claim Denial Reason	September 2021	August 2021
MISSING/INVALID INFORMATION	1	1
PA MISSING OR INVALID	2	2
EXACT DUPLICATE	3	3
RATE TIMES DAYS NOT = CHARGE	4	5
RECIPIENT COVERED BY PART B	5	6
PROC. CODE NOT COVERED	6	7
RECIPIENT NOT ELIGIBLE DOS	7	4
CLAIM INDICATES TPL	8	8
PROVIDER TYPE/PROCEDURE MISMATCH	9	9
SUBMIT BILL TO OTHER PROCESSOR OR PRIMARY PAYER	10	10
PROC. CODE NOT ALLOWED	11	11
PROCEDURE/AGE MISMATCH	12	16
SLMB OR QI-1 ELIGIBILITY ONLY	13	13
REVENUE CODE NOT COVERED	14	14
SUSPECT DUPLICATE	15	15

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

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## 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)