

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](#).

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*

Fall 2014 Provider Trainings Were Successful

DPHHS and Xerox wrapped up the Fall 2014 Montana Health Care Programs on-site provider training sessions in late October.

Thanks to all providers who attended the training in and to the DPHHS program officers who helped make this year's training successful!

Your comments on the evaluations are very much appreciated and will be used to improve future training sessions.

Visit the [Training page](#) for the presentations. Watch future issues of the *Claim Jumper* for information about the spring 2015 training sessions.

Get Your Flu Shot!

December 7–13, 2014, is National Influenza Vaccination Week (NIVW). NIVW was created in 2005 by the CDC to highlight the importance of continuing influenza vaccination.



Flu vaccination coverage estimates from past years have shown that influenza vaccination activity drops quickly after the end of November.

Please remind your patients that although the holiday season has arrived, it is not too late to get their flu vaccine. The CDC recommends a yearly flu vaccine for everyone 6 months of age and older as the first and most important step in protecting against influenza disease.

Flu activity usually peaks in January or later in the United States and can last as late as May. As long as flu viruses are circulating, it is not too late to get vaccinated.

It is especially important to communicate the importance of flu vaccine to patients who are at high risk for developing flu related complications:

- Children younger than 5 years of age
- Adults 65 years of age and older
- Pregnant women
- People with certain long-term medication conditions, such as asthma, cancer, blood disorders, and kidney or liver disorders

It takes about two weeks after vaccination for the immune system to fully respond with antibodies that develop in the body and provide protection. Immune protection from vaccination declines over time so vaccination is recommended every year for optimal protection.

For more information about National Influenza Vaccination Week, please visit <http://www.cdc.gov/flu/nivw/>.

Submitted by Connie Olson, DPHHS

Publications Available on the Website

Below is a list of recently published Medicaid information and updates. 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		
10.02.2014	Family Planning, Lab and Imaging, Hospitals, Pharmacy, IHS, Physician, Mid-Level, RHC, FQHC, Public Health	Provider Notice Update Contact Information Montana Plan First – Additional Information Update
10.02.2014	Pharmacy	Prior Authorization Required for the Antibiotic Sivextro® and the New Antifungal Luzu®
10.06.2014	Hospitals	Hospital Inpatient Services Manual
10.09.2014	Physicians, Mid-Levels, Family Planning Clinics, and Public Health Clinics	Vaccine Administration Code Update
10.20.2014	Hospital Inpatient, Hospital Outpatient, Mid-Level, Pharmacy, and Physician	SmartPA® Prior Authorization for Synagis®
10.27.2014	Mid-Level, Pharmacy, and Physician	Prior Authorization Criteria for Hepatitis C Treatments: Sovaldi®, Olysio®, Victrelis®, and Harvoni®
Fee Schedules		
10.02.2014	Schools	Schools Fee Schedule, October 1, 2014
10.29.2014	DME	DME Fee Schedule, October 1, 2014 (Revised)
10.09.2014	ASC	ASC Fee Schedule, July 1, 2014 (Revised) ASC Fee Schedule, October 1, 2014
10.15.2014	Physician	Physician Fee Schedule, January 1, 2014 Physician Fee Schedule, July 1, 2014
Other Resources		
10.02.2014 10.09.2014 10.21.2014	Pharmacy	DUR Board Agenda, October 15, 2014 DUR Board Minutes, September 17, 2014 DUR Board Minutes, October 15, 2014
10.02.2014	Pharmacy	Preferred Drug List, September 30, 2014
10.02.2014	Provider Information, Hospital Outpatient, Family Planning, Pharmacy, Podiatrist, Physician, Ambulance, Lab and Imaging, Social Worker, Mid-Level, Freestanding Dialysis, Home Health, Psychiatrist, and IDTF	Rebateable Labelers List
10.10.2014 10.21.2014	Pharmacy	Montana SMAC Update, October 7, 2014 Montana SMAC Update, October 21, 2014
10.10.2014 11.04.2014	Physician and Mid-Level	Enhanced Payment Enrollment, October 3, 2014 Enhanced Payment Enrollment, November 3, 2014
10.15.2014	All Providers	November 2014 <i>Claim Jumper</i>
10.29.2014	Pharmacy	MHSP Preferred Manufacturers List

Top 15 Claim Denial Reasons

Exception	October Ranking	September Ranking
INVALID POA	1	1
SYSTEM ERROR	2	2
RESPIRE 48/MO	3	3
NO RATE FOR DOS	4	5
ORTHODONTIA LIMIT	5	4
RECIPIENT HAS TPL	6	6
SUSPECT DUPLICATE	7	7
CHIP ONLY PROVIDER	8	8
INVALID TYPE OF BILL	9	15
MHSP FEE FOR SERVICE	10	9
SPEECH THERAPY LIMIT	11	14
CLAIMSGUARD NEW VISIT	12	12
DIAGNOSIS NOT ON FILE	13	31
DRUG QUANTITY MISSING	14	13
MCARE CROSSOVER CLAIM	15	29

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