

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 Medicaid [website](#).

Nursing Facility Rates

Medicaid nursing facility rates for FY2013 will be effective September 1, 2012.

Submitted by Steve Blazina

Fall 2012 Provider Training Options

Xerox and the Montana Health Care Programs will host onsite trainings in Bozeman, Billings and Missoula.

For those unable to travel, Xerox will present the one-day trainings via WebEx in September.

To register for the onsite trainings or the WebEx sessions, visit the [Training](#) page.

Onsite Training Events (8:30 a.m. to 4:15 p.m.)

Bozeman	October 3, 2012	Wingate by Wyndham
Billings	October 10, 2012	Hilton Garden Inn
Missoula	October 17, 2012	Holiday Inn Downtown

WebEx Training Events

9:00–10:00	September 4, 2012	Eligibility Verification (Xerox)
1:00–2:00	September 4, 2012	Children’s Mental Health
9:00–10:00	September 5, 2012	Denials (Xerox)
9:00–10:00	September 6, 2012	Claim Processing (Xerox)
1:00–1:30	September 6, 2012	IHS
9:00–10:00	September 7, 2012	Medicare/TPL (Xerox)
9:00–10:00	September 12, 2012	HMK
1:30–2:00	September 12, 2012	Physicians
9:00–10:00	September 13, 2012	Dental
1:00–2:00	September 13, 2012	Managed Care
9:00–10:00	September 25, 2012	Hospital Program

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 March and April, callers’ most frequent questions were pediatric-related.

Nurse First also offers a free Healthwise® website. Patients may go to www.dphhs.mt.gov/programsservices/medicaid.shtml, and click on *Montana Health and Wellness Information*. During March and April, the most sought-after information was regarding Sputum culture.

Submitted by Michael Huntly, DPHHS

Nurse First Calls			
The top five Nurse First call topics are in the table below:			
April 2012 (752 total calls)		March 2012 (768 total calls)	
Calls	Type of Call	Calls	Type of Call
25	Pediatric colds	20	Pediatric colds
23	Pediatric cough	17	Pediatric cough
14	Adult medication questions	15	Pediatric vomiting
13	Adult information	11	Adult medication questions
12	Pediatric information	11	Adult information

Visits to Healthwise® Website			
The top five topics visitors were interested in are in the table below:			
April 2012 (96 website visits)		March 2012 (55 website visits)	
Visits	Topic of Interest	Visits	Topic of Interest
11	Sputum culture	11	Sputum culture
4	Immunization safely	4	Immunization safely
4	HIV, stages of infection	4	HIV, stages of infection
3	HIV infection	3	Angiogram of the lung
3	Optometrist	3	HIV infection

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 1-800-624-3958 or (406) 442-1837 in Helena.

Recent Publications Available on Website		
Date	Provider Type	Description
Provider Notices, Manuals, and Replacement Pages		
06.05.2012 06.11.2012	Family Planning Clinic, FQHC, Hospital, IHS, Mid-Level Practitioner, Pharmacy, Physician, Public Health Clinic, and RHC	Provider Notice: Plan First (Revised)
06.12.2012	Pharmacy	Provider Notice: Plan First Billing Instructions and Updated Payer Sheet
06.27.2012	Hospital Outpatient	Replacement Pages: 2.5, 6.9, 9.4, Index and TOC
Fee Schedules		
07.02.2012	Hospital Outpatient	April 2012 APC Fee Schedule
07.09.2012	Hospital Inpatient, Hospital Outpatient, Psychologist, Physician, PRTF, Social Worker, Mid-Level, School, Licensed Professional Counselor, Targeted Case Management, Therapeutic Group Home, Therapeutic Foster Care, Psychiatrist	Medicaid Mental Health Services for Clients Under Age 18 Fee Schedule
07.09.2012	Home Infusion, IDTF, Family Planning, Home Infusion Therapy, Lab and X Ray, Mid-Level, Physician, Podiatry, Public Health Clinic	Provider Type Fee Schedule
07.10.2012	Ambulance, Chiropractic, EPSDT, QMB Chiropractic, Oral Surgeon, Respiratory	Provider Type Fee Schedule
07.10.2012	Audiology, Occupational Therapy, Optician, Optometric, Physical Therapy, Schools, Speech Therapy	Provider Type Fee Schedule
Other Resources		
06.01.2012	RHC and FQHC	Key Contacts (updated)
06.11.2012	Pharmacy DUR	DUR Agenda, June 27, 2012 Montana SMAC Update, June 7, 2012
06.12.2012	Pharmacy	NCPDP Payer Sheet, June 12, 2012
06.12.2012	Pharmacy	DUR Minutes, May 23, 2012
06.15.2012	Pharmacy	MHSP Preferred Pharmaceutical Manufacturers List, June 15, 2012
06.20.2012	Provider Newsletters and Upcoming Events	July 2012 <i>Claim Jumper</i>
06.21.2012	All Providers	Updated Links for CFR, MCA, and ARM
06.26.2012 07.06.2012	Pharmacy	Montana SMAC Update, June 26, 2012 Montana SMAC Update, July 6, 2012 Preferred Drug List Update, July 5, 2012
07.03.2012	Family Planning Clinic, FQHC, Hospital, IHS, Mid-Level Practitioner, Pharmacy, Physician, Public Health Clinic, RHC, and Forms	Plan First Medicaid Non-Covered Agreement
07.10.2012	Training, Upcoming Events, and Provider Information	Fall 2012 Provider Training Registration Links and Agenda

Top 15 Claim Denial Reasons

Exception	June Ranking	May Ranking
RECIPIENT NOT ELIGIBLE DOS	1	1
EXACT DUPLICATE	2	2
DRUG CONTROL CODE = 2 (DENY)	3	4
RATE TIMES DAY NOT = CHARGE	4	3
PA MISSING OR INVALID	5	6
PDCS REFILL TOO SOON	6	5
REFILL TOO SOON	7	7
DEPRIVATION CODE RESTRICTED	8	9
PASSPORT PROVIDER NO. MISSING	9	8
RECIPIENT COVERED BY PART B	10	12
CLAIM INDICATES TPL	11	13
MISSING/INVALID INFORMATION	12	10
SLMB OR QI-1 ELIGIBILITY ONLY	13	14
SUSPECT DUPLICATE	14	11
SUBMIT BILL TO OTHER PROCESSOR OR PRIMARY PAYER	15	16

Key Contacts

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

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

EDI Help Desk (800) 624-3958

Provider Relations
 (800) 624-3958 (In/Out of state)
 (406) 442-1837 (Helena)\
 (406) 442-4402 Fax
 E-mail: MTPRHelpdesk@xerox.com

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

TPL
 (800) 624-3958 (In- and out-of-state)
 (406) 443-1365 (Helena)
 (406) 442-0357 Fax
 Direct Deposit Arrangements (406) 444-5283

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

Verify Client Eligibility
 FaxBack (800) 714-0075
 Integrated Voice Response (800) 714-0060
 Point-of-Sale Help Desk for Pharmacy Claims (800) 365-4944
 Passport (800) 362-8312

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

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

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