

Montana Medicaid Claim Jumper

"Health Buddy" Program

Montana Medicaid is launching an exciting new pilot program for select clients participating in its Nurse First disease management programs. This pilot will help clients keep in touch with a registered nurse by using the Health Buddy, an easy-to-use, in-home monitoring and communication device that transmits information via the client's telephone line to a secure computer.

The pilot is scheduled to begin in early to mid-October with heart failure clients. Some clients who have a combination of heart failure and diabetes may be participants as well.

The goal of the pilot is to assess the value of a home monitoring device in a population actively participating in a disease management program. Montana is the first state to pilot the Health Buddy program in the Medicaid population.

Components include:

- Monitoring patients on a daily basis;
- Assessing the value of preventing unnecessary hospitalizations or other unplanned medical interventions;
- Keeping healthcare providers informed of changes in the client's status; and
- Improving the client's quality of life.

The pilot is part of the Nurse First disease management and nurse advice program, which began this January. Approximately 65,000 Medicaid clients have access to the nurse advice service. About 5,400 of those clients with asthma, diabetes, heart failure, cancer, and chronic pain are helped through the Nurse First disease management program by utilizing a combination of telephonic access and community-based registered nurses.



The State's initial goal for the six-month pilot is to enroll 100 heart failure clients who will actively utilize the device. Over a three-month period before the launch, an "installation" process ensures that the device is correctly set up and that clients are comfortable with its use. There is no cost to clients and participation is voluntary.

A "stoplight" warning system — green, yellow, red — lets monitoring registered nurses know if the client's condition changes from day to day. A "red" warning generates a call from a registered nurse to the client. If symptoms have not already been addressed or resolved, the nurse notifies the client's physician.

For more information, contact Tedd Weldon in the Managed Care Bureau at (406) 444-1518, or e-mail him at teweldon@state.mt.us.

Grace Period For Discontinued Codes No Longer Allowed

In compliance with HIPAA standards and CMS regulations, Montana Medicaid will no longer allow 90-day grace periods for providers to use discontinued codes. This affects ICD-9-CM diagnosis and procedure codes, CPT-4, HCPCS, and CDT codes.

Effective October 1, 2004, claims must be submitted with ICD-9-CM 2005 codes (effective October 1, 2004 to September 31, 2005) for dates of service on or after October 1, 2004.

For dates of service on or after January 1, 2005, claims must be submitted with 2005 CPT and HCPCS codes. Claims with dates of service on or after January 1, 2005 submitted with discontinued codes will be denied.

For more information, see www.cms.hhs.gov/medlearn/icd9code.asp and Medicare transmittal number R89CP, Change Request number 3093.

Trainings for Physician, Mid-level, and Outpatient Hospital Billers

In addition to the two Medicaid Provider Training Seminars scheduled this Fall in Whitefish and Billings, DPHHS will be offering three training sessions specifically for physician, mid-level practitioners, and outpatient hospital billers.

October 14, 2004
St. Patrick's Hospital
Missoula, Montana

October 19, 2004
Mansfield Center
Billings, Montana

November 19, 2004
Benefis-West Campus
Great Falls, Montana

The one-day sessions will cover physician/mid-level practitioner billing issues from 9 a.m. to 12 noon and outpatient hospital billing issues from 1 p.m. to 4 p.m.

Please RSVP to Michael Mahoney at 406-457-9532 (e-mail to michael.mahoney@acs-inc.com) or Maria Rogne at 406-457-9531 (e-mail to maria.rogne@acs-inc.com).

Drug Prior Authorization Process

With the upcoming Preferred Drug List, it will be very important for providers to have information on how to access the Drug Prior Authorization Unit and what information will be necessary to submit with each request and who can submit requests for drug prior authorization. DPHHS contracts with the Mountain-Pacific Quality Health Foundation, located in Helena, to administer the Drug Prior Authorization Program. Currently, Medicaid has prior authorization criteria for both the traditional Medicaid program and the Mental Health Services Program (MHSP). In addition, some home infusion therapy services also require prior authorization. The Foundation's Drug Prior Authorization (PA) unit employs both pharmacists and pharmacy technicians to receive drug prior authorization requests and apply criteria developed by the Drug Utilization Review Board to determine eligibility of individual requests for authorization.

Requests for prior authorization of drugs can be made by phone, fax, or mail. It is not a requirement that only physicians/providers initiate a PA request. Requests may be submitted to the PA Unit by the provider, the provider's nurse or designated agent, or the pharmacy. It is important, however, that enough information accompanies the request for the Foundation's PA staff to make an individual evaluation of that request.

Each request should contain the recipient's name, Medicaid ID # (usually the SS #), the name of the medication requested with dosage form and strength, the directions for use, the reason for requesting PA with supporting information as necessary, and the name of the requestor and contact phone number. Prior Authorization request forms for faxing are available from the PA Unit and can also be found in the Medicaid Pharmacy Provider Manual and on the Department website at www.mtmedicaid.org

The contact phone numbers for the Drug Prior Authorization Unit are as follows:

406-443-6002 for local Helena calls
406-443-7014 for local FAX
800-395-7961 for toll-free calls
800-294-1350 for toll-free FAX

Dental And Denturist Providers

Dental providers are reminded that they must provide a prescription to denturists when referring clients for partials and dentures. Medicaid payments can be recovered through random audits when there is no prescription in the denturist's client file. If you have questions regarding this policy, call Jo Thompson, Dental Program Manager at (406) 444-4189.

WINASAP2003 Montana User Guide now available at www.mtmedicaid.org!

Recent Publications

The following are brief summaries of publications regarding recent program policy changes. For details and further instructions, download the complete notice 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.

Notices/News Releases		
<i>Date Posted</i>	<i>Provider Type(s)</i>	<i>Description</i>
08/11/04	Emergency Services	Updated ER Diagnosis List (07/04)
08/24/04	All Providers	Nurse First News Release (08/04)
09/02/04	School-Based Services	CSCT Audit & Program Requirements (08/31/04)
Fee Schedules		
08/13/04	School-based Providers	New Fee Schedule (07/04)
08/31/04	Nutrition	New Fee Schedule (07/04)
08/31/04	Audiology	New Fee Schedule (07/04)
08/31/04	Hearing Aids	New Fee Schedule (07/04)
08/31/04	Optician	New Fee Schedule (07/04)
08/31/04	Eyeglasses	New Fee Schedule (07/04)
08/31/04	IDTF	New Fee Schedule (07/04)
08/31/04	Dental	New Fee Schedule (07/04)
09/02/04	Outpatient Hospital	New Fee Schedule (07/04)
09/02/04	Outpatient Hospital	New Fee Schedule—APCs (07/04)
Manuals/Replacement Pages		
08/10/04	Therapy Services	New Provider Manual (07/04)
09/02/04	WINASAP2003 Users	WINASAP Montana User Guide (08/30/04)
09/02/04	Dental	Updated Manual/Replacement Page (08/04)
09/02/04	Commercial & Specialized Non-emergency Transportation	Updated Manual/Replacement Page (08/04)
Newsletters		
08/23/04	All Providers	PASSPORT Newsletter (08/04)
Upcoming Events		
08/13/04	All Providers	Fall Provider Training Seminar Registration (08/04)
Other Items/Forms		
08/17/04	Home Infusion Therapy	Updated Home Infusion Therapy PA (08/04)
08/23/04	Orthodontia	Orthodontia Treatment Plan
08/23/04	All Providers	PASSPORT Brochure (07/04)
08/23/04	All Providers	PASSPORT Q & A (08/04)



Medicaid Provider Training Seminars

Fall 2004

October 27, 2004

Grouse Mountain Lodge
2 Fairway Drive
Whitefish, Montana

November 10, 2004

Mansfield Health Education Center
(Adjacent to St. Vincent Healthcare)
Billings, Montana

Please take advantage of these free one-day training seminars to learn more about Medicaid and best billing practices. Topics covered include: provider resources, eligibility, prior authorization, TPL & Medicare, building clean claims, PASSPORT/Team Care, and program officer updates. We encourage office managers and billing staff to attend. The seminars begin at 9:00 am and end at 4:00 pm. (Lunch on your own.) All you need to do is pre-register by filling out the attached registration form and return it by mail or fax (406-442-4402) to ACS, no later than one week before the seminar.

We ask that you pre-register if you plan to attend one of the upcoming training seminars. Please complete the following and return to ACS as soon as possible.

Provider Number: _____

Provider Name: _____

Phone Number: _____

Seminar Location: Whitefish Billings

Name(s) of Attendee(s): _____

Have you ever attended a Medicaid Provider Training Seminar before? Yes No

Any concerns or topics you would like to see covered during this training seminar? _____

Why attend a Medicaid Provider Training Seminar?

Provider Resources: *Learn more about the Montana Medicaid provider website and how to get the information you need*

Eligibility: *Learn how to effectively and accurately verify Medicaid/CHIP/MHSP eligibility*

Prior Authorization: *Learn when and who to contact to preauthorize services*

TPL & Medicare: *Learn how other payers and programs can impact your claims*

Building Clean Claims: *Hands-on training for professional and institutional claims, in both paper and electronic billing formats*

PASSPORT/Team Care: *Learn more about Montana’s managed care programs*

Program Officer Updates: *The latest news from DPHHS*

Additional information and registration forms available at www.mtmedicaid.org


A C S[®]
P.O. Box 4936
Helena, Montana 59604

PLACE
STAMP
HERE

ACS—FALL SEMINAR PRE-REGISTRATION
P.O. BOX 4936
HELENA, MONTANA 59604

Montana Medicaid
ACS
P.O. Box 8000
Helena, MT 59604

PRSRT STD
 U.S. Postage
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 Permit No. 154

Key Contacts

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

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

ACS EDI Help Desk (800) 987-6719

Provider Relations (800) 624-3958 (in Montana)
 (406) 442-1837 (Helena & out-of-state)
 (406) 442-4402 fax

TPL (800) 624-3958 (in Montana)
 (406) 443-1365 (Helena & out-of-state)
 (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

PASSPORT (800) 624-3958

Prior Authorization

DMEOPS (406) 444-0190

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

First Health (800) 770-3084

Transportation (800) 292-7114

Prescriptions (800) 395-7961

Provider Relations
 P.O. Box 4936
 Helena, MT 59604

Claims Processing
 P.O. Box 8000
 Helena, MT 59604

Third Party Liability
 P.O. Box 5838
 Helena, MT 59604