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Provider Services Module to Go Live Fall 2021!

This fall, Montana Healthcare Programs will be releasing a new web-based provider enrollment portal. The Provider Services Portal allows providers to enroll and upload supporting enrollment documentation. Once enrollment is approved, providers may add, update, and maintain their information online.

As a dynamic provider enrollment application and maintenance utility, the Provider Services Portal collects information required by Federal and State regulations specific to provider type and specialty.

Stay tuned for upcoming announcements on Provider Services Module highlights and training opportunities.

*Submitted by Shellie McCann
Medicaid Systems Operations Manager
DPHHS*

A New Look for the Provider Website

Provider Relations recently upgraded the provider website. The address for documents you may rely on may have changed.

If you experience any issues with the Provider Information Website, please email MTWebmaster@conduent.com.

SURS Revelations

The Importance of Documentation

Patient care and needs are a top priority for all providers. Documenting the care that was provided during the visit should also be a top priority.

One of the biggest aspects of accurate documentation is communicating necessary information to other medical professionals and ultimately providing the continuity of care for the patient. Documentation, whether it is implemented through an electronic health record (EHR) or by paper, is critical.

Documentation for each patient must be timely and accurate, and a complete report of what occurred in the visit from start to finish included.

The [Administrative Rule of Montana \(ARM\) 37.85.414](#) states the requirements of providers to update and maintain recipient records to fully disclose the extent, nature, and medical necessity of services and items provided. Think of documentation as the receipt of what services were provided; if it is not on the receipt, then the patient didn't receive it.

The [Montana Medicaid website](#) provides instruction on the required items to be included in treatment documentation. See the [General Information for Providers Manual on your provider type page](#). The same site provides additional resources for each provider type.

The Centers for Medicare & Medicaid (CMS) also provides guidelines on the importance of documentation practices. The [CMS Documentation Matters toolkit](#) includes handouts, presentations, and fact sheets for medical professionals and medical office staff.

Documentation is the key tool to the continuity of patient care and accurate billing practices. A common phrase in the medical industry is ... if it isn't documented, it didn't happen!

*Submitted by Callan Brick
Program Integrity Compliance Specialist
Office of Inspector General*

Upcoming Monthly Online Trainings

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

Provider Website Navigation
Thursday, September 16, 2021

Hospitals
Thursday, November 18, 2021

SURS Training
Thursday, October 21, 2021

Vision Services
Thursday, December 16, 2021

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
07/19/2021	Mental Health Centers	Program for Assertive Community Treatment (PACT) and Montana Assertive Community Treatment (MACT) Staff Onboarding and Member Caseload
07/20/2021	All Providers	Enrollment for LMFT's
07/20/2021	Labs, Physicians, Mid-level Practitioners, Hospital Inpatient, Hospital Outpatient, CAH	Fetal Chromosomal Aneuploidy Testing
08/03/2021	Physician, Mid-level Practitioners, Hospital Outpatient, CAH	Updated Criteria of ENTYVIO

FEE SCHEDULES
Proposed July 2021 Fee Schedules *These schedules may be found on the Proposed Fee Schedule Page .
Proposed Autism July 2021 Fee Schedule
January 2021 REVISED
ASC Fee Schedule

ADDITIONAL DOCUMENTS POSTED
<ul style="list-style-type: none"> August 2021 Claim Jumper ENTYVIO (Vedolizumab) Physician Administered Drug Criteria Revised

Top 15 Claim Denials

Claim Denial Reason	July 2021	June 2021
MISSING/INVALID INFORMATION	1	1
PA MISSING OR INVALID	2	2
EXACT DUPLICATE	3	3
RECIPIENT COVERED BY PART B	4	5
RECIPIENT NOT ELIGIBLE DOS	5	6
RATE TIMES DAYS NOT = CHARGE	6	4
PROC. CODE NOT COVERED	7	7
CLAIM INDICATES TPL	8	9
PROVIDER TYPE/PROCEDURE MISMATCH	9	8
PROC. CODE NOT ALLOWED	10	11
SLMB OR QI-1 ELIGIBILITY ONLY	11	10
SUBMIT BILL TO OTHER PROCESSOR OR PRIMARY PAYER	12	13
RECIPIENT HAS TPL	13	29
PROCEDURE/AGE MISMATCH	14	15
CLAIMSGUARD MORE THAN ONE E&M PER DOS	15	26

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
Enrollment Email:
MTErollment@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)