



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

## Medicaid Coverage Not Available to Inmates in Public Institutions

*This article was originally printed in the November 2010 Claim Jumper. This is an updated version.*

Per federal and state rules (42 CFR 435.1009, ARM 37.82.101 and ARM 37.82.1321), Medicaid coverage is not available to inmates in public institutions.

An inmate is someone who is involuntarily confined to a public institution, including individuals who are awaiting criminal proceedings, penal dispositions or other involuntary detainment determinations.

An individual who is voluntarily residing in a public institution, pending other arrangements, may be eligible for Medicaid.

Individuals who are committed to Montana State Hospital or Montana Mental Health Nursing Care Center are not considered inmates, but are also not eligible for Medicaid coverage if over age 21 but not yet age 65.

Suspension span data indicates the client is in a public institution and is sent to the claims processing system from the Department's eligibility system.

The claims processing system will be updated in December 2010 to deny the line on professional and outpatient claims if the first date of service falls within the client's suspension span, and to suspend to the State inpatient and nursing home claims if the claim first date of service falls within the client's suspension span.

The denials will be reported with Reason Code 177 (payment denied because the patient has not met the required eligibility requirements) and Remark Code N30 (patient ineligible for this service).

If new or updated suspension span information is received from the eligibility system and **professional or outpatient claims** for that client with a **line first date of service** within the suspension span have previously paid, they will automatically be adjusted to reprocess and deny. Passport, IHS Passport, Team Care and HIPC capitation claims are excluded from the suspension span editing and the reprocessing.

If new or updated suspension span information is received from the eligibility system and **inpatient or nursing home**

**claims** for that client with a **claim first date of service** within the suspension span have previously paid, they will automatically be adjusted to reprocess and suspend to the State for review.

Providers can appeal these or any other denied claims to the appropriate program officer.

## Health IT Environmental Survey

HealthShare Montana, Montana DPHHS, Health Technology Services, Montana Tech, and other HIT entities throughout Montana need your assistance in completing an environmental survey.

This survey provides valuable baseline information required for:

- Quicker approval of state plans for release of HIT funds
- Better use of federal funds to assist HIT areas most in need
- Fewer state funds required to match federal funds
- More accurate picture of HIT landscape in Montana

We understand this is a lengthy survey so we are asking for only one completed survey per facility. The survey can be accessed by clicking [HIT Survey](#).

Your quick response is very important and is appreciated. Without an accurate survey, Montana will not be allocated promised HIT funds.

If you need a paper copy of the survey please call or e-mail Marcy Johnson at (406) 794-0170, Extension 1002, or [mjohnson@healthsharemontana.org](mailto:mjohnson@healthsharemontana.org).

## **Videoconference a Success**

More than 100 in-state and out-of-state provider participants at 19 videoconference sites took part in the October 5, 2010, Medicaid Hospital Case Management Videoconference.

Conference participants were satisfied with the registration process, conference organization and materials, content, presenters, and format.

A majority of participants who responded to the online evaluation tool recommended that this conference be held at least annually either in a videoconference or WebEx format. Suggestions provided for future programs will be helpful as the Department plans for next year's conference.

All conference materials, survey results, post-conference questions and answers, and a video copy of the conference are available on the [Case Management](#) page. Thank you to all who attended!

*Submitted by Mary Patrick, RN, DPHHS*

## **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 August and September, callers' most frequent questions were pediatric.

Nurse First also offers patients a free Healthwise® website: Patients may go to [www.medicaid.mt.gov](http://www.medicaid.mt.gov) and click on Montana Health and Wellness Information. Chronic pain was the most sought after information during July and August.

*Submitted by Michael Huntly, DPHH*

<b>Nurse First Calls</b>			
The top five Nurse First call topics are in the table below:			
<b>September 2010 (626 total calls)</b>		<b>August 2010 (578 total calls)</b>	
<b>Number of Calls</b>	<b>Type of Call</b>	<b>Number of Calls</b>	<b>Type of Call</b>
12	Pediatric colds	16	Pediatric health information
12	Pediatric health information	14	Pediatric head trauma
11	Abdominal pain	14	Pediatric medication question
11	Pediatric diarrhea	11	Bee/wasp sting
10	Pediatric fever	11	Adult health information
10	Chest pain		

<b>Visits to Healthwise® Website</b>			
The top five topics visitors were interested in are in the table below:			
<b>September 2010 (123 website visits)</b>		<b>August 2010 (144 website visits)</b>	
<b>Number of Visits</b>	<b>Topic of Interest</b>	<b>Number of Visits</b>	<b>Topic of Interest</b>
28	Chronic pain	36	Chronic pain
7	Smoking tobacco	15	Weight management
7	Heart problems	15	COPD: avoiding your triggers
5	Anger, hostility, and violent behavior	13	Diabetes: taking care of your feet
5	Ear canal problems	9	Pain management

## Recent Publications

The following are brief summaries of recently published Medicaid information and updates. For details and further instructions, download the complete document from [www.mtmedicaid.org](http://www.mtmedicaid.org), 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 (800) 624-3958 or (406) 442-1837 in Helena or out-of-state.

<b>Recent Publications Available on Website</b>		
<b>Date</b>	<b>Provider Type</b>	<b>Description</b>
<b>Notices and Replacement Pages</b>		
10/05/2010	All Providers	Changes to NCCI Edits
10/05/2010	Hospice	Provider Notice: Hospice Rate Increase
<b>Fee Schedules</b>		
10/05/2010	Hospice	Fee Schedule
<b>Other Resources</b>		
10/01/2010	Pharmacy	Preferred Pharmaceutical Manufacturer List
10/08/2010	All Providers	Payment and Remittance Advice Delay Notification
10/15/2010	Pharmacy	Montana SMAC List
10/12/2010	All Providers	Medicaid Statistics 2010
10/19/2010	Pharmacy	Montana SMAC List
10/26/2010	All Providers	Provider Training Fall 2010 Slideshow

### Provider Training Recap

Provider Relations, in conjunction with DPHHS staff, conducted Provider Training seminars in Billings, Missoula and Great Falls in early fall. More than 250 participants attended the trainings. Thank you to all who attended!

We update our presentations based on your feedback. Let us know what works and what doesn't. We want the trainings to work for *you*. Thank you again for your feedback! Continue to send suggestions to [MTPRHelpdesk@ACS-inc.com](mailto:MTPRHelpdesk@ACS-inc.com) on how we can improve these trainings. Some of the suggestions received include

- Name tags for presenters and attendees
- Microphones for all presenters and for attendees to pass around
- Have a computer at the training and show how to access the website
- Offer sessions by provider type and sessions for those new to Medicaid

The slideshow presentations from the training are posted on the [website](#). Watch the *Upcoming Events* page for information about the spring provider training.

### NCCI Edits May Result in Claim Denial

The Affordable Care Act requires state Medicaid programs to implement National Correct Coding Initiative (NCCI) edits and Medically Unlikely Edits (MUEs) for Medicaid claims. These NCCI and MUE edits for Medicaid may be different from those edits for Medicare.

The Montana Medicaid program has had billing edits in place for most programs for many years; however, they have historically not been applied to Ambulatory Surgical Center claims. These changes will only impact improperly coded claims and will assist providers in their efforts to bill properly.

The Department will implement additional changes to the NCCI and MUE edits on November 1, 2010. This will include the implementation of NCCI and MUE edits for Ambulatory Surgical Centers.

If you have questions concerning the Medicaid NCCI or MUE edits, please see the provider notice [Changes to NCCI Updates](#) or contact your program officer.

<b>Top 15 Claim Denial Reasons</b>		
<b>Exception</b>	<b>October Ranking</b>	<b>September Ranking</b>
RECIPIENT NOT ELIGIBLE DOS	1	1
EXACT DUPLICATE	2	2
RATE TIMES DAYS NOT = CHARGE	3	3
DRUG CONTROL CODE = 2 (DENY)	4	4
REFILL TOO SOON	5	5
PARTIAL DENTURES	6	6
PA MISSING OR INVALID	7	7
PASSPORT PROVIDER NO. MISSING	8	8
CLAIM INDICATES TPL	9	9
RECIPIENT COVERED BY PART B	10	10
SLMB OR QI-1 ELIGIBILITY ONLY	11	12
SUBMIT BILL TO OTHER PROCESSOR OR PRIMARY PAYER	12	11
REV CODE INVALID FOR PROV TYPE	13	14
MISSING/INVALID INFORMATION	14	13
DEPRIVATION CODE RESTRICTED	15	15

## Key Contacts

**Provider Information website:** <http://www.mtmedicaid.org> (<http://medicaidprovider.hhs.mt.gov>)

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

**ACS EDI Help Desk (800) 624-3958**

**Provider Relations**

(800) 624-3958 (In- and out-of-state)

(406) 442-1837 (Helena)

(406) 442-4402 Fax

Email: [MTPRHelpdesk@ACS-inc.com](mailto:MTPRHelpdesk@ACS-inc.com)

**TPL (800) 624-3958 (In- and out-of-state)**

(406) 443-1365 (Helena)

(406) 442-0357 Fax

**Direct Deposit Arrangements (406) 444-5283**

**Verify Client Eligibility**

FaxBack (800) 714-0075

Automated Voice Response System (AVRS) (800) 714-0060

Point-of-Sale Help Desk for Pharmacy Claims (800) 365-4944

**Passport (800) 362-8312**

**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**

**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