



# Montana Health Care Programs

# CLAIM JUMPER

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## Spring Provider Fair Scheduled

Please save the dates for the Spring Provider Fair. The event will be held April 6 and 7, 2010, in Helena. Watch future issues of the *Claim Jumper* and [www.mtmedicaid.org](http://www.mtmedicaid.org) for more information.

## Publications Reminder

It is providers' responsibility to be familiar with Medicaid manuals, fee schedules, and notices for their provider type, as well as other information published in the *Claim Jumper* and on the Medicaid website ([www.mtmedicaid.org](http://www.mtmedicaid.org)).

## DPHHS Offers Billing Clarification on Billing Psychological Testing Codes

DPHHS released a provider notice December 4, 2009, to clarify ap-

propriate billing practices for CPT codes 96101-96103 and 96118-96120. The provider notice referenced a description of psychological testing codes along with clinical examples of what psychological testing activities can be billed for these codes.

The title of this notice is "Billing and Code Clarification for Psychological Testing and Request to Adjust Claims by December 31, 2009." To view the provider notice and attachment go to: <http://medicaidprovider.hhs.mt.gov/pdf/psychologist120409.pdf>.

The December 4 provider notice also notified licensed clinical professional counselors that they will no longer be able to bill code 96101; answered some common questions about psychological testing codes; clarified that psychologists, licensed clinical social workers, and licensed clinical professional counselors cannot bill for case management and consultation activities; and reminded providers to document medical necessity per Montana Medicaid Administrative Rules.

*Submitted by Jamie Olsen Stolte, DPHHS*

## Top 15 Claim Denial Reasons

Exception	December Ranking	November Ranking
RECIPIENT NOT ELIGIBLE DOS	1	1
EXACT DUPLICATE	2	2
REFILL TOO SOON	3	3
RATE TIMES DAYS NOT = CHARGE	4	5
DRUG CONTROL CODE = 2 (DENY)	5	4
RECIPIENT COVERED BY PART B	6	8
PROVIDER TYPE/PROCEDURE MISMAT	7	23
REV CODE INVALID FOR PROV TYPE	8	7
CLAIM INDICATES TPL	9	10
PASSPORT PROVIDER NO. MISSING	10	6
SUBMIT BILL TO OTHER PROCESSOR OR PRIMARY PAYER	11	12
PA MISSING OR INVALID	12	11
DRUG QUANTITY MISSING	13	18
NDC MISSING OR INVALID	14	21
UNIT TYPE MISSING/INVALID	15	20

## Nurse First Services and Usage

All Montana Medicaid, Healthy Montana Kids, and Healthy Montana Kids Plus patients are eligible for the Nurse First Advice Line. They can call 1-800-330-7847 at any time to speak with a registered nurse. It's free and confidential. During November 2009, there were 183 fewer callers than during October. However, pediatric questions were still clearly the biggest concern.

Nurse First also offers patients a free Healthwise® website. Patients may go to [www.medicaid.mt.gov](http://www.medicaid.mt.gov) and click on Montana Health and Wellness Information. About one in five visitors sought information about chronic pain during October and November 2009.

*Submitted by Michael Huntly, DPHHS*

<b>Nurse First Calls</b>			
The top five Nurse First call topics are in the table below:			
<b>November 2009 (533 total calls)</b>		<b>October 2009 (716 total calls)</b>	
<b>Number of Calls</b>	<b>Type of Call</b>	<b>Number of Calls</b>	<b>Type of Call</b>
27	Pediatric health information	38	Pediatric health information
16	Pediatric cough	33	Pediatric cough
12	Pediatric medication question	26	Pediatric fever (greater than 3 months of age)
12	Abdominal pain	19	Pediatric influenza
11	Pediatric colds	16	Pediatric colds

<b>Visits to Healthwise® Website</b>			
The top five topics visitors were interested in are in the table below:			
<b>November 2009 (139 website visits)</b>		<b>October 2009 (148 website visits)</b>	
<b>Number of Visits</b>	<b>Topic of Interest</b>	<b>Number of Visits</b>	<b>Topic of Interest</b>
30	Chronic pain	28	Chronic pain
9	Basic dental care	8	Mental health assessment
8	Early disease detection health screenings	7	Symptom checker
5	Multiple sclerosis	5	Interactive tool: What is your due date?
4	Hair loss	4	Immunization

## Attention DME Providers

The repair code E1340 is no longer valid for dates of service after December 31, 2009. Please use appropriate repair codes K0739 and K0740 and modifiers.

Also, a new DME fee schedule was posted in January. There are minor changes in rates, descriptions and prior authorizations.

*Submitted by Fran O'Hara, DPHHS*

## Consultation Services

Effective January 1, 2010, Medicare will no longer reimburse for con-

sultation codes (99241-99245 and 99251-99255). Information about this Medicare change is located at <http://www.cms.hhs.gov/MLN Matters/Articles/downloads/MM6740.pdf>.

Montana's Medicaid program has chosen not to follow Medicare. Medicaid will continue to reimburse for consultation codes for Medicaid only clients and clients who have primary insurance other than Medicare.

Claims for clients with both Medicare and Medicaid eligibility should be sent to Medicare using Medicare billing guidelines. Medicaid will process these

claims when they cross over to Medicaid.

*Submitted by Bob Wallace, DPHHS*

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14,250 copies of this newsletter were printed at an estimated cost of \$.36 per copy, for a total cost of \$5,174.93, which includes \$2,197 for printing and \$2,977.93 for distribution.

Alternative accessible formats are available by calling the DPHHS Office of Planning, Coordination and Analysis at (406) 444-9772.

## Recent Publications

The following are brief summaries of recently published Medicaid information and updates. For details and further instructions, download the complete document from [www.mtmedicaid.org](http://www.mtmedicaid.org), the Provider Information website. 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.

<b>Recent Publications Available on Website</b>		
<b>Date</b>	<b>Provider Type</b>	<b>Description</b>
<b>Notices and Replacement Pages</b>		
12/10/09	Psychologists, Physicians, Social Workers, Licensed Clinical Professional Counselors, Mental Health Centers, Psychiatrists	Billing and Code Clarification for Psychological Testing and Request to Adjust Claims by December 31, 2009
12/15/09	Physician, Mid-Level Practitioner, Pharmacy	Prior Authorization for Intuniv <sup>®</sup>
12/17/09	Licensed Mental Health Centers, Therapeutic Group Homes, Psychiatric Residential Treatment Facilities, Therapeutic Foster/Family Care Providers	Clarification of Prior Authorization Policy and Procedure
12/17/09	Physicians, Mid-Level Practitioners, Pharmacies	Updated Prior Authorization Request Form, Prior Authorization Request Update and Physician Chart Checklist for Suboxone <sup>®</sup> or Subutex <sup>®</sup>
<b>Fee Schedules</b>		
12/22/09	Mental Health Center, Licensed Clinical Professional Counselor, Social Worker, Psychologist, Targeted Case Management—Mental Health, Physician, Psychiatrist, Mid-Level Practitioner	Fee schedule for MHSP services for clients 18 years of age and older
<b>Other Resources</b>		
12/07/09, 12/14/09, 12/21/09, 12/28/09	All Provider Types	What's New on the Site This Week
12/10/09	Pharmacy	Updated PDL
12/15/09	All Provider Types	January 2010 <i>Claim Jumper</i>
12/15/09	All Provider Types	News item regarding Holiday eSOR and Payment Schedule
12/22/09	Physician, Podiatry, Mid-Level Practitioners, IDTF, Birthing Center, Laboratory and X-ray, Public Health Clinics, Outpatient Hospital, Emergency Room, Free-Standing Dialysis Clinic, Pharmacy, Psychiatry, Ambulatory Surgical Center	Updated list of most-used NDCs
12/22/09	All Provider Types	Revised news item regarding List of Eligible Drug Manufacturers Updated
12/28/09	All Provider Types	News item regarding 835 Discrepancy for Files Posted on December 21 and December 28

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## Key Contacts

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

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

ACS EDI Help Desk (800) 624-3958

### Provider Relations

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

(406) 442-1837 (Helena)

(406) 442-4402 Fax

Email: [MTPRHelpdesk@ACS-inc.com](mailto:MTPRHelpdesk@ACS-inc.com)

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

PASSPORT (800) 362-8312

### Prior Authorization

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

Mountain-Pacific Quality Health Foundation—DMEPOS/Medical

(406) 457-5887 local, (877) 443-4021, ext. 5887 long-distance

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  
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