

Montana Medicaid

CLAIM JUMPER

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Spring Provider Training: Medicaid 101

All providers are invited to participate in spring provider training. The training will focus on basic Medicaid, covering topics such as eligibility, preventing and interpreting claim denials, remittance advices and adjustments, managed care, and electronic billing. There will also be a special session on Medicare Part D.

Sign-in for the training begins at 8:00 a.m. Sessions will start at 8:30 and conclude at 4:00. The trainings will be held in the following locations:

- Polson: May 26th at the KwaTaqNuk Resort
- Glasgow: June 9th at the Cottonwood Inn
- Lewistown: June 30th at the Yogo Inn

All sessions are free and refreshments will be provided.

See the May Claim Jumper for a registration form. This form is also available on the provider website (www.mtmedicaid.org) under *Upcoming Events*. Contact Bridget Martin at (406) 457-9532 or bridget.martin@acs-inc.com with questions.

Submitted by ACS

Final PASSPORT Summits This Month

Medicaid Managed Care PASSPORT To Health Summits scheduled for this spring will conclude in June. Providers and other stakeholders are invited to discuss their ideas regarding how PASSPORT could function most effectively in the future for both providers and clients. Provider

input on PASSPORT is key to the program's success.

PASSPORT To Health Program Officer Niki Scoffield would like to thank providers and office staff who participated in earlier summits in Helena, Havre, and Billings. "We've heard some great feedback on how PASSPORT currently works for our providers. We've also been impressed with the innovative ideas and creative approaches these folks have brought forth," Niki said. "We're looking forward to hearing what our stakeholders in western Montana have to say as we complete the summits."

The final summits will be held in Kalispell on June 8 at Kalispell



Debbie Gregory of the Belgrade Clinic (left), Dr. Nancy Maynard of the Great Falls Clinic (center), and Dr. Nancie Nordwick of Nordwick Pediatrics in Helena (right) brainstorm ideas during work group discussions in the afternoon at the Helena PASSPORT Summit in April.

Regional Medical Center, and in Missoula on June 15 at St. Patrick's Hospital. The meetings will begin at 10:00 a.m. and conclude at 4:30 p.m. Refreshments will be served at 9:30 a.m. and lunch will be provided.

Registrations are still being accepted for those who want to participate. For more information, visit www.mtmedicaid.org or contact PASSPORT Program Officer Niki Scoffield at (406) 444-4148 or niscoffield@mt.gov. RSVPs to Niki from those planning on attending are requested and greatly appreciated.

Watch fall editions of the Claim Jumper for news on recommendations that came from summit participants, and how those ideas will affect the PASSPORT program.

Submitted by Anastasia Burton, DPHHS

Dental Program Coverage Changes

Effective July 1, 2005, Montana Medicaid will make coverage changes in the Dental Program. The following CDT 2005 codes will be covered. Check the July 1, 2005 fee schedule and the July 1, 2005 updated Dental and Denturist Services provider manual at the provider website (<http://www.mtmedicaid.org>) for service limits and age restrictions.

- D2712 Crown ¾ resin - based composite
- D2794 Crown - titanium D5225 Maxillary partial denture – flexible base
- D5226 Mandibular partial denture – flexible base
- D6205 Crown - indirect resin based composite D6214 Pontic - titanium
- D6710 Crown - indirect resin based composite
- D6794 Crown - titanium
- D7321 Alveoloplasty not in conjunction with extractions
- D7511 Incision and drainage of abscess - intraoral

- D7521 Incision and drainage of abscess - extraoral

Effective July 1, 2005, date of service, the following CDT 2005 codes will be not be covered because these CDT 2004 codes are not CDT 2005 codes.

- D2970 EP Temporary crown (fractured tooth)
- D7281 EP Surgical exposure of impacted or unerupted tooth to aid eruption

Dentist and Denturist fee reimbursement will be increased as a result of the 2005 Legislative Session and effective with July 1, 2005 dates of service. The increase will be reflected in the July 2005 Dental Fee Schedules and the Dental Provider Manual, available on the provider website.

If you have questions please visit the provider website, or call ACS Provider Relations at 800-624-3958 or Jo Thompson, Dental Program Manager at (406) 444-3182.

Submitted by Jo Thompson, DPHHS

Calls to Nurse First Nearly Double

The number of calls to the Montana Department of Public Health and Human Services' Nurse First Advice Line nearly doubled in February as Medicaid clients with acute medical conditions contacted registered nurses for appropriate care recommendations.

In February, the advice line call rate nearly doubled to .419 per member per year (PMPY) from the previous month. If this call rate is sustained throughout the year, nearly half of the more than 64,000 advice line eligible clients will call the advice line one time each. In January, the PMPY call rate was .212.

The increase in February calls resulted from a mailing to eligible Medicaid clients reminding them of the service's availability, the reasons to call and the type of information and help available. (Clients are encouraged to call 911

or their local emergency services provider if they believe a situation is life threatening.)

Nurse advice line Medicaid call rates typically fall in the .10 PMPY range, according to McKesson Health Solutions, the company that provides the nurse advice line service. Call rates vary month-to-month and are usually higher in the winter.

Providers play an important role in the success of the advice line by encouraging their patients to call Nurse First prior to making appointments, and especially after hours, on weekends, or if they are not sure if an office visit is appropriate. Montana DPHHS thanks providers for encouraging their Medicaid clients to call Nurse First and asks for their continued assistance to keep this successful trend in place.

It is extremely important that clients are aware of this free, 24 hour and 7 day service. It is essential to the success of the program that registered nurses receive appropriate calls. Known as "symptomatic calls," these requests include questions about acute medical conditions.

In January, for example, nurses received 1,015 calls. Of those calls, 83 percent were symptomatic. In February, the number of calls nearly doubled to 2,011 and the symptomatic rate remained extremely high at 74 percent.

Nurse First has been taking calls and helping Montana Medicaid clients since January 2004. For questions regarding Nurse First, contact Tedd Weldon in the Managed Care Bureau at (406) 444-1518, or teweldon@mt.gov.

Submitted by Tedd Weldon, DPHHS

TPL Tips

If TPL denies your claim, you must include a copy of the TPL denial and a description of the denial reason with your Medicaid claim. If a copy of the denial is not attached to the claim, the claim will be denied.

If TPL has made a payment on a claim, or if TPL denies your claim and you attach an EOB, send the claim to ACS Claims Processing and not to the ACS TPL Unit.

Please include header columns on TPL EOBs. Claims with attached EOBs that do not have header col-

umns will be denied as the correct information cannot be verified. To obtain a blanket denial, first bill TPL for the exact codes for which you wish to obtain the blanket denial. When you receive the denial from TPL, fax it with a copy of the Blanket Denial Request form to the ACS TPL Unit at (406) 442-0357. You can find the Blanket

Denial Request form at www.mtmedicaid.org. Blanket denials must be sent as an attachment to paper claims in order to be applied to the claim. If claims are submitted electronically, use a paperwork attachment indicator to ensure that the blanket denial form is matched to the claim.

Submitted by ACS

Recent Publications

The following are brief summaries of recently published Medicaid information and updates. For details and further instructions, download the complete document from the Provider Information website at www.mtmedicaid.org. Select *Resources by Provider Type* for a list of resources specific to your provider type. If you cannot access the information, contact Provider Relations at (800) 624-3958 or (406) 442-1837 in Helena or out-of-state.

Recent Publications Available on Website		
Date	Provider Type	Description
Notices		
04/11/05	Dental, Denturist, FQHC, IHS, Oral Surgeons, Hospital	Notice regarding dental program coverage changes
04/14/05	Optometric, Optician, Physician, Podiatry, Mid-level Practitioner, Public Health Clinic, QMB Chiropractor, Psychiatrist, IDTF, Lab & X-Ray, Schools, Physical, Occupational, and Speech Therapy	Notice regarding pricing logic changes for professional (CMS-1500) claims
Fee Schedules		
04/11/05	DME	Updated Fee Schedule
Other Resources		
04/11/05	School-Based Services and Physical, Occupational, and Speech Therapy	Manual replacement pages and updated manual with new EDI Helpdesk contact information, updated web addresses, and updated direct deposit arrangements
04/11/05	Ambulatory Surgical Centers	Updated ASC manual with current fees
04/14/05	All Providers	Spring Provider Training Registration
04/14/05	All Providers	May Claim Jumper Newsletter
04/14/05	All Providers	Updated "Four Ways to Submit Claims to Montana Medicaid" document
04/18/05	Optometric	Manual replacement pages and updated manual regarding clarification of eyeglass add-ons and updated key contacts
04/18/05	All Providers	PASSPORT Summit Agenda
04/21/05	Pharmacy	Updated PDL and PDL Quicklist
04/25/05	Pharmacy	Updated PDL
04/26/05	Pharmacy	Updated PDL Quicklist
04/29/05	Pharmacy	General manual replacement pages and updated manual
05/04/05	All Providers	PASSPORT Summit photos and updated agenda
05/04/05	All Providers	Medicaid news article regarding optical character recognition
05/06/05	All Providers	PASSPORT Survey results, links from PASSPORT and Medicaid News pages

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Key Contacts

Provider Information website: <http://www.mtmedicaid.org>

ACS EDI Gateway website: <http://www.acs-gcro.com>

ACS Provider Relations, EDI Help Desk and PASSPORT

(800) 624-3958 (In and out-of-state)

(406) 442-1837 (Helena)

(406) 442-4402 Fax

TPL (800) 624-3958 (In and out-of-state)

(406) 443-1365 (Helena)

(406) 442-0357 Fax

Direct Deposit Arrangements (406) 444-5283

Verify Client Eligibility

FAXBACK (800) 714-0075

Automated Voice Response (AVR) (800) 714-0060

Point-of-sale Help Desk for Pharmacy Claims (800) 365-4944

Prior Authorization

DMEPOS (406) 444-0190

Mountain-Pacific Quality Health Foundation (800) 262-1545

First Health (800) 770-3084

Transportation (800) 292-7114

Prescriptions (800) 395-7961

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Helena, MT 59604

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P.O. Box 8000
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