



# Montana Health Care Programs

# CLAIM JUMPER

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## Publications Reminder

It is the responsibility of all providers to be familiar with Medicaid manuals, fee schedules, notices for their provider type, and information published in the *Claim Jumper* and on the Medicaid [website](#).

## Suspension of Provider IDs for Nonparticipation

The Legislative Auditor requires that providers who have not participated in Montana Health Care Programs during the previous year be identified, and with State approval, those corresponding provider ID numbers will be suspended to “not pay” should claims be submitted after suspension.

Providers are determined to not have participated if they have not submitted a claim as the pay-to (billing) or rendering provider for the previous calendar year.

The Department is unable to pay providers in a “suspended status” until an updated license is received. Providers in a suspended status should contact Provider Relations at the number below.

Providers may have multiple provider ID numbers associated with their NPIs; however, only those provider ID numbers that were not used in the past year are suspended. The remaining provider ID numbers for that NPI remain active.

For more information, or if you have questions, contact Provider Relations at 1-800-624-3958 or (406) 442-1837

## Suspension Span Eligibility Verification

In December 2010, the Medicaid Management Information System (MMIS) was updated to include suspension spans for those clients who are inmates in public institutions.

To receive accurate eligibility verification information, it is important that you verify eligibility for each date of service rather than just the first of the month.

Suspension spans may be only for a few days of a month or long-term.

Another important note is that suspension spans are often received by the claims processing system retroactively.

If new or updated suspension span information is received from the eligibility system, and professional or

outpatient claims with a line first date of service or inpatient and nursing home claims with a header first date of service within the suspension span have previously paid, the claims will automatically be adjusted to reprocess.

Passport, IHS Passport, Team Care and HIPC capitation claims are excluded from the suspension span editing and the reprocessing.

Inpatient and nursing home claims will suspend to the State for review; other claim types will deny.

Providers can appeal these or any other denied claims to the appropriate program officer.

Additional information can be found in the [December 2010 Claim Jumper](#).

## Spring 2011 Provider Training Via WebEx

DPHHS and ACS are excited to announce that Provider Training will be offered via WebEx during April and May.

The schedule is available on page 2 of this issue of the *Claim Jumper* and is also available on the provider [website](#). More information will be available on the website in the coming weeks.

You must register via WebEx in order to attend the trainings. Registration links will be available on the [Training page](#) of the website beginning March 3.

If you have any questions, please call Provider Relations at 1-800-624-3958 or (406) 442-1837.

### Provider Training Schedule

April 4	Session 1	ACS, Billing Basics	9–10 a.m.
April 6	Session 2	Managed Care	2–3 p.m.
April 8	Session 3	HMK Plus/Medicaid Dental Services	9–10 a.m.
April 11	Session 4	ACS, Website/CyberAccess	10–11 a.m.
April 13	Session 5	ACS, Web Portal	1–2 p.m.
April 18	Session 6	ACS, Denials	10–11 a.m.
April 25	Session 7	Nursing Facility and Swing Bed	10–11 a.m.
April 27	Session 8	Hospitals and Clinic Services	9–10 a.m.
April 27	Session 9	Medicaid Provider Incentive Program and Statewide Health Information Exchange	1–2:30 p.m.
May 2	Session 10	Physician-Related Services	1–2 p.m.
May 4	Session 11	SURS	10–11 a.m.
May 11	Session 12	ACS, TPL/Medicare	1–2 p.m.
May 16	Session 13	Children’s Mental Health	1–2 p.m.
May 18	Session 14	Healthy Montana Kids (HMK), Presumptive Eligibility	10–11 a.m.
May 23	Session 15	DME and Hearing Aids	10–11 a.m.
May 25	Session 16	Adult Mental Health	1–2 p.m.

### 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, callers’ most frequent questions were pediatric.

Nurse First also offers patients a free Healthwise® website: Patients may go to <http://www.dphhs.mt.gov/programsservices/medicaid.shtml> and click on *Montana Health and Wellness Information*. Symptom checking and Smart Decisions: Know Your Options were the most sought-after information during November and December.

*Submitted by Michael Huntly, DPHHS*

<b>Nurse First Calls</b>			
The top five Nurse First call topics are in the table below:			
<b>December 2010 (640 total calls)</b>		<b>November 2010 (670 total calls)</b>	
<b>Calls</b>	<b>Type of Call</b>	<b>Calls</b>	<b>Type of Call</b>
19	Pediatric vomiting	23	Pediatric health information
14	Pediatric cough	17	Pediatric colds
13	Pediatric colds	16	Pediatric cough
11	Pediatric general information	16	Adult general health information
10	Pediatric constipation	14	Pediatric vomiting

<b>Visits to Healthwise® Website</b>			
The top five topics visitors were interested in are in the table below:			
<b>December 2010 (85 website visits)</b>		<b>November 2010 (82 website visits)</b>	
<b>Visits</b>	<b>Topic of Interest</b>	<b>Visits</b>	<b>Topic of Interest</b>
13	Smart Decisions: Know Your Options	13	Symptom checking
7	Gallstones	7	Heart failure: fluids
5	Thyroid hormone tests	5	Constipation: age 12 and older
5	Interactive tools for health	5	Constipation: age 11 and younger
32	Addison’s disease	32	Mental health and behavior issues

## 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](#). 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.

<b>Recent Publications Available on Website</b>		
<b>Date</b>	<b>Provider Type</b>	<b>Description</b>
<b>Notices and Replacement Pages</b>		
01/05/2011	Psychiatrist, Physician, Mid-Level Practitioner, Pharmacy, and Community Mental Health Center	Prior Authorization for Kapvay®
01/05/2011	Hospital Inpatient	Provider Manual Replacement Pages (Entire Manual)
01/20/2011	Therapeutic Foster Care and Therapeutic Group Home	Procedure Code Changes to Current Prior Authorizations and Billing Instructions
02/07/2011	Family Planning Clinic, FQHC, IHS, Mid-Level Practitioner, Physician, Public Health Clinics, and RHC	Vaccine Administration Code Update
<b>Fee Schedules</b>		
01/03/2011	LPC, Mental Health Case Management, Physician, Podiatrist, PRTF, Psychiatrist, Social Worker, Therapeutic Foster Care, and Therapeutic Group Home	CMHB Fee Schedule; CMHB Service Matrix; and Medicaid Mental Health and Mental Health Services Plan Fee Schedule for Clients Under Age 18 Years of Age
01/05/2011	Hospital Outpatient, IDTF, Lab and Imaging, Mid-Level Practitioner, Physician, and Podiatrist	ATP Fee Schedule
01/14/2011	Ambulance, Dentist, Dental Hygienist, Denturist, EPSDT, EPSDT Chiropractic, Eyeglasses, Hospital Outpatient, IDTF, Lab and Imaging, Mid-Level Practitioner, Oral Surgeon, Physician, QMB Chiropractic, and Respiratory	Provider Fee Schedules
01/17/2011	Occupational Therapy, Optician, Optometric Physical Therapy, School-Based Services, and Speech Therapy	Provider Fee Schedules
01/18/2011	Dental	Provider Fee Schedules
01/26/2011	Audiology, DME, Hearing Aid, Transportation: Personal and Commercial, and Transportation: Specialized, Non-Emergency	Provider Fee Schedules
01/28/2011	Ambulatory Surgical Center	Provider Fee Schedule
02/02/2011	IDTF, Lab and Imaging, Mid-Level Practitioner, Physician, Podiatrist, and Public Health Center	Provider Fee Schedules
<b>Other Resources</b>		
12/13/2010	Home Health	Note regarding manual update
12/13/2010	All Providers	January <i>Claim Jumper</i>
12/20/2010	All Providers	HMK Key Contacts
01/05/2011	Pharmacy	PDL Update
01/20/2011	Pharmacy	DUR Agenda
01/20/2011	All Providers	February <i>Claim Jumper</i>
02/02/2011	All Providers	EOB Crosswalk
02/02/2011	Pharmacy	DUR Board Meeting Minutes
02/03/2011	All Providers	Spring 2011 Provider Training Schedule/Registration Form

<b>Top 15 Claim Denial Reasons</b>		
<b>Exception</b>	<b>January Ranking</b>	<b>December Ranking</b>
RECIPIENT NOT ELIGIBLE DOS	1	1
EXACT DUPLICATE	2	2
DRUG CONTROL CODE = 2 (DENY)	3	4
RATE TIMES DAYS NOT = CHARGE	4	3
PA MISSING OR INVALID	5	7
REFILL TOO SOON	6	5
PARTIAL DENTURES	7	6
PASSPORT PROVIDER NO. MISSING	8	8
CLAIM INDICATES TPL	9	9
RECIPIENT COVERED BY PART B	10	10
SUBMIT BILL TO OTHER PROCESSOR OR PRIMARY PAYER	11	12
REV CODE INVALID FOR PROV TYPE	12	11
MISSING/INVALID INFORMATION	13	14
SLMB OR QI-1 ELIGIBILITY ONLY	14	13
DEPRIVATION CODE RESTRICTED	15	18

## Key Contacts

**Provider Information website:** <http://medicaidprovider.hhs.mt.gov>

**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

E-mail: [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 System (AVRS) (800) 714-0060

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

**Passport (800) 362-8312**

**Prior Authorization**

Mountain-Pacific Quality Health (800) 262-1545

Mountain-Pacific Quality Health–DMEPOS/Medical

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

Magellan Medicaid Administration (previously dba First Health Services)

(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