DEPARTMENT OF
**PUBLIC HEALTH &
HUMAN SERVICES**

MONTANA DPHHS

The Nuts and Bolts of the Surveillance Utilization Review Section (SURS)

Summer 2025

Jennifer Tucker, CPC
SURS Supervisor

What is SURS?

Surveillance Utilization Review Section (SURS) is a federally mandated program
[42 CFR, Part 456.3]

The program maintains a strong commitment to assure that the right provider is receiving the right payment for the right services at the right time. We identify potential fraud, waste and abuse to ensure that State and Federal monies are spent appropriately.

We accomplish this by:

- performing retrospective reviews

- educating providers

- recovering overpayments if indicated

The Medicaid Processing System

- Claims processing system includes numerous edits

  - To identify most billing errors

  - It doesn't detect all errors

REJECTED INSURANCE CLAIM

The Medicaid Processing System

- Some claims are paid in error
  - due to incorrect billing
  - system complications

- ALL paid claims are subject to retrospective review
  - this includes prior authorized claims

Overpayment Recovery

▶ SURS can recover if it discovers that the provider was not entitled to payment for any reason.

▶ [ARM 37.85.406 (9) & (10)]

Montana Medicaid Website

https://medicaidprovider.mt.gov/

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OFFICIAL STATE WEBSITE

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Home

COVID-19 Provider Information

Online Services ∨

Resources by Provider Type

Provider Enrollment

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Welcome to the Montana Healthcare Programs Provider Information Website.

Provider Services Portal   **COVID-19 Provider Information and Notices**

2024 W-9 Form Required

October 15, 2024

Department of Administration is no longer accepting prior versions of the W-9 forms. All W-9 forms must have 2024 on the top, left-hand corner. All enrollments and updates that are not approved as of 10/15/2024 that required a W-9 form will need a revised W-9 if the version is not 2024. The current W-9 form is found on https://medicaidprovider.mt.gov/ under forms.

Medicaid Payment Delayed Due to Holiday

October 11, 2024

Due to the Columbus Day holiday, payments will be issued on Tuesday, October 15, 2024. Therefore, Remits will not be available until Wednesday, October 16, 2024.

Revalidation Requirements Deadline

October 11, 2024

The Department of Public Health and Human Services (DPHHS) has resumed Provider Revalidation post the COVID 19 Public Health Emergency. Provider Revalidation is a federally required compliance measure for providers to verify and update their enrollment information every five years to remain eligible for participation with Montana Healthcare Programs. Currently there are many providers that have not completed their revalidations. Failure to complete overdue revalidations by December 31, 2024, will result in suspended payments. **Failure to complete overdue revalidations by December 31, 2024, will result in suspended payments**

• This is a general enrollment training not a series of trainings.

Tenancy Support Enrollment Training

Jennifer Stirling, Provider Relations Manager,, Conduent, October 15, 2024 at 12pm Mountain Time (1 Hour)

Tenancy Support Claims Training

Jennifer Stirling, Provider Relations Manager, Conduent, October 16, 2024 at 11am Mountain Time (2 Hours)

SURS Training

Jennifer Tucker, SURS Supervisor, DPHHS, October 17, 2024 at 2pm Mountain Time (1 Hour)

Documentation from a Review Perspective

Jennifer Tucker, SURS Supervisor, DPHHS, November 21, 2024 at 2pm Mountain Time (1 Hour)

Diabetes Prevention Program

Melissa House, Diabetes Program Manager, DPHHS, December 19, 2024 at 2pm Mountain Time (1 Hour)

To register for upcoming Online Training and access to previous Training PowerPoints, please visit the Training page at https://medicaidprovider.mt.gov/training.

| Recent Website Posts | Announcements | Drug and Pharmacy News | Forms | Claim Instructions | *Claim Jumper* Newsletters |

Select Your Provider Type

COVID-19 Provider Information

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Resources by Provider Type

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Select Your Provider Type

Provider types are listed in alphabetical order. Available resources include fee schedules, provider notices, provider manuals, and more.

A - C   D - F   G - K   L - O   P -Q   R - Z

Here you can select the provider type you are looking for.

Providers A - C

- Ambulance
- Ambulatory Surgical Center
- Applied Behavior Analysis Services
- Audiologist
- Big Sky Waiver
- Chemical Dependency
- Chiropractor
- Clinic (Public Health)
- Clinical Pharmacist

Providers L - O

- Laboratory Services
- Licensed Addiction Counselor
- Licensed Marriage and Family Therapist
- Licensed Professional Counselor
- Mental Health Center
- Mid-Level Practitioner
- Mobile Imaging
- Nursing Facility
- Nutritionist (EPSDT)

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Multiple resources are available on this page

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Site Index ∨

Physician

| Prior Authorization | Forms | *Claim Jumper* Newsletters |

Provider Manuals   ∨

Medicaid Rules and Regulations   ∨

Fee Schedules – Physician   ∨

Fee Schedules – ATP Tests and Fees   ∨

Physician Administered Drugs   ∨

Provider Notices   ∨

Other Resources   ∨

Claim Jumper Newsletters

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Resources by Provider Type

Provider Enrollment

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Site Index ˅

Claim Jumper Newsletters

Claim Jumper 2024   ›

Volume XXXIX Issue 10 - October 2024

Tips from Provider Relations

Medicare Allowed Services Versus Coverage by Medicaid

Recent Website Posts

Top 15 Claims Denials

Volume XXXIX Issue 9 - September 2024

Personal Care Services Part 4 of 4: Consequences, Prevention, and Partnership

SURS Revelations: National Correct Coding Initiative (NCCI) Edits

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Physician

Prior Authorization   **Forms**   *Claim Jumper* **Newsletters**

Provider Manuals   ›

General Information for Providers

Medicaid manual with general information for all provider types.

Physician-Related Services

This manual has information specific to your provider type.

Prescription Drug Program

This manual has information specific to your provider type.

Passport to Health

Everything a provider needs to know to become a successful Passport provider.

Resources by Provider Type

Provider Enrollment

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Provider Manuals ⌄

Medicaid Rules and Regulations ❯

Code of Federal Regulations (Title 42)

Montana Code Annotated - https://leg.mt.gov/ (Choose "Laws & Bills" then " Montana Statutes – MCA")

Applicable Section: Title 53, Chapter 6

Administrative Rules of Montana (Title 37)

- Chapter 79 Healthy Montana Kids
- Chapter 82 Medicaid Eligibility
- Chapter 83 Medicaid for Certain Medicare Beneficiaries and Others
- Chapter 85 General Medicaid Services
- Chapter 86 Medicaid Primary Care Service

Fee Schedules – Physician ⌄

Provider Notices   ›

For prescription medication notices, see the Pharmacy page

2024

10/15/2024 Revalidation Requirements Deadline

10/11/2024 COVID-19 Vaccine Codes Removed from Plan First Covered Codes List

09/18/2024 Vaccines for Children Code Update

08/09/2024 Vaccines for Children Code Update

07/29/2024 Prior Authorization Requirements When a Member Has Third Party Liability

06/28/2024 January 1, 2024 and July 1, 2024 Fee Schedule Updates

06/18/2024 Method for Submitting Durable Medical Equipment Prior Authorizations

06/18/2024 DEA Number Required for Prescribers REVISED

06/11/2024 Health Resources Division Claims Appeal Process

05/21/2024 DEA Number Required for Prescribers

05/10/2024 Ordering Genetic Lab Tests from Assurex Health

Fee Schedules – ATP Tests and Fees ⌄

Physician Administered Drugs ⌄

Provider Notices ⌄

Other Resources ⟩

Diabetes Self-Management Education Support Services 11/24/2021

Montana Diabetes Prevention Program Overview Presentation 01/27/2021
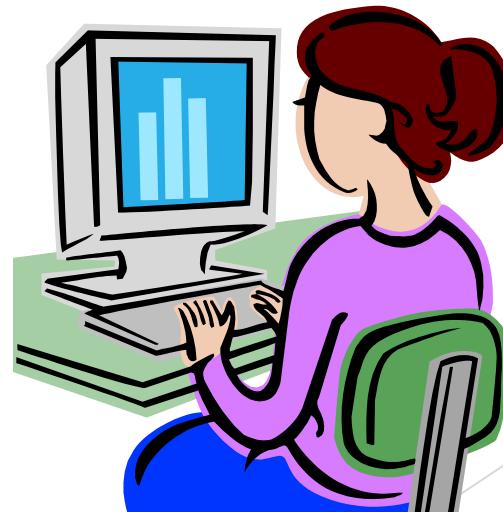
Prior Authorization Criteria for Specific Services

SURS Provider Internal Self-Review Protocol 10/2023

To locate older documents, access the Archive Page.

Rule/Regulation Materials

- Code of Federal Regulations (CFR)
- Montana Code Annotated (MCA)
- Administrative Rules of Montana (ARM)

ecfr.gov

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Search the eCFR

Code of Federal Regulations

A point in time eCFR system

NATIONAL ARCHIVES

NATIONAL ARCHIVES AND RECORDS ADMINISTRATION 1985

eCFR

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Enter a search term or CFR reference (eg. fishing or 1 CFR 1.1)

Titles

	Last Amended	Recent Changes
Title 1 :: General Provisions	Dec 29, 2022	view changes

Site Feedback

https://www.ecfr.gov

Montana Code Annotated 2023

TITLE 53. SOCIAL SERVICES AND INSTITUTIONS
CHAPTER 6. HEALTH CARE SERVICES

Part 1. Medical Assistance -- Medicaid

Provider Enrollment

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Provider Manuals   ∨

Medicaid Rules and Regulations   ⟩

Code of Federal Regulations (Title 42)

Montana Code Annotated - https://leg.mt.gov/ (Choose "Laws & Bills" then " Montana Statutes – MCA")

Applicable Section: Title 53, Chapter 6

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- Chapter 79 Healthy Montana Kids
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- Chapter 83 Medicaid for Certain Medicare Beneficiaries and Others
- Chapter 85 General Medicaid Services
- Chapter 86 Medicaid Primary Care Service

Fee Schedules – Physician   ∨

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Administrative Rules of Montana

ARM ▼   Search a keyword, rule number, or MCA number   Search

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Administrative Rules of Montana

| ARM ▼ | telemedicine | Search |

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🔍 telemedicine

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ADMINISTRATIVE RULES OF MONTANA

24.156.813 PRACTICE REQUIREMENTS FOR PHYSICIANS AND PHYSICIAN ASSISTANTS USING TELEMEDICINE

Title 24 LABOR AND INDUSTRY / Chapter 24.156 BOARD OF MEDICAL EXAMINERS / Subchapter 24.156.8 Telemedicine Rules

24.156.813 PRACTICE REQUIREMENTS FOR PHYSICIANS AND PHYSICIAN ASSISTANTS USING *TELEMEDICINE* (1) Treatment

Show more keyword matches

ADMINISTRATIVE RULES OF MONTANA

24.156.807 ISSUANCE OF A TELEMEDICINE LICENSE (REPEALED)

Title 24 LABOR AND INDUSTRY / Chapter 24.156 BOARD OF MEDICAL EXAMINERS / Subchapter 24.156.8 Telemedicine Rules

24.156.807 ISSUANCE OF A *TELEMEDICINE* LICENSE (REPEALED) Authorizing statute(s): 37-7-207, MCA Implementing

Administrative Rules of Montana

| ARM ▼ | Search a keyword, rule number, or MCA number | Search |

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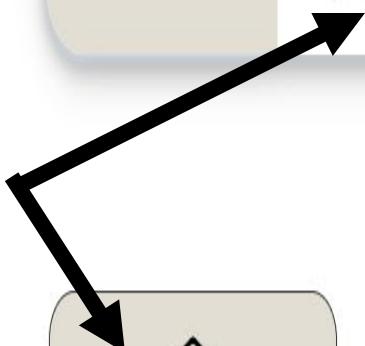Administrative Rules of Montana

Montana Administrative Register
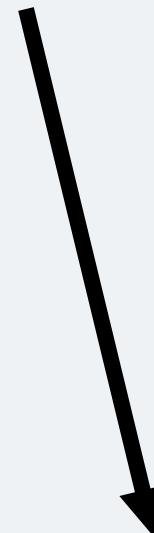
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📁 **Title 1** GENERAL PROVISIONS

📁 **Title 2** ADMINISTRATION

📁 **Title 4** AGRICULTURE

📁 **Title 6** STATE AUDITOR

📁 **Title 8** COMMERCE

📁 **Title 10** EDUCATION

📁 **Title 12** FISH, WILDLIFE AND PARKS

📁 **Title 14** GOVERNOR

📁 **Title 17** ENVIRONMENTAL QUALITY

📁 **Title 18** TRANSPORTATION

📁 **Title 20** CORRECTIONS

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Title 37 PUBLIC HEALTH AND HUMAN SERVICES

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📁 Title 1 GENERAL PROVISIONS

📁 Title 2 ADMINISTRATION

📁 Title 4 AGRICULTURE

📁 Title 6 STATE AUDITOR

📁 Title 8 COMMERCE

📁 Title 10 EDUCATION

📁 Title 12 FISH, WILDLIFE AND PARKS

📁 Title 14 GOVERNOR

📁 Title 17 ENVIRONMENTAL QUALITY

📁 **Chapter 37.1** ORGANIZATIONAL RULE

📁 **Chapter 37.2** DEPARTMENT PROCEDURES

📁 **Chapter 37.5** FAIR HEARINGS AND CONTESTED CASE PROCEEDINGS

📁 **Chapter 37.8** RECORDS AND STATISTICS

📁 **Chapter 37.10** EMERGENCY HEALTH SERVICES

📁 **Chapter 37.12** LABORATORIES

📁 **Chapter 37.14** RADIATION CONTROL

📁 **Chapter 37.19** FAMILY PLANNING PROGRAMS

📁 **Chapter 37.21** DOCUMENTATION AND STUDY OF ABORTION

📁 **Chapter 37.25** RESIDENTIAL ALCOHOL AND DRUG TREATMENT FOR INDIGENT JUVENILES

📁 **Chapter 37.27** CHEMICAL DEPENDENCY PROGRAMS

← Back   Administrative Rules of M...   /   Title 37 PUBLIC HEALTH AND HUMAN SERVICES

Title 24 LABOR AND INDUSTRY

📁 Title 30 LIEUTENANT GOVERNOR

📁 Title 32 LIVESTOCK

📁 Title 34 MILITARY AFFAIRS

📁 Title 36 NATURAL RESOURCES AND CONSERVATION

📁 **Title 37 PUBLIC HEALTH AND HUMAN SERVICES**

📁 Title 38 PUBLIC SERVICE REGULATION

📁 Title 42 REVENUE

📁 Title 44 SECRETARY OF STATE

📁 **Chapter 37.80** CHILD CARE ASSISTANCE

📁 **Chapter 37.81** PHARMACY ACCESS PRESCRIPTION DRUG BENEFIT PROGRAM

📁 **Chapter 37.82** MEDICAID ELIGIBILITY

📁 **Chapter 37.83** MEDICAID FOR CERTAIN MEDICARE BENEFICIARIES AND OTHERS

📁 **Chapter 37.84** MEDICAID EXPANSION

📁 **Chapter 37.85** GENERAL MEDICAID SERVICES

📁 **Chapter 37.86** MEDICAID PRIMARY CARE SERVICES

📁 **Chapter 37.87** CHILDREN'S MENTAL HEALTH SERVICES

📁 **Chapter 37.88** MEDICAID MENTAL HEALTH SERVICES

📁 **Chapter 37.89** MENTAL HEALTH SERVICES

📁 **Chapter 37.90** MENTAL HEALTH MEDICAID FUNDED 1115 AND 1915 WAIVERS

📁 **Chapter 37.91** CERTIFICATION OF MENTAL HEALTH PROFESSIONAL PERSONS

PUBLIC HEALTH AND HUMAN SERVICES

📁 Chapter 37.1 ORGANIZATIONAL RULE

📁 Chapter 37.2 DEPARTMENT PROCEDURES

📁 Chapter 37.5 FAIR HEARINGS AND CONTESTED CASE PROCEEDINGS

📁 Chapter 37.8 RECORDS AND STATISTICS

📁 Chapter 37.10 EMERGENCY HEALTH SERVICES

📁 Chapter 37.12 LABORATORIES

📁 Chapter 37.14 RADIATION CONTROL

Chapter 37.85 GENERAL MEDICAID SERVICES

📁 **Subchapter 37.85.1** Montana Medicaid Provider Fee Schedules

📁 **Subchapter 37.85.2** Miscellaneous

📁 **Subchapter 37.85.4** Provider Requirements

📁 **Subchapter 37.85.5** Provider Sanctions

📁 **Subchapter 37.85.9** Physician-Administered Drugs

📁 **Subchapter 37.85.11** Montana Medicaid Provider Incentive Program for Electronic Healthcare Records

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← Back Administrative Rules of M... / Title 37 PUBLIC HEALTH A... / Chapter 37.85 GENERAL M... / Subchapter 37.85.4 Provider Requirements

GENERAL MEDICAID SERVICES

📁 Subchapter 37.85.1 Montana Medicaid Provider Fee Schedules

📁 Subchapter 37.85.2 Miscellaneous

📁 **Subchapter 37.85.4 Provider Requirements**

📁 Subchapter 37.85.5 Provider Sanctions

📁 Subchapter 37.85.9 Physician-Administered Drugs

📁 Subchapter 37.85.11 Montana Medicaid Provider Incentive Program for Electronic Healthcare Records

📄 **37.85.402** PROVIDER ENROLLMENT AND AGREEMENTS

📄 **37.85.403** ICD CLINICAL MODIFICATION (CM) AND PROCEDURAL CODING SYSTEM (PCS) SERVICES

📄 **37.85.406** BILLING, REIMBURSEMENT, CLAIMS PROCESSING, AND PAYMENT

📄 **37.85.407** THIRD PARTY LIABILITY
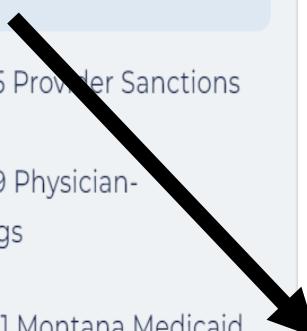
📄 **37.85.410** DETERMINATION OF MEDICAL NECESSITY

📄 **37.85.411** PROVIDER RIGHTS

📄 **37.85.412** INTERPRETATION OF RULES

📄 **37.85.413** LIMITATIONS ON CODING ADVICE

📄 **37.85.414** MAINTENANCE OF RECORDS AND AUDITING

📄 **37.85.415** MEDICAL ASSISTANCE MEDICAID PAYMENT

ADMINISTRATIVE RULES OF MONTANA

37.85.414 MAINTENANCE OF RECORDS AND AUDITING

(1) All providers of service must maintain records which fully demonstrate the extent, nature and medical necessity of services and items provided to Montana Medicaid recipients. The records must support the fee charged or payment sought for the services and items and demonstrate compliance with all applicable requirements.

(a) All records which support a claim for a service or item must be complete within 90 days after

ccf3992e58c16fad0400cd542cfc647...   1 / 2   — 100% +

ADMINISTRATIVE
RULES OF
MONTANA

37.57.111 PAYMENT LIMITS AND REQUIREMENTS

(1) The department will provide financial assistance for a CSHS-eligible CYSHCN with a covered condition:

(a) if the benefit is not covered by another payment source, with the exception of the Indian health service (IHS), which is a payer of last resort;

(b) if the department has sufficient federal funds to provide the benefit;

Versions

47760

Effective   08/25/2018 - Present

47760

Effective   08/25/2018 - Present

ACTIVE VERSION

38697

Effective   08/09/2013 - 08/25/2018

36879

Effective   08/24/2012 - 08/09/2013

8333

Effective   08/01/2003 - 08/24/2012

Relevant MAR Notices

Coding Reference Materials
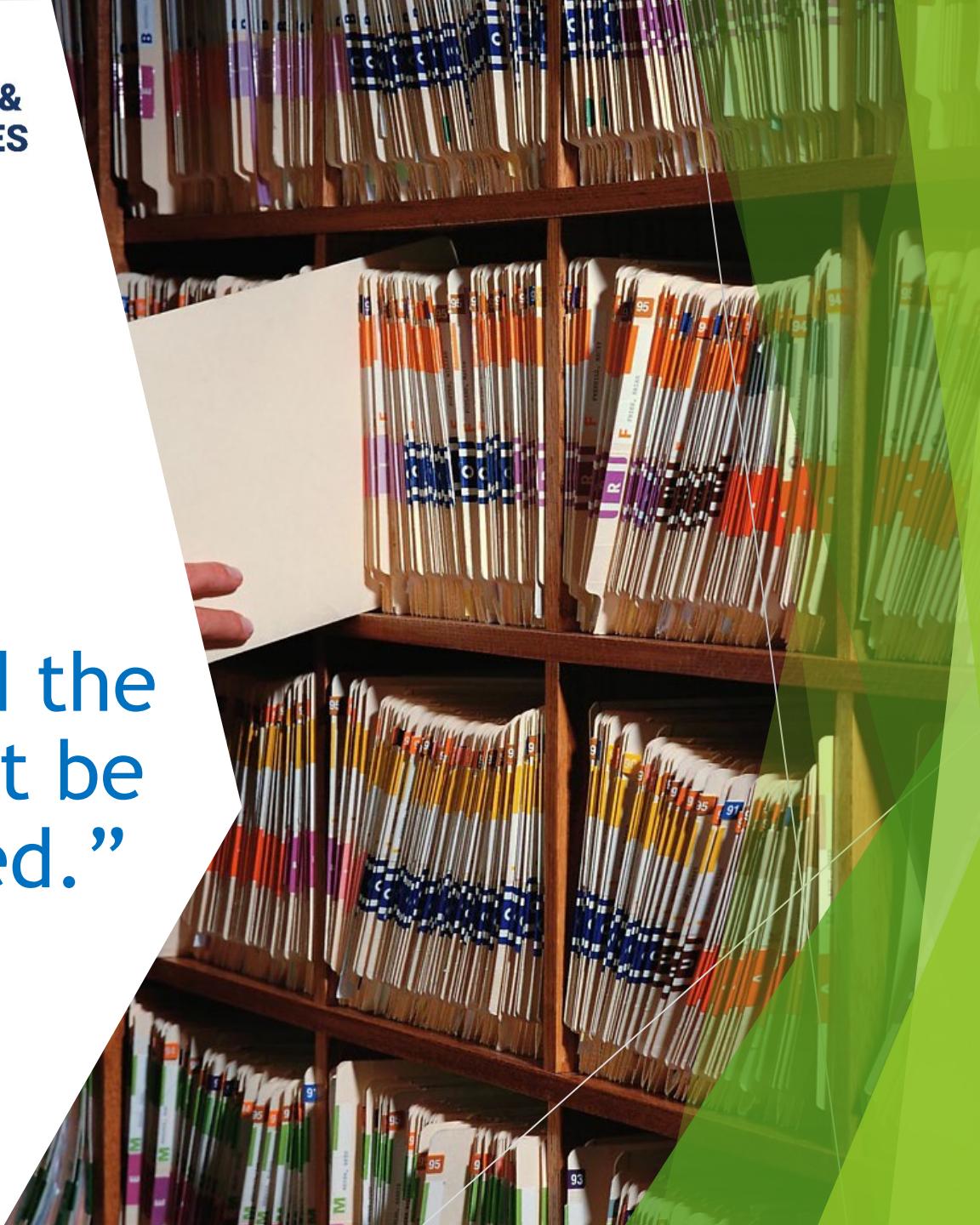
Some coding reference materials

- CPT and CPT Assistant

- HCPCS

- ICD-10 CM

- ICD-10 PCS

- CDT

- DSM

- Publications or training specific to your specialty.

DEPARTMENT OF PUBLIC HEALTH & HUMAN SERVICES

"If it isn't documented the service can't be substantiated."

Maintain records which demonstrate the extent, nature and medical necessity of services provided [ARM 37.85.414]

DOCUMENT!
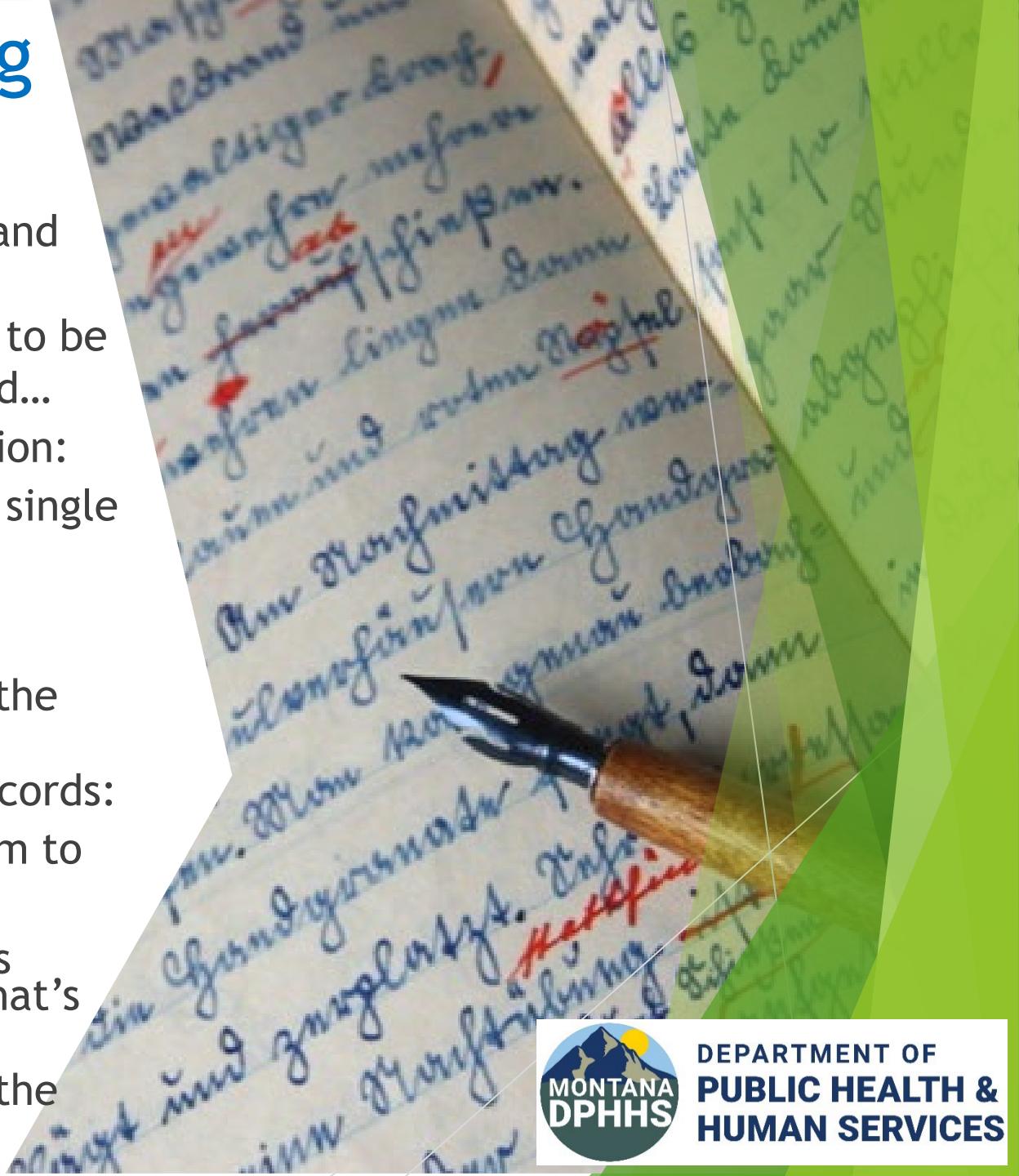
DOCUMENT!

DOCUMENT!

DOCUMENT!

Record Keeping Tips

Records cannot be altered and must reflect the services provided. If a record needs to be corrected, a provider should…

▶ For Written Documentation:

  ▶ Cross out with a single line

  ▶ Write correct information

  ▶ Date and initial the correction

▶ For Electronic Health Records:

  ▶ Add an addendum to the note/documentation indicating what's incorrect and what's correct

  ▶ Date and initial the correction

Record Keeping Tips

- Providers must have a contingency plan to ensure the availability of documentation in the event of a loss of medical records.

  [ARM 37.85.414]

- Providers must obtain **written** authorization from the Department for any variation from the usual billing practice.

  [ARM 37.85.412 and 37.85.413]

Provider Responsibility

It is the ***responsibility of the provider*** to be knowledgeable about sections of the Administrative Rules that relate to their provider type, provider policies and covered services.

In addition, providers are encouraged to ensure their employees are not listed on the federal exclusion databases.

Special Advisory http://oig.hhs.gov/exclusions/advisories.asp

- **DOLI (**https://ebizws.mt.gov/PUBLICPORTAL/home.jsp**)**

- **LEIE (**http://exclusions.oig.hhs.gov/**)**

- **SAM (**https://www.sam.gov**)**

Montana Department of
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Thank you for using the Montana Department of Labor & Industry's Record Search Portal. Here you will be able to search for Permits or licenses issued or Continuing Education Providers and Courses approved by the Business Standards Division. To begin make a selection below and click Next.

Record Type

Please Choose A Record Type

Building Permits ▾

Next

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License Search

Please be advised that any "license" with REG in the naming convention instead of LIC, is not an actual license, but rather an interstate licensure registration that immediately expires when the state of emergency is no longer in effect.

License Information

Licensing Board/Program
[Select ▾]

License Type
[Select ▾]

License Number
[ ]

License Holder Information

First Name   Last Name
[ ]   [ ]

Business Name
[ ]

City   State   Zip
[ ]   [ ]   [ ]

Country
[Select ▾]
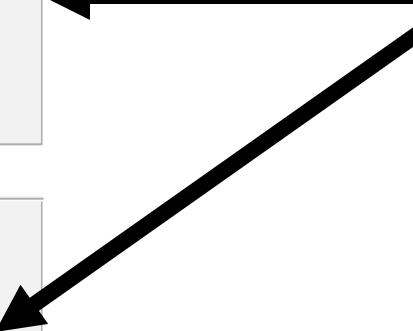
Verification

Please answer the verification question below before continuing your search.

Select

License Type

Select

License Number

License Holder Information

First Name

Last Name

Business Name

City   State   Zip

Country

Select

Verification

Please answer the verification question below before continuing your search.

Remaining Attempts: 3

Please enter the number value of each image (example: 587)

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Entity Information

You can search and view entity information, including entity registration records, exclusions, and the Disaster Response Registry from this page. Most entity records are public information, but you must be signed to search and view them.

⊕ What is an entity?

ⓘ **Please Sign In:** You must sign in to your SAM.gov account to search Entities or the Disaster Response Registry.

Sign In

Search   **Advanced Search**

| All Entity Information ▾ | e.g. 123456789, Smith Corp | 🔍 |

All Entity Information
Entities
Disaster Response Registry
Exclusions

⊕ Get help with searching entity registration

⊕ Get help with searching exclusions information

NEW

Register Your Entity or Get a Unique Entity ID

Register your entity or get a Unique Entity ID to get started doing business with the federal government.

Get Started

Renew Entity

⊘ **Check Registration Status**

Federal users

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Entity Information

You can search and view entity information, including entity registration records, exclusions, and the Disaster Response Registry from this page. Most entity records are public information, but you must be signed to search and view them.

⊕ What is an entity?

ⓘ **Please Sign In:** You must sign in to your SAM.gov account to search Entities or the Disaster Response Registry.

Sign In

Search

Advanced Search

| Exclusions ▼ | Pam Smith ✕ | 🔍 |

⊕ Get help with searching entity registration

⊕ Get help with searching exclusions information

NEW

Register Your Entity or Get a Unique Entity ID

Register your entity or get a Unique Entity ID to get started doing business with the federal government.
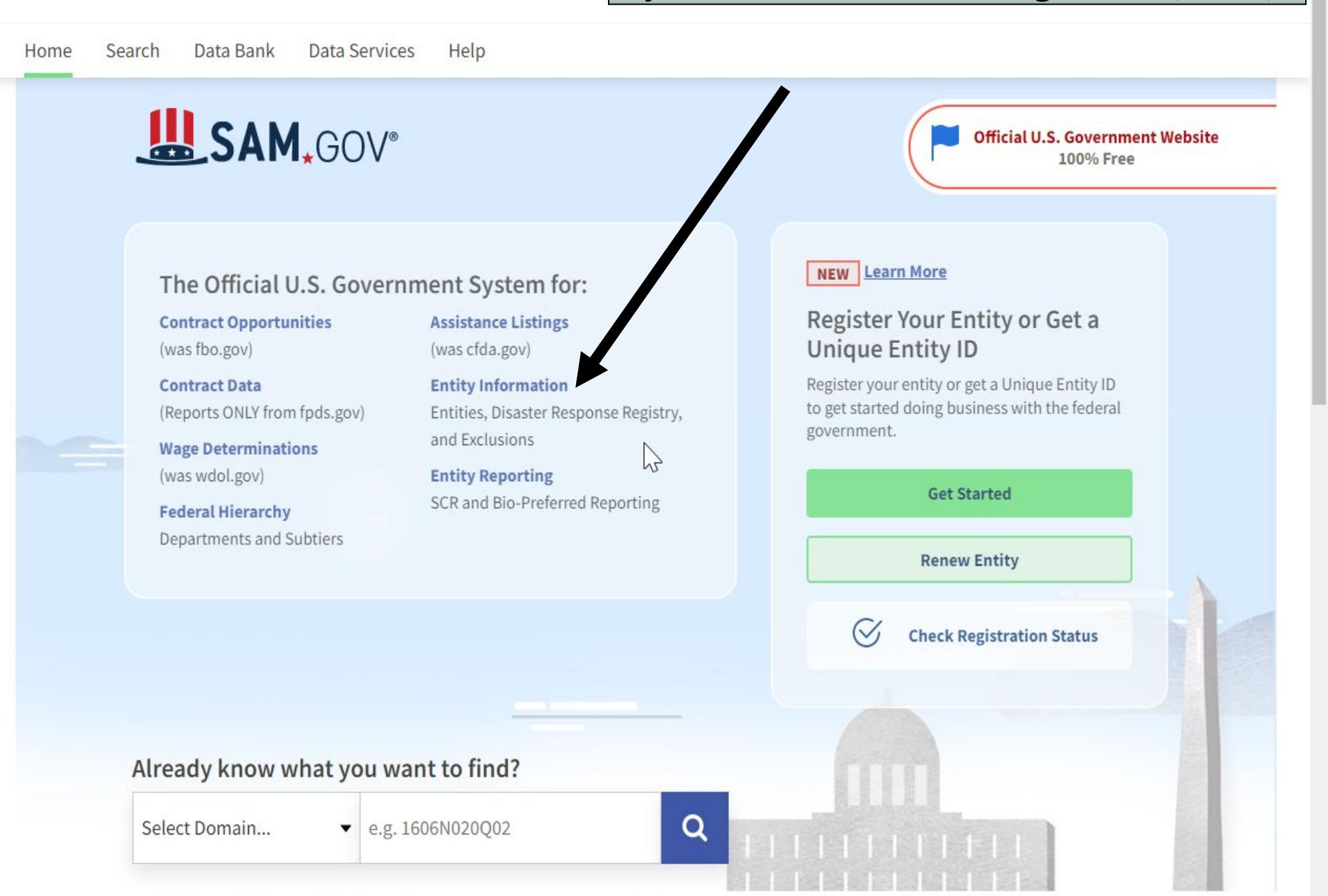
Get Started

Renew Entity

✓ **Check Registration Status**

Federal users

Search   All Words ▼   e.g. 1606N020Q02   🔍

Select Domain
Entity Information   ⊕

All Entity Information

Entities

Disaster Response Registry

Exclusions

Filter By   ⊖

Keyword Search

For more information on how to use our keyword search,
visit our help guide ⧉

○ Any Words ⓘ   ◄──────────
🟢 All Words ⓘ
○ Exact Phrase ⓘ

e.g. 123456789, Smith Corp

🔍 **No matches found**
We couldn't find a match for your search criteria.

Please try another search or go back to previous results.

[Go Back]

Search | All Words ▼ | e.g. 1606N020Q02 | 🔍 |

Select Domain
Entity Information   ⊕

All Entity Information

Entities

Disaster Response Registry

Exclusions

Filter By   ⊖

Keyword Search

For more information on how to use our keyword search, visit our help guide ⧉

🟢 Any Words ⓘ

⚪ All Words ⓘ

⚪ Exact Phrase ⓘ

| e.g. 123456789, Smith Corp |

Sort by
| Relevance ▼ |

Showing 1 - 25 of 1,160 results

Pam Pam ● Active | Exclusion |

| DUNS | Unique Entity ID   CAGE Code   Physical Address   Classification
(blank)   (blank)   High Ridge, MO 63049 USA   **Individual**
                                                                            Activation Date
| SAM | Unique Entity ID   **Jan 28, 2020**
(blank)   Termination Date
                                                                            Jan 27, 2023

Pam Archbald ● Active | Exclusion |

| DUNS | Unique Entity ID   CAGE Code   Physical Address   Classification
(blank)   (blank)   Missouri City, TX 77459 USA **Individual**
                                                                            Activation Date
| SAM | Unique Entity ID   **Aug 23, 2019**
(blank)   Termination Date
                                                                            Aug 22, 2022

Pam Richardet ● Active | Exclusion |

| DUNS | Unique Entity ID   CAGE Code   Physical Address   Classification
(blank)   (blank)   High Ridge, MO 63049 USA   **Individual**
                                                                            Activation Date
| SAM | Unique Entity ID   **Jan 28, 2020**
(blank)   Termination Date
                                                                            Jan 27, 2023

PAM N OLSEN ● Active | Exclusion |

| DUNS | Unique Entity ID   CAGE Code   Physical Address   Classification
(blank)   (blank)   PHILADELPHIA, PA 19149 USA   **Individual**
                                                                            Activation Date
| SAM | Unique Entity ID   **Jan 18, 2005**

Keyword Search

For more information on how to use our keyword search, visit our help guide ⧉

(◉) Any Words (i)

(○) All Words (i)

(○) Exact Phrase (i)

> e.g. 123456789, Smith Corp

> "Pam Smith"   ✕

Classification	⌄
Excluded Individual	⌄
Excluded Entity	⌄
Federal Organizations	⌄
Exclusion Type	⌄
Exclusion Program	⌄
Location	⌄
Dates	⌄

Reset ↻

Pam Richardet ● Active

DUNS Unique Entity ID	CAGE Code	Physical Address
(blank)	(blank)	High Ridge, MO 63049 USA

SAM Unique Entity ID

(blank)

Classification
Individual

Activation Date
Jan 28, 2020

Termination Date
Jan 27, 2023

Exclusion

PAM N OLSEN ● Active

DUNS Unique Entity ID	CAGE Code	Physical Address
(blank)	(blank)	PHILADELPHIA, PA 19149 USA

SAM Unique Entity ID

(blank)

Classification
Individual

Activation Date
Jan 18, 2005

Termination Date
Indefinite

Exclusion

PAM MARIE NEWPORT ● Active

DUNS Unique Entity ID	CAGE Code	Physical Address
(blank)	(blank)	SAPULPA, OK 74066 USA

SAM Unique Entity ID

(blank)

Classification
Individual

Activation Date
Nov 15, 2004

Termination Date
Indefinite

Exclusion

Pam W. Walters ● Active

DUNS Unique Entity ID	CAGE Code	Physical Address
(blank)	(blank)	Tooele, UT 84074 USA

SAM Unique Entity ID

(blank)

Classification
Individual

Activation Date
Aug 6, 1999

Termination Date
Indefinite

Exclusion

STEPHEN ANTHONY PAM ● Active

DUNS Unique Entity ID	CAGE Code	Physical Address
(blank)	(blank)	FOLKSTON, GA 31537 USA

Classification
Individual

Exclusion

Health Care Fraud Prevention and Enforcement Action Team (HEAT) Provider Compliance Training

http://oig.hhs.gov/newsroom/video/2011/heat_modules.asp

- Understanding Program Exclusions
- Importance of Documentation

U.S. Department of Health and Human Services

Office of Inspector General

Submit a Complaint

About OIG ⌄   Reports ⌄   Fraud ⌄   **Compliance** ⌄   Exclusions ⌄   Newsroom ⌄   Careers ⌄   **COVID-19 Portal**

HEAT Provider Compliance Training

Training resources resulting from the work of the Health Care Fraud Prevention and Enforcement Action Team (HEAT), an HHS/DOJ initiative.

In Spring 2011, HHS-OIG and its government partners provided in-person trainings in Houston, Tampa, Kansas City, Baton Rouge, Denver, and Washington, D.C. The trainings focused on the realities of Medicare and Medicaid fraud and the importance of implementing an effective compliance program.

Video Series

Help impr

Webcast Modules

There are 16 modules in the HEAT Provider Compliance Training Webcast, recorded on May 18, 2011. The following resources are now hosted on YouTube.

1. Welcome Remarks (4:37 minutes long)
2. Overview of OIG (9:56 minutes long)
3. Navigating the Fraud and Abuse Laws (26:26 minutes long)
4. Compliance Program Basics (17:01 minutes long)
5. Operating an Effective Compliance Program (15:59 minutes long)
6. Understanding Program Exclusions (10:26 minutes long)
7. Navigating the Government (5:10 minutes long)
8. Overview of Centers for Medicare and Medicaid Services (34:24 minutes long)
9. Importance of Documentation (17:06 minutes long)
10. OIG Subpoenas Audits Surveys and Self Disclosure Protocol (17:42 minutes long)
11. Health Care Fraud Enforcement Panel (6:08 minutes long)
12. Health Care Fraud Enforcement Panel with CMS Deputy Admin (13:43 minutes long)
13. Health Care Fraud Enforcement Panel with Special Agent (15:10 minutes long)
14. Health Care Fraud Enforcement Panel with Asst. US Attorney (17:08 minutes long)
15. Health Care Fraud Enforcement Panel - Fraud Control Unit (11:15 minutes long)
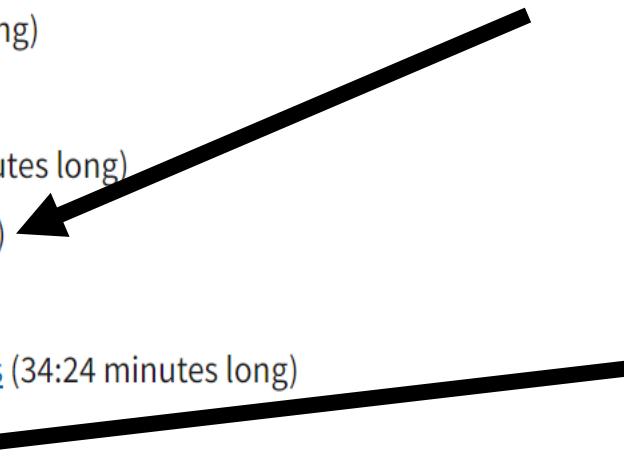
HIPAA

- American Recovery & Reinvestment Act has many changes for HIPAA [45 CFR, Part 160-164]

  - http://frwebgate.access.gpo.gov/cgi-bin/getdoc.cgi?dbname=111_cong_bills&docid=f:h1enr.pdf

- CMS Website for HIPAA info

  - http://www.cms.gov/HIPAAGenInfo/

- Office for Civil Rights Website

  - http://www.hhs.gov/ocr/privacy/index.html

Theran Fries

Privacy Officer

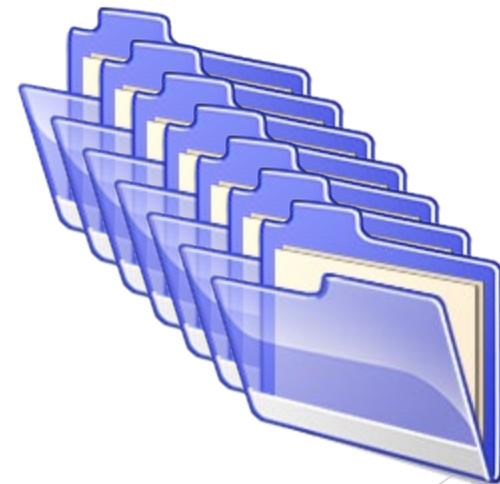HIPAA Program

Office of Legal Affairs

1-406-444-9503

PO Box 202960

Helena, MT 59620-2960

What are we doing?

Our unit is consistently working on several projects:

- Team Reviews
- Self Reviews
- Individual Reviews
- New Provider Reviews
- Data Reviews
- Active Provider Reviews

The progression of reviews…

1. Review idea
2. Collection of data
3. Initial contact with provider
4. Records request letter
5. Records review
6. Overpayment letter
7. Administrative Review
8. Additional records or information review

9. Administrative Review determination
10. Fair Hearing
11. Fair Hearing determination
12. Board of Public Assistance
13. Judicial Court

14. Overpayment
15. Closure

Top issues within reviews …

- Incomplete documentation (demonstrating the extent and nature of the service).

- Incomplete or missing orders/prescriptions.

- Missing dates and signatures on notes or DME delivery confirmation.

- Missing time in and out or full amount of time spent on time-based codes.

- Up-coding Evaluation and Management.

- Identifying information on documentation.

Additional review errors ...

- Billing for services not personally provided.

- Unbundling of services.

- Illegible records.

- Electronic records out of Word.

DEPARTMENT OF PUBLIC HEALTH & HUMAN SERVICES

SURS Staff

Jennifer Tucker, CPC, CPIP; SURS Supervisor

- 8 Program Integrity Compliance Specialists
  - Licensed Practical Nurse/Registered Nurse
  - Certified Professional Coders
  - Certified Program Integrity Professionals
  - Subject Matter Experts

assigned to multiple provider types and specialties

Contact Information

SURS Supervisor

» **Jennifer Tucker, CPC**

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  SURS Unit
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Questions?