

Montana Healthcare 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 Healthcare Programs Provider Information [website](#).

Montana HELP Plan

The Montana Health and Economic Livelihood Partnership (HELP) Plan provides health coverage to adults ages 19–64 with incomes up to 138% of the FPL; who are not enrolled or eligible for Medicare; who are not incarcerated; and who are U.S. citizens or documented, qualified aliens who are Montana residents.

Most services will be administered through Blue Cross and Blue Shield of Montana (BCBSMT), a third party administrator, and some services will be administered through Xerox.

Services for the HELP Plan Processed by BCBSMT

Most medical and behavior health services will be processed by BCBSMT including:

- Behavioral Health (Mental Health and Substance Use Disorder)
- Convalescent Home (excludes Custodial Care)
- Durable Medical Equipment/Supplies
- Early and Periodic Screening, Diagnostic, and Treatment (EPSDT)
- Emergency
- Hospital
- Lab and X-Ray (Medical)
- Medical Vision and Exams
- Mid-Level
- Physician
- Preventive
- Rehabilitative and Habilitative
- Surgical

Services for the HELP Plan Processed by Xerox

- Audiology
- Dental
- Diabetes Prevention Program
- Eyeglasses
- Federally Qualified Health Center
- Hearing Aids
- Home Infusion
- Indian Health Services/Tribal Health
- Pharmacy
- Rural Health Clinic
- Transportation (Including Ambulance)

To check eligibility for a HELP Plan participant, access the BCBSMT [Secure Provider Portal](#) or the secure Xerox Montana Access to Health (MATH) [web portal](#).

*Submitted by Rebecca Corbett,
HELP Plan Program Officer*

Mark Your Calendar!

The 2016 Spring Provider Fair will be held May 10–11, 2016, in Helena at the Radisson Colonial Hotel (formerly Red Lion).

Watch the *Claim Jumper* and the [Training](#) page on the website for details on the upcoming Fair.

Make Your Call to Provider Relations Count!

The Provider Relations Call Center is experiencing an unprecedented number of calls in recent months in part to Medicaid expansion.

While the Integrated Voice Response (IVR) system can be a timesaver for providers, there are actions you can take to improve your call-in experience.

- Have pen and paper on hand before you call.
- Have ICN, member ID, the date of service, and the charge amount on hand before you call.
- When prompted for the billing number, enter your NPI/API. This allows the agent to pull up your account prior to answering.
- Select the applicable call line (e.g., EDI, Claims, Eligibility) to ensure you get the right agent helping you.

We appreciate your patience and look forward to serving you.

March Is National Kidney Month

March is National Kidney Month and the National Kidney Foundation (NKF) is urging all Americans to give their kidneys a second thought and a well-deserved checkup.

Kidneys filter 200 liters of blood a day, help regulate blood pressure and direct red blood cell production. Kidneys are also prone to disease. One in three Americans is at risk for kidney disease due to diabetes, high blood pressure or a family history of kidney failure. Most who have kidney disease are unaware because there are often no symptoms until the disease has progressed.

Quick Facts on Kidney Disease

- Kidney disease is the 9th leading cause of death in the country.
- More than 26 million Americans have kidney disease, and most don't know it.
- There are over 95,000 people waiting for kidney transplants.
- More than 590,000 people have kidney failure in the United States today.

During National Kidney Month in March, and in honor of World Kidney Day on March 10, the NKF offers activities to promote awareness of kidneys, risk factors and kidney disease.

Take 5 for Your Kidneys

All Americans can do 5 simple things to protect their kidneys:

1. **Get Tested!** Ask your doctor for an ACR urine test or a GFR blood test annually if you have diabetes, high blood pressure, are over age 60, or have a family history of kidney failure. Get screened for free through the National Kidney Foundation's KEEP Healthy Program by visiting www.kidney.org.
2. **Reduce NSAIDs.** OTC pain medicines, such as NSAIDs (nonsteroidal anti-inflammatory drugs), may alleviate your aches and pains, but they can harm the kidneys, especially if you already have kidney disease. Reduce your regular use of NSAIDs and never go over the recommended dosage.
3. **Cut the Processed Foods.** Processed foods can be significant sources of sodium, nitrates and phosphates, and have been linked to cancer, heart disease and kidney disease. Try adopting the DASH diet to guide your healthy eating habits.
4. **Exercise Regularly.** Your kidneys like it when you exercise. Regular exercise will keep your bones, muscles, blood vessels, heart and kidneys healthy. Getting active for at least 30 minutes a day can also help you control blood pressure and lower blood sugar, which is vital to kidney health.
5. **Stay Well-Hydrated.** This helps your kidneys clear sodium, urea and toxins from the body. Drinking plenty of water and avoiding sugary beverages are also the best ways to avoid painful kidney stones. Those with kidney problems or kidney failure may need to restrict their fluid intake, but for most people, drinking 1.5 to 2 liters (3 to 4 pints) of water per day is a healthy target.

Are You at Risk Kidney Quiz

Early detection can make a difference in preventing kidney disease so it's important to know if you're at risk. Take the [online kidney quiz!](#)

*Submitted by Connie Olson,
Nurse First Program Officer, DPHHS.*

Inside Provider Relations

Introducing Julia Porter, Provider Relations Manager

Julia was named the new Xerox Provider Relations Manager and stepped into the position on January 18, 2016. She has been a member of the Xerox Montana team since 2012 where she has served as the Xerox Account Trainer.



As the Trainer, she has been involved in the development and delivery of instructional materials used by both Xerox operational staff and DPHHS. For most of the last year her responsibilities included a focus on training and development for Provider Relations. Julia says she is excited by this transition and the new opportunities that will accompany it.

Julia is a fourth-generation Montanan. Outside of Xerox, she works part-time as a historic interpreter and performs and directs local theater productions.

You may contact Julia at 406.457.9586 or julia.porter@xerox.com.

Contact Webmaster Feature

The Contact Webmaster link at the bottom of all provider webpages provides a simple way to report problems or issues with the Provider Information website.

Required fields on the form include the E-mail, Subject, and Message fields. Initial response from the Webmaster will be made via e-mail.

You may also send e-mail directly to mtwebmaster@xerox.com to report website problems or issues.

Requests that pertain to non-website related topics will be forwarded to the appropriate staff.

If your question pertains to a DPHHS service or program, please check the webpage for contact information before submitting to the Webmaster.

Publications Available on the Website

Below is a list of recently published Medicaid information and updates available on the Provider Information [website](#). Select Resources by Provider Type in the left menu to locate information specific to your provider type. If you cannot locate the information below, contact Provider Relations at 1.800.624.3958 or 406.442.1837 in Helena.

Date	Provider Type	Description
Provider Notices, Manuals, and Replacement Pages		
01.13.2016	Ophthalmologist, Optometric, and Optician	Requesting Prior Authorization from Medicaid or HMK for Certain Eyeglass Services
01.15.2016	All Providers	Standard Medicaid and HELP Plan Claims Processing
01.15.2016 01.19.2016	All Providers	General Information for Providers Manual, January 2016
01.15.2016	DME, Mid-Level, Pharmacy, Physician, and Hospital Outpatient	Hospital Grade Electric Breast Pump Requirements
01.20.2016	All Providers	Standard Medicaid and HELP Plan Claims Processing (Revised)
01.21.2016	Hospital Inpatient	Prior Authorization Required for Out-of-State Acute Inpatient Psychiatric Hospital
01.21.2016	Dentist, Dental, Hygienist, Denturist, Mid-Level	Update Important Dental Benefit Update
01.25.2016	Hospital Outpatient, Emergency Room, Birthing Center, and Dialysis Clinic	Hospital National Drug Code (NDC) Billing on Revenue Codes
01.25.2016	Hospital Inpatient	Long-Acting Reversible Contraception (LARC) Inserted at Time of Delivery in a PPS Hospital
Fee Schedules		
01.04.2016	Hearing Aid	Hearing Aid, January 2016
01.05.2016	ASC	ASC, January 2016
01.05.2016	Optometric and Optician	Optometric and Optician, January 2016
01.11.2016	Ambulance	Ambulance, January 2016
01.11.2016	Dentist, Dental Hygienist, and Denturist	Dentist, Dental Hygienist, and Denturist, January 2016
01.11.2016	Oral Surgeon	Oral Surgeon, January 2016
01.11.2016	Hospice	Hospice, January 2016
01.18.2016	IDTF	IDTF, January 2016
01.18.2016	Podiatry	Podiatry, January 2016
01.18.2016	Public Health Clinic	Public Health Clinic, January 2016
01.22.2016	Physician	Physician, January 2016
01.22.2016	Mid-Level	Mid-Level, January 2016 (<i>Revised</i>)
01.22.2016	Psychiatrist	Psychiatrist, January 2016 (<i>Revised</i>)
01.22.2016	Lab and Imaging	Lab and Imaging, January 1, 2016 (<i>Revised</i>)
Other Resources		
01.04.2016	Pharmacy DUR	DUR Meeting Agenda, January 20, 2016
01.06.2016	Ambulance, ASC, Dialysis Clinic, Family Planning, Home Health, Hospital Outpatient, IDTF Lab/Imaging, Mid-Level, Pharmacy, Physician, Podiatrist, Psychiatrist, and Social Worker	Quarterly Rebateable Drugs, January 1, 2016
01.08.2016	Pharmacy	Montana SMAC Update, January 8, 2016
01.12.2016	Pharmacy	DUR Meeting Agenda, February 17, 2016
01.13.2016	Pharmacy	NCPDP Payer Sheet, January 1, 2016
01.19.2016	Pharmacy	Preferred Drug List, January 19, 2016
01.22.2016	All Providers	<i>Claim Jumper</i> Newsletter, January 2016
01.28.2016	Optometric and Optician	Prior Authorization Request, Eyeglass Additional Feature and Contact Lens

Top 15 Claim Denial Reasons		
Exception	January Ranking	December Ranking
RECIPIENT NOT ELIGIBLE DOS	1	3
EXACT DUPLICATE	2	1
PA MISSING OR INVALID	3	4
NDC MISSING OR INVALID	4	5
RATE TIMES DAYS NOT = CHARGE	5	2
REFILL TOO SOON PDCS	6	6
REFILL TOO SOON	7	7
PASSPORT PROVIDER NO. MISSING	8	8
DRUG CONTROL CODE = 2 (DENY)	9	9
DRUG QUANTITY MISSING	10	11
UNIT TYPE MISSING/INVALID	11	12
MISSING/INVALID INFORMATION	12	14
RECIPIENT COVERED BY PART B	13	10
SLMB OR QI-1 ELIGIBILITY ONLY	14	13
DISPENSE AS WRITTEN	15	20

Key Contacts

Montana Healthcare Programs

Provider Information

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

Xerox EDI Solutions

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

Xerox EDI Support Unit

1.800.987.6719

Provider Relations

P.O. Box 4936

Helena, MT 59602

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

1.800.365.4944

Passport

1.800.362.8312

PERM Contact Information

HeatherSmith@mt.gov or

406.444.4171

[http://www.dphhs.mt.gov/gad/PC/](http://www.dphhs.mt.gov/gad/PC/PERMPC.aspx)

[PERMPC.aspx](http://www.dphhs.mt.gov/gad/PC/PERMPC.aspx)

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

Xerox Field Representatives' Corner

2016 Spring Provider Fair

The 2016 Spring Provider Fair will be held May 10 and May 11, 2016, in Helena at the Radisson Colonial Hotel.

Why should you attend this free training?

- Learn how to get your payments faster and easier
- Latest information on some of the newest Medicaid programs
- Reference materials for your office
- Pertinent topics for your provider type
- Hands-on web portal and website navigation in our mini-computer lab
- Meet Provider Relations staff
- Interact directly with your DPHHS Program Officer
- Free luncheon and networking opportunities on Day 2
- Door prizes and gratuities provided by Xerox

If you have questions about the Provider Fair, contact the Field Representatives at mtprhelpdesk@xerox.com.

See the [Training](#) page for hotel information, registration link and instructions, and session information.

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