

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](#).

Fall 2014 Provider Trainings

On-site presentations are scheduled in Missoula (October 15), in Bozeman (October 22), and in Billings (October 29).

Visit the [Training page](#) for the agenda and other information.

ICD-10 Information

Visit the [ICD-10 page](#) for the latest ICD-10 news and provider communication and to take the fourth ICD-10 Readiness survey!

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

November Is American Diabetes Month

The American Diabetes Association is behind the largest national movement to stop diabetes and its deadly consequences.



Nearly 30 million children and adults in the United States have diabetes. Another 86 million Americans have prediabetes and are at risk for developing type 2 diabetes.

Recent estimates project that as many as one in 3 American adults will have diabetes in 2050 unless we take steps to stop diabetes.

Did you know:

- One in ten health care dollars is spent treating diabetes and its complications.
- One in five health care dollars is spent caring for people with diabetes.

Ideas for spreading awareness and prevention:

- Encourage people to take the stairs instead of the elevator.
- Remind your patients of the importance of getting regular checkups. When they're in the office, talk to them about their diabetes risk.
- Be a voice in your community by speaking about the importance of healthy eating and physical activity.

American Diabetes Month is an opportunity to raise awareness about diabetes risk factors and encourage people to make healthy changes.

Please visit www.diabetesforecast.org/adm to learn more about American Diabetes Month. For general information in English and Spanish, call 1-800-DIABETES or visit <http://stopdiabetes.com>.

Submitted by Connie Olson, DPHHS

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		
09.02.2014	Mental Health Centers, Home Support Service Providers, and TGH	Home Support Services and Therapeutic Group Home Utilization Review Process Changes Notification
09.02.2014	Hospital Inpatient	Cardiac and Pulmonary Rehabilitation Outpatient Updates
09.15.2014	Mental Health Centers, PRTFs, and HCBS	Adoption of the New Children's Mental Health Bureau's Medicaid Provider Manual into Administrative Rules of Montana
09.22.2014	Pharmacy, Physician, and Mid-Level	Provider Atypical Antipsychotics for Children Age Six and Under – Prior Authorization Requirement
Fee Schedules		
09.09.2014	Proposed Fee Schedule	Proposed DME
09.22.2014	Lab and X-Ray	Lab and X-Ray, January 2014 (Revised) Lab and X-Ray, July 2014 (Revised)
09.22.2014	Mid-Level	Mid-Level, January 2014 (Revised) Mid-Level, July 2014 (Revised)
09.22.2014	Physician	Physician, January 2014 (Revised) Physician, July 2014 (Revised)
09.24.2014	ASC	ASC, July 2014 (Revised)
Other Resources		
09.05.2014	Forms	Private Duty Nursing Authorization Request for Agencies and Private Duty Nursing Authorization Request for Schools(09/2014)
09.08.2014	Pharmacy	Montana SMAC, September 8 Montana SMAC, September 19
09.09.2014	Enhanced Payment	Enhanced Payment Enrollment
09.10.2014	Pharmacy DUR	DUR Board Agenda (Revised)
09.17.2014	<i>Claim Jumper</i> Newsletters	October 2014 <i>Claim Jumper</i>
09.17.2014 09.15.2014	Pharmacy	2014 Annual Montana Dispensing Fee Survey Dispensing Fee Questionnaire
09.22.2014	Plan First	Plan First Documents

Top 15 Claim Denial Reasons		
Exception	September Ranking	August Ranking
RECIPIENT NOT ELIGIBLE	1	1
EXACT DUPLICATE	2	2
RATE TIMES DAYS NOT = CHARGE	3	3
PA MISSING OR INVALID	4	4
DRUG CONTROL CODE = 2 (DENY)	5	5
REFILL TOO SOON PDCS	6	6
REFILL TOO SOON	7	8
PASSPORT PROVIDER NO. MISSING	8	9
RECIPIENT COVERED BY PART B	9	11
SUSPECT DUPLICATE	10	16
MISSING/INVALID INFORMATION	11	13
REV CODE INVALID FOR PROVIDER TYPE	12	15
SLMB OR QI-1 ELIGIBILITY ONLY	13	12
DEPRIVATION CODE RESTRICTED	14	14
CLAIM INDICATES TPL	15	17

Key Contacts

Provider Information
<http://medicaidprovider.hhs.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
 406.444.4171 or HeatherSmith@mt.gov;
 visit the website, <http://www.dphhs.mt.gov/perm/>

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