

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, provider notices for their provider type, and information published in *Claim Jumper* issues and on the Montana Medicaid [website](#).

Nurse First

The ins and outs of pool safety!
See [page 2](#) for details!

Spring 2013 Provider Trainings a Success!

On-site provider trainings were held in Billings, Great Falls, and Helena.

During the trainings, questions arose that required research. Those were compiled in one document, which is posted on the [Training](#) page.

ICD-10: Coming Soon to a Medicaid Claim Near You!

ICD-10 is required on claim forms for dates of services October 1, 2014 and after. Are you ready? The number of diagnosis codes will increase from approximately 14,000 current ICD-9 CM codes to approximately 69,000 ICD-10 CM codes. ICD-9 codes are 3–5 numeric digits; the ICD-10 codes are 3–7 alpha-numeric digits.

Converting to ICD-10 provides more specific data and better reflects current medical practice. This in turn informs health care providers of patient history, which provides more effective case management and coordination of care. In addition, it enhances coding accuracy and specificity to classify anatomic site, cause, and severity.

Additional provider communication regarding ICD-10 will be posted on the upcoming ICD-10 webpage and in future issues of the *Claim Jumper*. Also, the Centers for Medicare and Medicaid Services has published useful information on their website at <http://www.cms.gov/Medicare/Coding/ICD10/index.html>.

Submitted by Amber Sark and Jennifer Tucker, ICD-10 Co-Coordinators

Pneumococcal Influenza Vaccination/Administration and Contraceptive Injections Not Separately Billable

Page 2.3 of the March, 2013 *Rural Health and Federally Qualified Health Centers* provider manual addresses two services that are separately billable:

- Pneumococcal influenza vaccinations and administration
- Contraceptive Injections (such as Depo-Provera)

Effective July 1, 2013, RHCs and FQHCs will not bill pneumococcal influenza vaccinations/administration and contraceptive injections (such as Depo-Provera) as a stand-alone visit. These services will be considered part of the covered core services offered by RHCs and FQHCs and will be included within the facility's rate per visit when there is a face-to-face encounter with the Medicaid member.

Healthy Montana Kids (HMK)

Both pneumococcal influenza vaccinations/administration and contraceptive injections are covered services for HMK qualified members. For the HMK program, qualified providers may bill HMK revenue codes 512, 521, and 900.

Providers billing for HMK dental services must be enrolled as HMK dental providers. Since HMK enrolled children are not entitled to vaccines provided through the Vaccines for Children Program, providers may bill Blue Cross and Blue Shield of Montana (BCBSMT) for vaccines.

If vaccines are administered without a physician or mid-level visit, providers may also bill BCBSMT an administration fee for each immunization. For more information, contact BCBSMT at 1-877-543-7669. Additional information regarding HMK is available on the HMK website, <http://hmk.mt.gov/>.

Submitted by Rey Busch, DPHHS

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 younger patients who are really anxious to get in the pool or lake, are not!

If your patients covered by Healthy Montana Kids (HMK) or HMK *Plus* 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 First also has the opportunity to remind both your Medicaid adult patients and parents of HMK patients 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.

Your patients can seek care advice even for sensitive issues, confidentially, by calling the **Nurse First Advice Line**. Sleep insurance for everyone involved!

All Montana Medicaid, HMK, and HMK *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.

Nurse First also offers the Healthwise® website. Patients may go to www.dphhs.mt.gov/programsservices/medicaid.shtml, and click on *Montana Health and Wellness Information*.

Submitted by Kathy Wilkins, DPHHS

Effective July 1, 2013, EFT Users Must Receive Electronic RAs, Not Paper

Per the Montana Operations Manual (MOM) Category 300 (330 Warrant Writer Unit Policies and Procedures XIV.E), **effective July 1, 2013, providers who receive electronic funds transfer (EFT) payments must also receive electronic remittance advices, not paper.**

Until the provider enrollment forms have been updated to reflect the policy change, Provider Relations will monitor enrollment forms for paper remittance advice requests, and will notify the affected providers.

In addition, there are restrictions on what information can appear on the RAs, and the recipient ID field will contain the client's Medicaid card ID. If the client does not have a Medicaid card ID, the recipient ID field will contain spaces.

Publications Available on the Website

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 1.800.624.3958 or 406.442.1837 in Helena.

Date	Provider Type	Description
Provider Notices, Manuals, and Replacement Pages		
05.13.2013	Family Planning, FQHC, RHC, IHS, Hospitals, Mid-Levels, Pharmacy, Physician, and Public Health Clinic	Montana Plan First – Revised List of Plan First Covered Services
05.15.2013	IHS	Indian Health Services (Manual)
05.15.2013	Hospital Outpatient	APC Fee Schedule OPPS Fee Schedule
05.16.2013	Hospital Inpatient	Hospital Inpatient Fee Schedule
05.20.2013	DME	T4535 -- Underpads, Liners, and Shields
05.28.2013	All Providers	DPHHS to Discontinue Temporary Hotline Number
05.30.2013	Acute Hospital, Partial Hospital Program, PRTF, TGH, TCM Youth, Child Placing Agency, and Mental Health Centers	Provider Notice: Children’s Mental Health Services Plan (CMHSP) Rules Repealed
Fee Schedules		
05.09.2013	Hospital Inpatient	APR-DRG, July 1, 2013
05.22.2013	ASC	Ambulatory Surgical Center, April 2013
05.23.2013	Freestanding Dialysis Clinics	Freestanding Dialysis Clinics, July 1, 2013
06.04.2013	Home Infusion Therapy	Home Infusion Therapy, July 1, 2012 (Revised)
Other Resources		
05.16.2013	<i>Claim Jumper</i> Issues (Provider Newsletters) and Upcoming Events	June 2013 <i>Claim Jumper</i>
05.15.2013 05.23.2013	IHS and Montana Medicaid Provider Information	Tribes/IHS Minutes, May 15, 2013 Tribes/IHS Agenda, May 15, 2013 Urban Indian Clinic Minutes, May 1, 2013 Urban Indian Clinic Agenda, Junw 5, 2013
05/23/2013	Pharmacy	Montana PDL, May 22, 2013
05.23.2013 06.04.2013	Pharmacy DUR	DUR Board Agenda, May 29, 2013 DUR Board Agenda, June 26, 2013
06.04.2013 06.07.2013	Pharmacy	SMAC Update, June 3, 2013 SMAC Update, June 7, 2013
06.06.2013	Forms	HIP Referral Form
06.04.2013	Hospital Outpatient, Podiatrist, ASC, Pharmacy, Ambulance, Physician, Lab and Imaging, Social Worker, Mid-Levels, Freestanding Dialysis, Home Health, Psychiatrist, and IDTF	Rebateable Labelers List

Top 15 Claim Denial Reasons

Exception	May Ranking	April Ranking
RECIPIENT NOT ELIGIBLE DOS	1	1
RATE TIMES DAYS NOT = CHARGE	2	3
EXACT DUPLICATE	3	2
PA MISSING OR INVALID	4	4
PASSPORT PROVIDER NO. MISSING	5	8
DRUG CONTROL CODE = 2 (DENY)	6	5
REFILL TOO SOON PDCS	7	6
REFILL TOO SOON	8	7
DEPRIVATION CODE RESTRICTED	9	11
RECIPIENT COVERED BY PART B	10	9
SLMB OR QI-1 ELIGIBILITY ONLY	11	13
REV CODE INVALID FOR PROV TYPE	12	14
RENDERING NOT REQUIRED	13	15
DIAGNOSIS NOT ON FILE	14	19
SUSPECT DUPLICATE	15	10

Key Contacts

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

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

EDI Help Desk 1.800.624.3958

Provider Relations 1.800.624.3958 (In/Out of State)
 406.442.1837 (Helena)
 406.442.4402 Fax
 E-Mail: MTPRHelpdesk@xerox.com

Third Party Liability 1.800.624.3958 (In/Out of State)
 406.443.1365 (Helena)
 406.442.0357 Fax

Direct Deposit Arrangements 406.444.5283

Verify Client Eligibility
 FaxBack 1.800.714.0075

Integrated Voice Response 1.800.714.0060
Point-of-Sale Help Desk for Pharmacy Claims 1.800.365.4944
Passport 1.800.362.8312

Prior Authorization
Mountain-Pacific Quality Health 1.800.262.1545
Mountain-Pacific Quality Health – DMEPOS/Medical
 406.457.5887 Local; 877.443.4021, Ext. 5887 Long distance
Magellan Medicaid Administration (dba First Health) 1.800.770.3084
Transportation 1.800.292.7114
Prescriptions 1.800.395.7961

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

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