



# Montana Health Care Programs

# CLAIM JUMPER

Volume XXV, Issue 3, March 2010

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## Medicaid Health Improvement Program

Medicaid has a new Health Improvement Program for members eligible for Passport to Health. Care management services are offered through 13 Community Health Centers and one Tribal Health Center on a regional basis and will provide statewide coverage. The program is designed to provide enhanced care management for high risk patients who often have multiple chronic health conditions. The State uses predictive modeling software to identify those members at highest risk and refers them for more personalized care management. Referrals from primary care providers are also accepted for Medicaid and HMK Plus patients at risk of developing serious illness.

The participating health centers employ care managers including nurses and health coaches. The nurses and health coaches contact patients referred by the Department's Managed Care Bureau to offer a variety of services and to coordinate health care needs. Services include:

- Health assessment
- Helping patients to set self-management goals
- Providing information, referrals and education about diseases
- Helping patients access local social services
- Reminding patients about needed screening and appointments
- Providing information about medications
- Hospital pre- and post-discharge planning

Nurses and health coaches work closely with the patient's primary care provider to tailor the services to the individual's needs.

The program has two main goals:

- To help those patients with the most serious health issues better manage their health care and set goals for improving their overall health; and
- To provide preventive care for those patients at risk of developing serious chronic illness.

For more information, you may contact Wendy Sturn, Health Improvement Program Officer, at (406) 444-1292 or [wsturn@mt.gov](mailto:wsturn@mt.gov).

*Submitted by Wendy Sturn, DPHHS*

## Nursing Home Spans

With the implementation of the new eligibility system, CHIMES, nursing home span information presented by the eligibility verification systems has changed. The nursing home span information is now sent to the claims processing system on a month-to-month basis to match the format in which eligibility spans are sent. Nursing home spans will now appear with an end date rather than open ended.

If you have questions or concerns, contact ACS Provider Relations

## 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)).

## Acute Services Moves

The Acute Services Bureau of the Health Resources Division has relocated their offices within the Cogswell building. All staff's phone numbers remain the same. The fax number has changed. The new fax number is (406) 444-1861. Programs involved in the move are Pharmacy, Drug Rebate, Dental/Denturist, Home Infusion, Durable Medical Equipment, Audiology/Hearing Aids, Optometry/Eye Glasses, School-Based Services and Therapies.

*Submitted by Jan Paulsen, DPHHS*

## Healthy Montana Kids Increases Dental Funding

Healthy Montana Kids (HMK), formerly CHIP, has great news about increased funding for dental services for children.

The Caring Foundation of Montana is donating \$150,000 so children with significant dental needs may receive additional dental services after they exhaust their Basic Dental benefits. The federal government will match this donation so the available funds for this benefit year will be approximately \$650,000. The Caring Foundation of Montana, Inc. is a nonprofit organization formed in 1992 that assists children in obtaining preventive health services.

Now is a good time to complete and submit an Extended Dental Plan (EDP) request for children enrolled in the HMK program. You can visit the HMK website at [www.hmk.mt.gov](http://www.hmk.mt.gov) to download the "Request for Extended Dental Benefits" form.

As you know, the HMK/CHIP Basic and Extended Dental Plan benefits begin anew each October. The Basic Dental Plan benefit is capped at \$412 in dental services. These services are reimbursed at 85 percent of charges, up to a \$350 maximum reimbursement. If an HMK child has significant dental needs that exceed the maximum reimbursement and is approved for the HMK Extended Dental Plan, the provider may be paid up to an additional \$1,000 for covered services during the benefit year.

Please contact HMK Dental Manager Barb Arnold at 444-7046 or barnold2mt.gov if you need more information or have any questions about HMK dental benefits.

*Submitted by Barb Arnold, DPHHS*

### Attention DME Providers

Montana Medicaid is adding Medicare's Medically Unlikely Edits (MUE) to DME HCPCS codes.

*Submitted by Fran O'Hara, DPHHS*

### Reimbursement Change for Psychiatric Residential Treatment Facilities and How It Affects Other Montana Medicaid Providers

Effective January 1, 2010, reimbursement for medical and ancillary services

provided outside a Psychiatric Residential Treatment Facility (PRTF) to youth in a PRTF will be limited to emergency medical conditions treated in a hospital emergency room, emergency dental services (in accordance with the Montana Medicaid Dental Program for adults ages 21 and over with Basic Medicaid) and ambulance services for authorized emergencies. Additional "outside" services including eyeglasses, visual examinations, durable medical equipment, hearing aids and audiology evaluations may be reimbursed under limited urgent situations. No other "outside" services are reimbursable by the state and if provided are the responsibility of the PRTF. Reimbursement for these "outside" services is 100 percent state general fund at the prevailing Montana Medicaid rate, per Montana Administrative Register Notice 37-493 published November 12, 2009. Considering the funding source, all "outside" services, except emergency room services and emergency dental, will require prior authorization and must be urgent in nature.

Reimbursement for covered professional and institutional claims will deny until the Medicaid Management Information System (MMIS) is updated, and is not expected to impact very many claims. A mass adjustment will be completed when the system update is complete. Provider types and services affected by this change are: ambulance, audiologists, dentists, durable medical equipment, eyeglasses, hearing aid dispensers, opticians, optometrists, Indian Health Service clinics and Federally Qualified Health Centers and any provider type or service youth receives in a hospital emergency room.

### Prior Authorization Procedures

It is the responsibility of the referring PRTF to obtain prior authorization for urgent "outside" services. Prior authorization is required starting February 1, 2010, for eyeglasses, visual examinations, durable medical equipment, hearing aids and audiology evaluation claims to be

### 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 and December 2009, again many callers had pediatric questions.

Nurse First also offers patients a free Healthwise® website: Patients may go to www.medicaid.mt.gov and click on Montana Health and Wellness Information. More than one in five visitors sought information about chronic pain during November and December 2009.

*Submitted by Michael Huntly, DPHHS*

Nurse First Calls			
The top five Nurse First call topics are in the table below:			
December 2009 (418 total calls)		November 2009 (533 total calls)	
Calls	Type of Call	Calls	Type of Call
18	Pediatric health information	27	Pediatric health information
16	Pediatric medication question	16	Pediatric cough
12	Pediatric vomiting	12	Pediatric medication questions
9	Pediatric fever, greater than 3 months of age	12	Abdominal pain
9	Abdominal pain	11	Pediatric colds

Visits to Healthwise® Website			
The top five topics visitors were interested in are in the table below:			
December 2009 (128 website visits)		November 2009 (139 website visits)	
Visits	Topic of Interest	Visits	Topic of Interest
27	Chronic pain	30	Chronic pain
8	Pregnancy	9	Basic dental care
7	Pregnancy-related problems	8	Early disease detection health screenings
5	Mental health assessment	5	Multiple sclerosis
4	High-risk pregnancy	4	Hair loss

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14,250 copies of this newsletter were printed at an estimated cost of \$.51 per copy, for a total cost of \$7,334.93, which includes \$4,357 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.

reimbursed. Reimbursement for these services provided between January 1, 2010, and February 1, 2010, will be made without requiring prior authorization, as long as the service meets medical necessity criteria and is urgent. Failure to obtain a prior authorization after February 1, 2010, will result in the incurred charges becoming the responsibility of the PRTE.

To obtain prior authorization, please contact:

- For eyeglasses or visual examinations: (406) 444-4066;
- For durable medical equipment, hearing aids and audiology evaluations: (406) 444-5296;
- For ambulance authorization: Mountain-Pacific Quality Health Foundation, (800) 292-7114.

For questions on Emergency Dental Services, contact (406) 444-3182.

For questions or more information please see the January 19, 2010, provider notice, or contact Diane White, Clinical Program Supervisor, Children’s Mental Health Bureau, P.O. Box 202951, Helena, MT 59620-2951, (406) 444-1535, [dwhite@mt.gov](mailto:dwhite@mt.gov).

*Submitted by Diane White, DPHHS*

## 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>		
Date	Provider Type	Description
<b>Notices and Replacement Pages</b>		
01/11/10	Dental (Dentist, Dental Hygienist), Denturist	Revised dental and denturist program provider manual
01/12/10	Eyeglasses	Additional Optometric Lens Add-on
01/21/10	Hospital Inpatient, Hospital Outpatient, EPSDT, Physical Therapist, Speech Therapist, Audiologist, Hearing Aid, Occupational Therapist, Psychologist, Dentist, Pharmacy, DMEPOS, Optometric, Optician, Personal and Commercial Transportation, Specialized Non-Emergency Transportation, Ambulance, Physician, Psychiatric Residential Treatment Facility, Lab and Imaging, Social Worker, Denturist, Mid-Level Practitioner, Eyeglasses, Rural Health Clinic, FQHC, Licensed Professional Counselor, Mental Health Center, Targeted Case Management—Mental Health, Therapeutic Group Home, Public Health Clinic, Therapeutic Foster Care, Psychiatrist, Critical Access Hospital	Reimbursement Change for Psychiatric Residential Treatment Facilities and How It Affects Other Montana Medicaid Providers
01/27/10	Physician, Mid-Level Practitioner, Inpatient Hospital, Outpatient Hospital, RHC, FQHC	Medicaid Consultation Services
<b>Fee Schedules</b>		
01/07/10	Durable Medical Equipment	Fee schedule
01/13/10	Hearing Aid, Audiology	Fee schedule
01/26/10	Mental Health Center, LCPC, Social Worker, Psychologist, Targeted Case Management—Mental Health, Physician, Psychiatrist, Mid-Level Practitioner	Revised fee schedule for Medicaid Mental Health services for clients 18 years of age and older
<b>Other Resources</b>		
01/04/10, 01/11/10, 01/18/10, 01/26/10	All Provider Types	What’s New on the Site This Week
01/04/10	All Provider Types	News item regarding eSOR Delay
01/06/10	All Provider Types	News item regarding eSORs Now Available
01/12/10	All Provider Types	February 2010 <i>Claim Jumper</i>
01/12/10	All Provider Types	News item regarding Holiday eSOR and Payment Schedule
01/21/10	Pharmacy	January 27, 2010, DUR Board meeting agenda

Montana Health Care Programs  
ACS  
P.O. Box 8000  
Helena, MT 59604

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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  
Helena, MT 59604

# SPRING PROVIDER FAIR

April 6<sup>th</sup> & 7<sup>th</sup>, 2010

The Gateway Center  
1710 National Avenue, Helena MT

Please **pre-register** for the classes you will attend, as space is limited. Return your registration to ACS no later than April 2, 2010.

Provider NPI #: \_\_\_\_\_ Provider Name: \_\_\_\_\_

Phone Number: \_\_\_\_\_ Name of Person(s) Attending: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Lunch will be provided on day two, please list number that will be staying for lunch: \_\_\_\_\_

## Day One: Afternoon Session 1:00 PM - 5:00 PM

Seminars that will be covered on Day One include:

Eligibility Determination

New Biller Billing Basics & Billing Basics

(Including Eligibility Verifications, Preventing Errors, Claim Forms, Electronic Billing, Forms, Web Resources / Web Portal, Healthcare Reform and more)

Please list number of attendees for Day One: \_\_\_\_\_

## Day Two: Full Day Session 8:00AM – 4:15PM

Classes that will be covered on Day Two include:

Hospitals / FQHC's / RHC's  
Durable Medical Equipment  
Physician Related Services  
Home and Community Based Services  
Adult Mental Health  
Transportation  
Medicare / Third Party Liability  
SURS  
Health Improvement Program

Healthy MT Kids (2 Sessions)  
Nursing Home  
School Based Services  
PASSPORT to Health/TEAM Care  
Dental Programs  
Children's Mental Health Services  
Home Health / Hospice  
Nurse First

Please list number of attendees for day two: \_\_\_\_\_



## **DPHHS PROVIDER FAIR** **Spring 2010**

Attend the Spring Provider Fair hosted by the Department of Public Health and Human Services (DPHHS) and ACS! This free day-and-a-half training provides medical billers and providers an opportunity to learn more about Medicaid, Healthy MT Kids, and Children's Mental Health Services policies and billing practices. Day one will focus on materials for providers and billing entities that are new (or existing) to Montana's Healthcare Programs and Day Two will be valuable for all providers and billers. Day Two offers three different tracks, with sessions running throughout the day on a variety of interesting topics. In addition, DPHHS program officers will be available for a "Lunch with your Program Officer" as well as being involved with the classes on Day Two.

Lunch will be provided by ACS on Day Two of the Provider Fair.

For further detail regarding each class being offered, visit the [mtmedicaid.org](http://mtmedicaid.org) website.

Please complete the reverse side of this form and mail (or fax to 442-4402) to register for the Spring Provider Fair. Space is limited so advanced registration is required. Please keep a copy of your registration for your records.

If you have any questions regarding the Spring Provider Fair, please contact ACS Provider Field Representative Denise Juvik at 406-457-9598 or John Ciralli at 406-457-9554.



**A C S**  
P.O. BOX 4936  
HELENA, MONTANA 59604

PLACE  
STAMP  
HERE

DPHHS PROVIDER FAIR REGISTRATION  
P.O. BOX 4936  
HELENA, MONTANA 59604

# Montana Medical Association/Brown Consulting Associates

## Spring 2010 Coding Competency Workshop

Tuesday, April 6<sup>th</sup> 8:30 a.m. – 11:30 a.m. Gateway Center - 1710 National Avenue, Helena

### Hot Topics: Diagnosis Coding and Modifiers

*This fast paced session will cover current coding topics including:  
ICD-9 Diagnosis Coding - Common Clinic Errors in Diagnosis Coding  
A Glimpse into ICD-10 Coding  
Modifiers that Matter*

### Workshop Costs

**\$75 MMA Members or \$125 Non-MMA Members**

**LATE REGISTRATION FEE APPLIES AFTER MARCH 30TH**

**\$100 MMA Members or \$150 Non-MMA Members**

**Registration Deadline is April 2nd – No Registrations will be accepted after this date**

*The MMA Reserves the right to cancel this program if at least 15 participants have not registered by 3/23/10*

### MMA 2010 Spring Coding Workshop Registration

Registrant Name \_\_\_\_\_ Title \_\_\_\_\_ Phone \_\_\_\_\_ Fax \_\_\_\_\_

Physician/Provider Name \_\_\_\_\_ Specialty \_\_\_\_\_ Clinic/Hospital Name \_\_\_\_\_

Street Address \_\_\_\_\_ City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

**Check Method of Payment:** [ ] Check Enclosed [ ] VISA/MC/AE/Discover (**complete information below**)

Print Name as it appears on card: \_\_\_\_\_ Your Signature: \_\_\_\_\_

Card Number: \_\_\_\_\_ Expiration Date: \_\_\_\_ Amount: \$ \_\_\_\_\_

### *Mail completed form with payment to:*

Montana Medical Association Seminars, 2021 11<sup>th</sup> Avenue, Suite 1, Helena, MT 59601

Please call the MMA at 406-443-4000 or intrastate toll free 877-443-4000 if you have any questions.

### Brown Consulting Associates, Inc. Workshop Leader

**Bonnie R. Lewis, RN, CCS-P**, serves as a private practice reimbursement consultant who has served as a national physician office consultant and seminar speaker for a variety of firms, including St. Anthony Publishing and Consulting in Alexandria, Virginia and Medical Learning Inc. in Minneapolis, Minnesota. Bonnie currently presents approximately 30 seminars each year with the Idaho, Montana and Washington State Medical Associations. She continues to present seminars and workshops for the Northwest Regional Primary Care Association as well as the National Health Service Corps. Brown Consulting Associates, Inc. has developed and presents live, web-based certification training for all of these organizations. As an instructor at the College of Southern Idaho, Bonnie teaches a two-semester course for students aspiring to become certified coders. Bonnie has worked with health care legal defense attorneys to assist physicians in resolving third party payer coding actions.

Eighteen years of clinical experience combined with eighteen years of coding consulting and training provides an exceptional skill base for application to the challenging and changing medical coding environment. Bonnie graduated from Los Angeles County-USC Medical Center School of Nursing in 1973. Her nursing experience includes 16 years of office nursing and hospital nursing in the areas of surgery, ER, ICU and home health. She served as an Air Force Flight Nurse.

Bonnie worked in physician office nursing and management, dealing directly with reimbursement issues in Las Vegas, Nevada; Salt Lake City, Utah; and Twin Falls, Idaho. She has been teaching and consulting since 1989 and has worked in 41 states. As a physician reimbursement consultant, Bonnie visits physician offices, clinics and ERs to assess the issues that directly and indirectly affect reimbursement and CMS compliance.