Montana Healthcare Programs

CLAIM JUMPER

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In This Issue

Publications Reminder 1
Attention Providers! 1
Anesthesia and Global Service Requirement 1
Free Webinars in 2015 1
Spring 2015 Provider Trainings 1
Swimming Pools Are Open — Don't Forget Your Deck Shoes! 2
Cost Share for Home Infusion Therapy 2
Publications Available on the Website 3
Top 15 Claim Denial Reasons 4
Key Contacts 4

Publications Reminder

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

Attention Providers!

In an effort to assist providers in the final transition to electronic funds transfer (EFT), claims payment has been set to suspend for providers who still receive some payment via paper.

As providers call Xerox to determine the status of their payments, Provider Relations assist them by outlining what is needed to set up electronic payments (direct deposit).

Providers may wish to verify whether payments have been suspended and work with Provider Relations to enroll in EFT now.

Anesthesia and Global Service Requirement

With the exception of moderate conscious sedation, Montana Medicaid does not allow separate reporting of anesthesia for a medical or surgical procedure when it is provided by the practitioner performing the procedure.

When billing for anesthesia services, the date of service on the claim form must match the date of service that anesthesia was administered. If the surgery overlaps days, **bill the anesthesia only with the start date**. For continuous services that last beyond midnight, use the date in which the service began and report the total units of time provided continuously.

When billing a medical or surgical procedure, the date of service on the claim form must match the date of service that the procedure was performed. If the procedure has a global component and the provider saw the patient before and/or after the procedure, the provider must bill the global procedure code on the claim form with the date associated for services rendered.

For instance, if a vaginal delivery with antepartum and postpartum care (CPT 59400) is performed, it must be billed using the date of delivery as the *from* and *to* dates of service.

Submitted by Bev Hertweck, DPHHS

Free Webinars in 2015

DPHHS and Xerox will present WebEx sessions on a variety of topics in 2015. Sessions will be presented on the third Thursday of the month at 9:30 a.m. Visit the Training page for details.

Spring 2015 Provider Trainings Successful

DPHHS and Xerox wrapped up their spring provider training sessions held in Helena (May 6), Great Falls (May 13), and Kalispell (May 20).

Thank you to all who attended the sessions. DPHHS and Xerox appreciate your feedback, and we use it to improve our training sessions.

If you were unable to attend one of the spring sessions, make plans now to attend one of our fall trainings to be held in Butte, Billings, and Missoula!

Visit the Training page for material from the spring sessions. Information on fall trainings will be posted in the coming weeks.

Nurse First

Getting into the swim of things!
See page 2 for details!

Swimming Pools Are Open — Don't Forget Your Deck Shoes!

You know it's not safe to swim with an open sore or wound. Most likely, your patients, who are really anxious to get in the pool or lake, are not!

If your patients call Nurse First with a question about swimming safety, we'll be sure to let them know this presents a hazard for both the injured person, as well as all swimmers, and not to rely on "the chlorine" to preclude any infections.

While you know that 25% of us normally carry staph in our bodies and it is not just happening in hospitals, as once was the case, but now is occurring in the general community, your patients most likely don't know this. So you can sleep tight at night knowing that Nurse First will triage the caller complaining about redness, pain or swelling of a cut or wound and make the appropriate referral.

Nurse Fist also has the opportunity to remind both your Medicaid adult patients and parents of Healthy Montana Kids to keep their tetanus shots current. Because children should be carefully monitored for side effects after a tetanus injection, Nurse First registered nurses, if presented with this situation, would follow nationally recognized triage guidelines to arrive at the most appropriate disposition, whether it is pertinent to follow up with you or seek emergency care. Because the lights are on and someone is always home at Nurse First, your patients don't have to wait for care.

If your patients are embarrassed to call your office for any reason, they can seek care advice, confidentially, by calling the Nurse First Advice Line. Sleep insurance for everyone involved!

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.

Submitted by Connie Olson, DPHHS

Cost Share for Home Infusion Therapy

In accordance with the Administrative Rules of Montana there is a member cost share for Home Infusion Therapy services. Cost sharing for Home Infusion Therapy is $5.00 per visit or per span. When providing therapy over a span of several days, cost sharing is assessed once per time span for each different therapy provided. For example: if a member is receiving pain management (S9326) and anti-infective therapy (S9500) once a day for 15 days, a $10.00 cost sharing fee will be charged.

Please note:

- There is no cost sharing cap.
- Cost sharing will not be assessed on nursing codes (99601 and 99602).
- Cost sharing should not be shown as a credit on the claim, as it is automatically deducted during claims processing, and will be displayed on the remittance advice.
- The following are exempt from cost sharing.
  - Members under 21 years of age.
  - Pregnant women (until end of postpartum, which begins on the last day of pregnancy and ends at the end of the month in which 60 days has passed).
  - Inpatients in a hospital, skilled nursing facility, intermediate care facility or other medical institution if the individual is required to spend all but their personal needs allowance on the cost of care.
  - Medicaid members who also have Medicare or another insurance are exempt from cost sharing only when the service is allowed by Medicare or paid by the other insurance, and Medicaid is the secondary payer.
  - IHS members who have ever been seen in an IHS facility.

Submitted by Katie Hawkins, DPHHS

Publications Available on the Website

Below is a list of recently published Medicaid information and updates. Download the document from the Provider Information website. Select Resources by Provider Type in the website menu to locate information specific to your provider type. If you cannot locate the information, contact Provider Relations at 1.800.624.3958 or 406.442.1837 in Helena.

Date	Provider Type	Description
Provider Notices, Manuals, and Replacement Pages		
04.13.2015	Ambulance	Ambulance Services Provider Manual
04.24.2015	DME	DMEPOS Provider Manual, Replacement Pages
04.27.2015	Hospital Inpatient and Hospital Outpatient	Critical Access Hospital Services Provider Manual
04.29.2015	DME	Children's (EPSDT) Coverage Criteria for Specified DME
04.29.2015	FQHC	FQHC/RHC Services Manual
04.29.2015	RHC	RHC/FQHC Services Manual
05.06.2015	Pharmacy, Physician, and Mid-Level	Prior Authorization Required for Jublia® Topical Solution
05.07.2015	Pharmacy, Physician, and Mid-Level	Anesthesia and Global Service Requirement
Fee Schedules		
04.29.2015	IHS	IHS Fee Schedule, January 1, 2015
05.04.2015	ASC	ASC Fee Schedule, January 1, 2015
05.05.2015	Hospital Outpatient	OPPS, CLAB, and APC Fee Schedules, April 2015
05.13.2015	Multiple Providers	Proposed Fee Schedules, July 1, 2015: 1915(i), Ambulance, Audiology, Bridge Waiver, Children's Chiropractic, Community First Choice, Dental, DME, Elderly and Physically Disabled Waiver, EPSDT, Hearing Aid, Home Health, Home Infusion Therapy, Mental Health Adult, Mental Health Youth, MHSP Adult, Nutrition, Occupational Therapy, Optician, Optometric, Orientation and Mobility Specialist, Personal Assistance, Physical Therapy, Private Duty Nursing, Speech Therapy, Targeted Case Management, Transportation: Personal and Commercial, and Transportation: Specialized Non-Emergency
05.14.2015	Multiple Providers	72-Hour Presumptive Eligibility for Adults, Chemical Dependency, HCBS for Adults with SDMI, Mental Health Adult, MHSP Adult
Other Resources		
04.03.2015	Hospital Outpatient, Podiatrist, ACS, Family Planning, Pharmacy, Ambulance, Physician, Lab/Imaging, Social Worker, Mid-Level, Freestanding Dialysis, Home Health, Psychiatrist, and IDTF	Rebateable Labelers, April 2, 2015
05.07.2015 04.22.2015 04.07.2015	Pharmacy	Montana SMAC Update, May 7, 2015 Montana SMAC Update, April 21, 2015 Montana SMAC Update, April 7, 2015
04.16.2015	Pharmacy	Suboxone® and Zubsolv® Prior Authorization Requirements and Chart Check List and Suboxone® and Zubsolv® Prior Authorization Request
04.22.2015 04.21.2015	Pharmacy DUR	DUR Meeting Minutes, March 25, 2015 DUR Meeting Materials
04.21.2015	All Providers	HRD Cultural and Language Services Policy and HRD Cultural and Language Services Invoice
05.01.2015	Pharmacy	Montana Preferred Drug List
05.14.2015	All Providers	Cultural and Language Services Policy

Top 15 Claim Denial Reasons

Exception	April Ranking	March Ranking
EXACT DUPLICATE	1	2
RECIPIENT NOT ELIGIBLE DOS	2	1
PA MISSING OR INVALID	3	5
PASSPORT PROVIDER NO. MISSING	4	8
RATE TIMES DAYS NOT = CHARGE	5	3
REFILL TOO SOON PDCS	6	6
REFILL TOO SOON	7	7
DRUG CONTROL CODE = 2 (DENY)	8	4
RECIPIENT COVERED BY PART B	9	10
MISSING/INVALID INFORMATION	10	22
SLMB OR QI-1 ELIGIBILITY ONLY	11	14
PROVIDER TYPE/PROCEDURE MISMATCH	12	20
DEPRIVATION CODE RESTRICTED	13	11
SUSPECT DUPLICATE	14	21
CLAIM INDICATES TPL	15	9

Key Contacts

Montana Healthcare Programs Provider Information
http://medicaidprovider.mt.gov/
Xerox EDI Solutions
http://www.acs-gcro.com/gcro/
Xerox EDI Support Unit
1.800.987.6719

Provider Relations
1.800.624.3958 In/Out of state
406.442.1837 Helena
406.442.4402 Fax
MTPRHelpdesk@xerox.com

Third Party Liability
1.800.624.3958 In/Out of state
406.443.1365 Helena
406.442.0357 Fax

EFT and ERA
Fax completed documentation to Provider Relations, 406.442.4402.

Verify Member Eligibility
FaxBack 1.800.714.0075 or
Voice Response 1.800.714.0060

POS Help Desk for Pharmacy Claims
1.800.365.4944

Passport 1.800.362.8312

PERM Contact Information
HeatherSmith@mt.gov or 406.444.4171
Visit http://www.dphhs.mt.gov/qad/PC/PERMPC.aspx

Prior Authorization
MPQH 1.800.262.1545
MPQH – DMEPOS/Medical
406.457.5887 Local
877.443.4021 X 5887 Long-Distance

Magellan Medicaid Administration (dba First Health) 1.800.770.3084
Transportation 1.800.292.7114
Prescriptions 1.800.395.7961

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

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

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

Return to page 1