

SURS LAP Presentation

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Resources:

- medicaidprovider.mt.gov
 - Resources by Provider Type
 - Medicaid Provider Manual

The screenshot shows the Montana DPHHS website interface. At the top, it says 'MONTANA.GOV' and 'STATE WEBSITE'. Below this is a navigation menu with items like 'Home', 'COVID-19 Provider', 'Online Services', 'Resources by Provider Type', 'Provider Enrollment', 'Montana HELP Plan', 'Subscribe to Claim Jumper', 'Site Search', and 'Site Index'. A sidebar on the right contains a search bar and a list of providers categorized by type (A-C, D-F, G). An orange arrow points from the 'Resources by Provider Type' menu item to the 'Providers D - F' section of the sidebar. At the bottom, there are buttons for 'I ACCEPT' and 'I DO NOT ACCEPT', and a footer with 'Nondiscrimination Notice/Policy' and 'Notice of Use of Protected Health Information'.

Resources by Provider Type

- Enrollment
- HELP Plan
- Subscribe to Claim Jumper
- Search
- Index

provider manuals, and more.

[A - C](#) [D - F](#) [G](#)

Providers A - C

- [Ambulance](#)
- [Ambulatory Surgical Center](#)
- [Applied Behavior Analysis Services](#)
- [Audiologist](#)
- [Chemical Dependency](#)
- [Chiropractor](#)
- [Clinic \(Public Health\)](#)
- [Clinical Pharmacist](#)

Providers D - F

- [Dental \(Dentist, Dental Hygienist\)](#)
- [Denturist](#)
- [Developmental Disabilities Program](#)
- [Dialysis Clinic](#)
- [Dialysis \(Home\)](#)
- [Direct Entry Midwife](#)
- [Durable Medical Equipment, Prosthetics, Orthotics \(DMEPOS\)](#)
- [EOPBT \(Childcare Services\)](#)

I ACCEPT **I DO NOT ACCEPT**

[Nondiscrimination Notice/Policy](#)
[Notice of Use of Protected Health Information](#)

Resources:

- medicaidprovider.mt.gov
 - Resources by Provider Type
 - Medicaid Provider Manual
 - Provider Notices
 - Claim Jumper Newsletter

The screenshot shows the Montana DPHHS website navigation menu. The menu items are:

- Home
- COVID-19 Provider Information
- Online Services
- Resources by Provider Type
- Provider Enrollment
- Montana HELP Plan
- Subscribe to Claim Jumper Newsletters
- Site Search
- Site Index
- Site Search
- Site Index
- Announcements
- Archive
- Claim Instructions
- Claim Jumper Newsletters
- Contact Us
- Covid-19 Provider Information
- Definitions and Acronyms
- Drug and Pharmacy News
- Electronic Billing
- EOB R&R Crosswalk Excel
- EOB R&R Crosswalk PDF
- EPSDT

Two orange arrows point to the 'Claim Jumper Newsletters' and 'Site Index' items in the menu.

MONTANA.GOV
OFFICIAL STATE WEBSITE

provider reevaluation. The letters specify a date for any provider who has received a notice of non-compliance. The letters also specify the date for any provider who is creating challenges for some providers. Notices of non-compliance will be given a minimum of 90 days to complete revalidation activities once notified.

Information Reminder
Providers are able to access information on their accounts. When the system answers, **Providers** can access information on their members.

On the next menu, select one of the following options:

- OPTION 1: Last 5 PAYMENTS
- OPTION 2: CLAIMS STATUS
- OPTION 3: MEMBER ELIGIBILITY
- OPTION 4: PROVIDER ENROLLMENT STATUS
- OPTION 5: VALIDATE PROVIDER NUMBER
- OPTION 6: GET EDI HELP
- OPTION 7: WEB PORTAL PASSWORD

We appreciate the work you do at all hours. Our support team is here to help you get the information you need.

Online Training Available
Billing 101

Resources:

- medicaidprovider.mt.gov
 - Resources by Provider Type
 - Medicaid Provider Manual and General Information for Providers Manual
 - Claim Jumper Newsletter
- Administrative Rules of Montana (rules.mt.gov – Chapter 37.85)
- Dental Administrative Rules of Montana (rules.mt.gov – Chapter 37.86 Sub 10)
- Administrative Rules of Montana LAP Scope of practice (rules.mt.gov – 24.138.425)
- CDT : Current Dental Terminology book

What goes into a record?



What goes into a record?

Per the General Information for Providers Manual:

[ARM 37.85.414]

[MCA 53-6-155]

[Federal Register, Vol. 65, No. 194, pg. 59440]

- Member's name and date of birth
- Date and time of service
- Name/title of person providing service (other than billing practitioner)
- Chief complaint or reason for each visit
- Pertinent medical history
- Pertinent findings on examination
- Medication, equipment, and/or supplies prescribed or provided
- Description and length of treatment
- Recommendations for additional treatments, procedures, or consultations
- Plan of treatment and/or care, and outcome
- Each medical record entry must be signed and dated by the person providing the service

What goes into a record?

Per the General Information for Providers Manual:

[ARM 37.85.414]

- All records which support a claim for a service or item must be completed within 90 days after the date on which the claim was submitted to Medicaid for reimbursement.
- Providers must maintain all Montana Healthcare Programs-related medical and financial records for 6 years and 3 months following the date of service.
- A record that is required to be signed and dated, including but not limited to an order, prescription, certificate of medical necessity, referral or progress note, is not complete until it has been signed and dated.

Saving Records

- Records must be saved in a format that is resistant to changes.
 - .PDF
 - Completed paper record.
 - Process management software.

What does that even mean?

Also known as: “Please make some sense at some point in this presentation.”

Why were we targeted by SURS?

SURS has to have a reason to review providers, we do not “target” any provider...

Why were we targeted by SURS?

What is SURS and what function does it serve?

- SURS stands for Surveillance Utilization Review Section
- SURS is federally mandated program per 42 CFR 456.3
- The program's purpose is to identify instances of fraud, waste and abuse.
- The SURS unit will attempt to review a portion of each provider type enrolled with Montana Medicaid each year.
- SURS reviews records to ensure that Medicaid requirements are met and that claims are paid correctly.
- SURS Authority is established by the Federal Register, Code of Federal Regulation, Montana Code Annotated and the Administrative Rules of Montana.

What else is SURS responsible for?

- Provider Enrollment
 - Oversight
 - Verification
- Provider Termination
[42 CFR 455.416]
- Provider Exclusion
[42 CFR 455.436]
- Overpayment Recovery
[ARM 37.85.406(9) and (10)]
- Identifying Underpayments
[MCA 53-6-111]
- Working with other agencies when instance of fraud, waste and abuse are identified.

Will we be reviewed
again?

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Questions?