

# 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](#).

## HMK/CHIP Dental Changes

Effective July 1, 2014, the Healthy Montana Kids (HMK)/CHIP dental benefits are changing. The change increases the dental benefits available for all HMK eligible children and removes the HMK extended dental program.

- Dental benefits are increasing to \$1,900 for every child enrolled in the Healthy Montana Kids/CHIP program. This is an increase of \$488 for every child on HMK/CHIP.

- The dental benefit year is changing to July 1 through June 30 of the following year. The change starts this July 1, 2014. The benefit year will no longer start every October.
- As in previous years, dental services are reimbursed at 85% of billed charges. At the 85% reimbursement rate, the maximum benefit to the dentist is \$1,615 per child each benefit year ( $\$1,900 \times .85 = \$1,615$ ).
- Dental providers may charge families for services exceeding the \$1,900 per child per benefit year.
- The extended dental benefit will no longer be available.

If you have questions, please contact Gail Moloney at 406-444-7045 or Barb Arnold at 406-444-7046.

*Submitted by Barb Arnold*

## PERM Provider Educational Webinars

The FFY 2014 PERM review process has begun. The PERM audits review medical payments for Medicaid and HMK/CHIP programs. PERM participation is required under the Federal Improper Payments Elimination and Recovery Act (IPERA) of 2010.

The Centers for Medicare and Medicaid Services are hosting PERM Provider Educational webinars designed to explain what providers should expect during the audit process and give providers an opportunity to ask questions.

The remaining webinars are scheduled for:

- Thursday, June 26, 3–4 EST
- Wednesday, July 16, 3–4 EST
- Wednesday, July 30, 3–4 EST

We encourage all providers to attend a presentation. Instructions for accessing the webinars are on the CMS website at [PERM Webinar Instructions](#).

Providers may also visit the [CMS website](#) to become familiar with the entire PERM process.

If you have questions, contact Heather Smith at 406-444-4171 or [HeatherSmith@mt.gov](mailto:HeatherSmith@mt.gov).

*Submitted by Heather Smith, DPHHS*

## 2014 Spring Provider Fair Was a Success!

Thanks to all providers who attended the Montana Health Care Programs 2014 Provider Fair in Helena May 20 and 21, 2014. Nearly 100 providers attended each day of the event.

Your comments on the evaluations are very much appreciated, and will be used to improve our next training.

Thanks also to the DPHHS program officers who helped make this year's fair successful!

Visit the [Training](#) page of the Montana Medicaid Provider Information website to view all presentations.

Visit the Upcoming Events page for information on the provider trainings to be held in October 2014.

### Nurse First

Here's a tip: Read the Nurse First article! See [page 2](#) for details!

## Proper Use of Modifier 59

One function of NCCI PTP edits is to prevent payment for codes that report overlapping services except in those instances where the services are “separate and distinct.”

Modifier 59 is an important NCCI-associated modifier that is often used incorrectly. The [MLN article](#) from CMS is a great resource for this modifier along with examples.

## Children’s Mental Health

The Children’s Mental Health Bureau recently published the following provider notices:

### Comprehensive School and Community Treatment Requirement

The notice reminds schools that they must submit, to the Department, an annual report prepared jointly by the school and the mental health center regarding the effectiveness of the CSCT program.

Reports need to be submitted by June 30, the end of each state fiscal year, and signed by both a representative of the school district and the mental health center. Please read the [full notice](#) on the website.

### Home Support Services Limit Notification

The Department has developed the following instructions for providers to track home support services provided to a specific youth:

Once a youth has surpassed 300 units (days), an alert appears on the youth’s remittance advice: “Alert: Please see our website, mailings, or bulletins for more details concerning this policy/procedure/decision.” The alert does not specify that HSS has surpassed 300 units.

Once this alert appears, providers can contact Provider Relations at 1-800-624-3958 (toll-free, in/out of state) or 406-442-1837 (Helena) to ask how many units have been billed.

Please read the [full notice](#) on the website.

*Submitted by Jamie Olsen, DPHHS*

## Helpful Tips for Summer

As we inch closer to the hot days of summer, Nurse First would like to provide a few tips to avoid heat related illnesses with your patients.



The CDC reports that from 1979-2003, more people died from extreme heat than from hurricanes, lightning, tornadoes, floods, and earthquakes combined. As you know, people suffer heat-related illness when their bodies are unable to compensate and properly cool themselves.

Below are some important tips for your patients to keep in mind as they spend time outdoors this summer:

- Drink plenty of fluids
- Wear appropriate clothing and sunscreen
- Schedule outdoor activities carefully
- Stay cool indoors
- Monitor those at high risk

Elderly people (65 years and older), infants and children, and people with chronic medical conditions are more prone to heat stress. Air-conditioning is the number one protective factor against heat-related illness. During conditions of extreme heat, your patients could:

- Spend time in indoor locations with air-conditioning such as shopping malls, public libraries, or public health sponsored heat-relief shelters in their area.
- Listen to local news and weather channels to hear updates on heat conditions and safety updates.
- Drink cool, nonalcoholic beverages and increase their fluid intake, regardless of the level of activity.

Members can access this information by calling the Nurse First Advice Line at 1-800-330-7847 or online at <http://www.dphhs.mt.gov/medicaid/nursefirst/> under “Would you like more Montana Health and Wellness Information?”

*Submitted by Heather Racicot, DPHHS*

## ICD-10 Delay

Per the CMS ICD-10 website: “On April 1, 2014, the Protecting Access to Medicare Act of 2014 (PAMA) (Pub. L. No. 113-93) was enacted, which said that the Secretary may not adopt ICD-10 prior to October 1, 2015. Accordingly, the U.S. Department of Health and Human Services expects to release an interim final rule in the near future that will include a new compliance date that would require the use of ICD-10 beginning October 1, 2015. The rule will also require HIPAA covered entities to continue to use ICD-9-CM through September 30, 2015.”

Until further notice DPHHS will continue to accept ICD-9 codes and prepare for the required ICD-10 implementation currently proposed for October 1, 2015. Once we receive guidance from CMS of the official implementation date we will advise providers.

For more information, visit the CMS ICD-10 webpage:

<http://www.cms.gov/Medicare/Coding/ICD10/index.html?redirect=/icd10>

*Amber Sark and Jennifer Tucker, ICD-10 Co-Coordiators*

## 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.

<b>Date</b>	<b>Provider Type</b>	<b>Description</b>
<b>Provider Notices, Manuals, and Replacement Pages</b>		
06.12.2014	All Providers	ICD-10 Delay
06.09.2014	Pharmacy, Physicians, and Mid-Levels	SmartPA Quantity Limit for Oxycodone
06.09.2014	Physicians, Mid-Levels, and Public Health Clinics	Changes to Prior Approval Requirement for Makena (Code J1725)
05.13.2014	All Providers	PERM Provider Educational Webinar
05.05.2014	Mental Health Centers and School-Based Services	CSCT Requirement
05.02.2014	Mental Health Centers, Therapeutic Group Home, (TGH), and Therapeutic Foster Care (TFC)	Home Support Services Notification
<b>Fee Schedules</b>		
05.21.2014	Hospital Outpatient	Proposed OPPS (Revised)
06.16.2014 05.15.2014	Hospital Inpatient	Proposed APR-DRG (Revised)
05.13.2014	Hospital Outpatient	Proposed APC and OPPS
05.08.2014	Home and Community-Based Services, Elderly and Physically Disabled Waiver	Proposed HCBS Elderly and Physically Disabled
<b>Other Resources</b>		
06.09.2014	Pharmacy	MHSP Preferred Manufacturers List
06.09.2014 06.16.2014	Pharmacy	Montana SMAC Update, June 6 Montana SMAC Update, June 13
06.04.2014	Health Improvement Program	Health Improvement Program (HIP) Provider Referral Form
06.04.2014	Pharmacy	Preferred Drug List (PDL)
05.29.2014	All Providers	PDF versions of Provider Fair presentations
05.21.2014 05.07.2014	Pharmacy	Pharmacy DUR Board Minutes Montana SMAC Update
05.21.2014	Pharmacy	MHSP Preferred Provider List
05.14.2014	All Providers	June 2014 <i>Claim Jumper</i>
05.01.2014	Pharmacy	Drug Prior Authorization Form

<b>Top 15 Claim Denial Reasons</b>		
<b>Exception</b>	<b>May Ranking</b>	<b>April Ranking</b>
RECIPIENT NOT ELIGIBLE DOS	1	1
EXACT DUPLICATE	2	3
RATE TIMES DAYS NOT = CHARGE	3	2
PA MISSING OR INVALID	4	4
PASSPORT PROVIDER NO. MISSING	5	7
DRUG CONTROL CODE = 2 (DENY)	6	5
REFILL TOO SOON PDCS	7	6
REFILL TOO SOON	8	8
RECIPIENT COVERED BY PART B	9	9
DIAG. POINTER INVALID	10	15
DEPRIVATION CODE RESTRICTED	11	10
SLMB OR QI-1 ELIGIBILITY ONLY	12	11
SUSPECT DUPLICATE	13	13
MISSING OR INVALID INFORMATION	14	14
REV CODE INVALID FOR PROV TYPE	15	12

## Key Contacts

**Provider Information**

<http://medicaidprovider.hhs.mt.gov/>

**Xerox EDI Solutions**

<http://www.acs-gcro.com/gcro/>

**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](mailto:MTPRHelpdesk@xerox.com)

**Third Party Liability** 1-800-624-3958 (In/Out of State)

406-443-1365 (Helena)

406-442-0357 Fax

**Electronic Funds Transfer and Electronic Remittance Advices**

Fax completed documentation to Provider Relations, 406-442-4402.

**Verify Member Eligibility**

FaxBack 1-800-714-0075

Voice Response 1-800-714-0060

**Point-of-Sale Help Desk for Pharmacy Claims** 1-800-365-4944

**Passport** 1-800-362-8312

**PERM Contact Information**

406-444-4171 or [HeatherSmith@mt.gov](mailto:HeatherSmith@mt.gov); visit the website, <http://www.dphhs.mt.gov/perm/>

**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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