



# *Private Duty Nursing Services*



*Medicaid and Other Medical  
Assistance Programs*



*This publication supersedes all previous Private Duty Nursing Services handbooks. Published by the Montana Department of Public Health & Human Services, March 2012.*

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**My NPI/API:**

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# Key Contacts

Hours for Key Contacts are 8:00 a.m. to 5:00 p.m. Monday through Friday (Mountain Time), unless otherwise stated. The phone numbers designated “In state” will not work outside Montana.

## Client Eligibility

### FaxBack

(800) 714-0075 (24 hours)

### Voice Response System

(800) 714-0060 (24 hours)

### Montana Access to Health (MATH) Web Portal

<http://mtaccesstohealth.acs-shc.com/mt/general/home.do>

### Medifax EDI

(800) 444-4336 X 2072 (24 hours)

## Direct Deposit Arrangements

Providers who would like to receive their remittance advices electronically and electronic funds transfer should call the number below.

**(406) 444-5283**

## EDI Technical Help Desk

For questions regarding electronic claims submission:

**(800) 987-6719** In/Out of state

**(406) 442-1837** Helena

**(850) 385-1705** Fax

Send e-mail inquiries to:

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

Mail to:

Montana EDI

P.O. Box 4936

Helena, MT 59604

## Paper Claims

Send paper claims to:

Claims Processing Unit

P.O. Box 8000

Helena, MT 59604

## Prior Authorization

For prior authorization requests or for authorization for private duty nursing services requests not included in the Medicaid fee schedule:

**(800) 262-1545, X5850**

**(406) 443-4020** Helena

Mail backup documentation to:

Medicaid Utilization Review Department

Mountain-Pacific Quality Health

P.O. Box 6488

Helena, MT 59604-64882

Fax backup documentation to:

**(800) 497-8235**

**(406) 443-4585** Helena

## Private Duty Nursing Services

**(406) 444-4189** Phone

**(406) 444-1861** Fax

Send written inquiries to:

Program Officer

Private Duty Nursing Services

Medicaid Services Bureau

DPHHS

P.O. Box 202951

Helena, MT 59620-2951

## Provider Relations

For questions about eligibility, payments, denials, or general claims questions, or questions about Medicaid or Passport provider enrollment, address or phone number changes:

**(800) 624-3958** In/Out of state  
**(406) 442-1837** Helena

Send e-mail inquiries to:  
MTPRHelpdesk@ACS-inc.com

Send written inquiries to:  
Provider Enrollment Unit  
P.O. Box 4936  
Helena, MT 59604

## Provider's Policy Questions

For policy questions, contact the appropriate division of the Department of Public Health and Human Services; see the *Introduction* chapter in the *General Information for Providers* manual.

## Secretary of State

The Secretary of State's office publishes the most current version of the Administrative Rules of Montana (ARM).

**(406) 444-2055** Phone

Secretary of State  
P.O. Box 202801  
Helena, MT 59620-2801

## Third Party Liability

For questions about private insurance, Medicare or other third party liability:

**(800) 624-3958** In/Out of state  
**(406) 443-1365** Helena  
**(406) 442-0357** Fax

Send written inquiries to:  
ACS Third Party Liability Unit  
P.O. Box 5838  
Helena, MT 59604

<b>Key Websites</b>	
<b>Web Address</b>	<b>Information Available</b>
<b>EDI Gateway</b> <a href="http://www.acs-gcro.com">http://www.acs-gcro.com</a>	EDI Gateway is Montana's HIPAA clearinghouse. Visit this website for more information on: <ul style="list-style-type: none"> <li>• EDI support</li> <li>• Enrollment</li> <li>• Manuals</li> <li>• Provider services</li> <li>• Software</li> </ul>
<b>Health Resources Division</b> <a href="http://www.dphhs.mt.gov/hrd/">http://www.dphhs.mt.gov/hrd/</a>	<ul style="list-style-type: none"> <li>• <b>Big Sky Rx:</b> Administered by the State; helps Medicare clients pay for Medicare-approved prescription drug insurance premiums.</li> <li>• <b>Electronic Billing:</b> How to submit your Medicaid claims electronically.</li> <li>• <b>Healthy Montana Kids:</b> Information on HMK. See website below.</li> <li>• <b>Medicaid Client:</b> Medicaid services for adults and children.</li> <li>• <b>Medicaid Provider Information:</b> See IMontana Access to Health (MATH) Web Portal and Provider Information Website below.</li> <li>• <b>Medicaid Fraud and Abuse Reporting:</b> Provides telephone numbers to call if you have concerns about Medicaid fraud or abuse.</li> <li>• <b>Montana Medicaid:</b></li> <li>• <b>Passport to Health:</b> Information and enrollment forms for the Passport to Health primary care case management program.</li> <li>• <b>Prescription Assistance Programs:</b> Information on the programs designed to make prescription drugs more affordable.</li> <li>• <b>Team Care:</b> Information and enrollment information for the Team Care program.</li> </ul>
<b>Healthy Montana Kids (HMK)</b> <a href="http://www.hmk.mt.gov/">www.hmk.mt.gov/</a>	<ul style="list-style-type: none"> <li>• Information on Healthy Montana Kids (HMK)</li> </ul>
<b>Montana Access to Health (MATH) Web Portal</b> <a href="https://mtaccesstohealth.acs-shc.com/mt/general/home.do">https://mtaccesstohealth.acs-shc.com/mt/general/home.do</a>  <b>Provider Information Website</b> <a href="http://medicaidprovider.hhs.mt.gov/">http://medicaidprovider.hhs.mt.gov/</a>	<ul style="list-style-type: none"> <li>• Fee schedules</li> <li>• Forms</li> <li>• Frequently asked questions (FAQs)</li> <li>• HIPAA Update</li> <li>• Key contacts</li> <li>• Links to other websites and more</li> <li>• Medicaid news</li> <li>• Newsletters</li> <li>• Provider enrollment</li> <li>• Provider manuals, notices and manual replacement pages</li> <li>• Remittance advice notices</li> <li>• Upcoming events</li> </ul>
<b>Washington Publishing Company</b> <a href="http://www.wpc-edi.com">www.wpc-edi.com</a>	<ul style="list-style-type: none"> <li>• EDI education</li> <li>• HIPAA guides and other tools</li> </ul>



# Introduction

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Thank you for your willingness to serve clients of the Montana Medicaid program and other medical assistance programs administered by the Department of Public Health and Human Services.

## Manual Organization

This manual provides information specifically for providers of private duty nursing services. Additional essential information for providers is contained in the separate *General Information for Providers* manual. Each provider is asked to review both manuals.

A table of contents and an index allow you to quickly find answers to most questions. The margins contain important notes with extra space for writing notes. Each manual contains a list of *Key Contacts*. We have also included a space on the back of the front cover to record your NPI/API for quick reference when calling Provider Relations.

## Manual Maintenance

In order to remain accurate, manuals must be kept current. Changes to manuals are provided through notices and replacement pages, which are posted on the Provider Information website (see *Key Websites*). When replacing a page in a paper manual, file the old pages and notices in the back of the manual for use with claims that originated under the old policy.

## Rule References

Providers must be familiar with all current rules and regulations governing the Montana Medicaid program. Provider manuals are to assist providers in billing Medicaid; they do not contain all Medicaid rules and regulations. Rule citations in the text are a reference tool; they are not a summary of the entire rule. **In the event that a manual conflicts with a rule, the rule prevails.** Links to rules are available on the Provider Information website (see *Key Websites*). Paper copies of rules are available through the Secretary of State's office (see *Key Contacts*).

In addition to the general Medicaid rules outlined in the *General Information for Providers* manual, the following rules and regulations are also applicable to the private duty nursing services program:

- Code of Federal Regulations (CFR)
  - 42 CFR 440.80 Private Duty Nursing Services
- Montana Code Annotated (MCA)
  - MCA 53-6-101
- Administrative Rules of Montana (ARM)
  - ARM 37.85.2701–37.86.2217 EPSDT Private Duty Nursing Services



Providers are responsible for knowing and following current laws and regulations.

## Claims Review (MCA 53-6-111, ARM 37.85.406)

The Department is committed to paying Medicaid providers' claims as quickly as possible. Medicaid claims are electronically processed and usually are not reviewed by medical experts prior to payment to determine if the services provided were appropriately billed. Although the computerized system can detect and deny some erroneous claims, there are many erroneous claims which it cannot detect. For this reason, payment of a claim does not mean that the service was correctly billed or the payment made to the provider was correct. The Department performs periodic retrospective reviews, which may lead to the discovery of incorrect billing or incorrect payment. If a claim is paid, and the Department later discovers that the service was incorrectly billed or paid or the claim was erroneous in some other way, the Department is required by Federal regulation to recover any overpayment, regardless of whether the incorrect payment was the result of Department or provider error or other cause.

## Getting Questions Answered

The provider manuals are designed to answer most questions; however, questions may arise that require a call to a specific group (such as a prior authorization contractor or Provider Relations). The list of *Key Contacts* at the front of this manual has important phone numbers and addresses pertaining to this manual. The *Introduction* chapter in the *General Information for Providers* manual also has a list of contacts for specific program policy information. Medicaid manuals, notices, replacement pages, fee schedules, forms, and much more are available on the Provider Information website (see *Key Websites*).

## Other Department Programs

The Medicaid private duty nursing services in this manual are not benefits of the Mental Health Services Plan (MHSP), so the information in this manual does not apply to MHSP. For more information on MHSP, see the mental health manual available on the Provider Information website (see *Key Websites*).

The Medicaid private duty nursing services in this manual are not covered benefits of Healthy Montana Kids (HMK). Additional information regarding HMK benefits is available by contacting Blue Cross and Blue Shield of Montana at 1-877-543-7669 (toll-free, follow menu) or 1-855-258-3489 (toll-free, direct), or by visiting the HMK website (see *Key Websites*).

# Covered Services

## General Coverage Principles

This chapter provides covered services information that applies specifically to services provided by private duty nursing services providers. Like all health care services received by Medicaid clients, services rendered by these providers must also meet the general requirements listed in the *General Information for Providers* manual, *Provider Requirements* chapter.

### ***Services within scope of practice (ARM 37.85.401)***

Services are covered only when they are within the scope of the provider's license. As a condition of participation in the Montana Medicaid program all providers must comply with all applicable state and Federal statutes, rules and regulations, including but not limited to Federal regulations and statutes found in Title 42 of the Code of Federal Regulations and the United States Code governing the Medicaid program and all applicable Montana statutes and rules governing licensure and certification.

### ***Licensing***

Private duty nursing services providers must be registered nurses or licensed practical nurses.

### ***Services for children (ARM 37.86.2201–2221)***

The Early and Periodic Screening, Diagnosis and Treatment (EPSDT) program is a comprehensive approach to health care for Medicaid clients ages 20 and under. It is designed to prevent, identify, and then treat health problems before they become disabling. Under EPSDT, Medicaid-eligible children may receive any medically necessary covered service, including all private duty nursing services described in this manual. All applicable Passport to Health and prior authorization requirements apply. See the *Physician-Related Services* manual for more information on the EPSDT program.

## Noncovered Services (ARM 37.85.207)

Medicaid does not cover the following services:

- Services provided to Medicaid clients who are absent from the state, with the following exceptions:
  - Medical emergency.
  - Required medical services are not available in Montana. Prior authorization may be required; see the *Prior Authorization* chapter in this manual.
  - If the Department has determined that the general practice for clients in a particular area of Montana is to use providers in another state.

- When out-of-state medical services and all related expenses are less costly than in-state services.
- When Montana makes adoption assistance or foster care maintenance payments for a client who is a child residing in another state.
- Private duty nursing services do not include psychological or mental health counseling; nurse supervision services including chart review, case discussion, or scheduling by a registered nurse; travel time to and/or from the client's place of service; or services provided to allow the client, family, or caregiver to work or go to school.
- Respite care is not a benefit of the private duty nursing program. If eligible, respite services may be covered through the Home- and Community-Based Services waiver program.

## Coverage of Specific Services

### ***Home Infusion Therapy Services***

Home infusion therapy services are nursing services provided by a registered nurse employed by a home infusion therapy agency. These nursing services are provided to all patients who require home infusion therapy. See the *Home Infusion Therapy Services* manual for more information.

### ***Home Health Nursing Services***

Home health nursing services are provided by an enrolled Medicaid home health agency. These nursing services are provided to patients of all ages who require home health care. They must be billed by that agency in accordance with current home health program procedures and not under home infusion therapy or private duty nursing services. See the *Home Health Services* manual for more information.

### ***Private Duty Nursing***

Private duty nursing services are limited to skilled nursing services provided directly to a child under age 21 and patient-specific training provided to a registered nurse or licensed practical nurse when a child is new to the nursing agency, when a change in the condition of a child requires additional training for the current nurse, or when a change in nursing personnel requires a new nurse to be trained to care for a child.

Private duty nursing services may be provided to a child without parents or guardians being present. However, providers may require a parent or guardian to be present while services are being provided. The issue of whether to require a parent or guardian to be present during private duty nursing services is between the provider and the client. Medicaid will not dictate this policy.

Private duty nursing services must be authorized prior to the initial provision of services, and any time the condition of the client changes resulting in a change to the amount of skilled nursing services being provided. Authorization must be renewed with the Department or the Department's designated review agent every 90 days during the first 6 months of services, and every 6 months thereafter.

Authorization for private duty nursing services provided through school districts may be authorized for the duration of the regular school year. Services provided during the summer months are additional services that require separate prior authorization.

Authorization is based on approval of a plan of care by the Department or the Department's designated review agent.

A provider of private duty nursing services must be an incorporated entity meeting the legal criteria for independent contractor status that either employs or contracts with nurses for the provision of nursing services. The Department does not contract with or reimburse individual nurses as providers of private duty nursing services.

Private duty nursing services provided to an eligible client by a person who is the client's legally responsible person, as that term is used in this rule, must be prior authorized by the Department or its designee.

For purposes of this rule, "legally responsible person" means a person who has a legal obligation under the provisions of Montana law to care for another person. Legally responsible person includes the parents (natural, adoptive, or foster) of minor children, legally assigned caretaker relatives of minor children, and spouses.

For private duty nursing services provided to a Medicaid client by a person who is legally responsible for the Medicaid client, the Department will approve no more than 40 hours of services under the EPSDT program in a 7-day period. The legally responsible person must meet the Department's criteria for providing private duty nursing services. The individual must be a licensed RN or LPN and be employed by an agency enrolled to provide private duty nursing services.

## Verifying Coverage

The easiest way to verify coverage for a specific service is to check the Department's fee schedule for your provider type. In addition to being listed on the fee schedule, all services provided must also meet the coverage criteria listed in this chapter and in the *General Information for Providers* manual, *Provider Requirements* chapter. Use the fee schedule in conjunction with the more detailed coding descriptions listed in the CPT and HCPCS Level II coding books. **Use the fee schedule and coding books that pertain to the date of service.**

Current fee schedules are available on the Provider Information [website](#) (see *Key Websites*).

# Passport to Health Program

## What Is Passport to Health? (ARM 37.86.5101–5120, ARM 37.86.5303, and ARM 37.86.5201–5206)

Passport to Health is the managed care program for Montana Medicaid and Healthy Montana Kids (HMK) *Plus* clients. The four Passport programs encourage and support Medicaid and HMK *Plus* clients and providers in establishing a medical home and in ensuring the appropriate use of Medicaid and HMK *Plus* services:

- Passport to Health Primary Care Case Management
- Team Care
- Nurse First Advice Line
- Health Improvement Program

Medicaid and HMK*Plus* clients who are eligible for Passport must enroll in the program (about 70% of Montana Medicaid and HMK*Plus* clients are eligible). Each enrollee has a designated Passport provider who is typically a physician, midlevel practitioner, or primary care clinic.

### ***Passport to Health Primary Care Case Management (ARM 37.86.5101–5120)***

The Passport provider provides primary care case management (PCCM) services to their clients. This means he/she provides or coordinates the client's care and makes referrals to other Montana Medicaid and HMK *Plus* providers when necessary. Under Passport, Medicaid and HMK*Plus* clients choose one primary care provider (PCP) and develop an ongoing relationship that provides a medical home. The medical home is a concept that encourages a strong provider-client relationship. An effective medical home is accessible, continuous, comprehensive, coordinated, and operates within the context of family and community.

With some exceptions (see *Services That Do Not Require Passport Provider Approval* in this chapter), all services to Passport clients must be provided or approved by the client's Passport provider or Medicaid/HMK *Plus* will not reimburse for those services. The client's Passport provider is also referred to as the PCP.

### ***Team Care (ARM 37.86.5303)***

Team Care is designed to educate clients to effectively access medical care. Clients with a history of using services at an amount or frequency that is not medically necessary are enrolled in Team Care. Clients enrolled in Team Care are also enrolled in Passport. Team Care follows the same Passport rules and guidelines for referrals, enrollment/disenrollment, prior authorization, and billing processes. However, while Passport clients can change providers without



Medicaid does not pay for services when prior authorization or Passport requirements are not met.



Different codes are issued for Passport approval and prior authorization, and both must be recorded on the claim form if appropriate.

cause, as often as once a month, Team Care clients are locked in to one provider and one pharmacy. Providers are encouraged to make a referral to the Team Care Program Officer if they feel one of their clients is appropriate for the program. A Passport provider receives an enhanced case management fee of \$6 per member per month for Team Care clients. When checking Medicaid or HMK *Plus* eligibility on the MATH web portal (see *Key Websites*), a Team Care client's provider and pharmacy will be listed. Write all Medicaid and HMK *Plus* prescriptions to the designated pharmacy.

### ***Nurse First Advice Line***

The Nurse First Advice Line at 1-800-330-7847 is a 24/7, toll-free, and confidential nurse triage line staffed by licensed registered nurses and is available to all Montana Medicaid, HMK, and HMK *Plus* clients. There is no charge to clients or providers. Clients are encouraged to use the Nurse First Advice Line as their first resource when they are sick or hurt. Registered nurses are available 24/7 to triage clients over the phone and recommend appropriate care. Health coaches are also available to answer general health or medication questions. Nurses do not diagnose or provide treatment. The Nurse First Advice Line will fax a triage report to the Passport PCP when one of their clients calls to be triaged.

Passport providers are encouraged to provide education to their clients regarding the appropriate use of the emergency department (ED), including using the Nurse First Advice Line before going to the ED.

### ***Health Improvement Program (ARM 37.86.5201–5206)***

The Health Improvement Program (HIP) is for Medicaid and HMK *Plus* clients with chronic illnesses or risks of developing serious health conditions. HIP is operated statewide through a regional network of 14 community and tribal health centers. Medicaid and HMK *Plus* clients eligible for the Passport program are enrolled and assigned to a health center for case management. Current Passport clients stay with their providers for primary care, but are eligible for case management services through HIP. Nurses and health coaches certified in professional chronic care will conduct health assessments; work with PCPs to develop care plans; educate clients in self-management and prevention; provide pre- and post-hospital discharge planning; help with local resources; and remind clients about scheduling needed screening and medical visits.

Medicaid uses predictive modeling software to identify chronically ill clients. This software uses medical claims, pharmacy and demographic information to generate a risk score for each client. Although the software will provide a great deal of information for interventions, it will not identify clients who have not received a diagnosis or generated claims. PCPs may also identify and recommend Passport clients at high risk for chronic health conditions that would benefit from case management from HIP using the [HIP referral form](#) on the Health Improvement Program page on the Provider Information website.

In practice, providers will most often encounter Medicaid and HMK *Plus* clients who are enrolled in Passport. Specific services may also require prior authorization (PA) even if the client is a Passport enrollee. Passport referral and approval requirements and PA requirements are described below. Specific PA requirements can be found in the provider fee schedules.

## Role of the Passport Provider

- Maintain a written record of all referrals given and received for every Passport client treated.
- Provide primary and preventive care, health maintenance, treatment of illness and injury, and coordination of client's access to medically necessary specialty care by providing referrals and follow-up.
- Provide Well-Child checkups, EPSDT services, blood lead screenings and immunizations.
- Develop an ongoing relationship with Passport clients for the purpose of providing continuity of care.
- Educate clients about appropriate use of office visits, the ED, and urgent care clinics.
- Identify and refer clients to the Team Care Program whose use of services is excessive and inappropriate with respect to medical need.
- Coordinate and collaborate with care managers in Medicaid HIP, including providing information regarding the needs of the client, reviewing and commenting on care plans prepared by care managers, and providing copies of medical records when requested.
- Provide coverage for needed services, consultation, and approval or denial of referrals during regular office hours.
- Provide 24-hour availability of information for seeking emergency services.
- Accept auto assignment of clients when PCP has openings and the clients meet the PCP-defined restrictions.
- Provide appropriate and HIPAA-compliant exchange of information among providers.
- Educate and assist clients in finding self-referral services (e.g., family planning, mental health services, immunizations, and other services).
- Maintain a client medical record for each Passport client. Providers must transfer the client's medical record to a new primary care provider if requested in writing and authorized by the client.

### ***Providing Passport referral and authorization***

- Before referring a Passport client to another provider, verify that the provider accepts Medicaid.
- When referring a client to another provider, give that provider your Passport number.
- All referrals must be documented in the client's medical record or a log. Documentation should not be submitted with the claim.
- Passport approval may be for a one-time visit, a time-specific period, or the duration of an illness or pregnancy, as determined by the Passport provider.

See the *Passport Referral and Approval* section on the next page for details.

### ***Client disenrollment***

A provider can ask to disenroll a Passport client for any reason including:

- The provider-client relationship is mutually unacceptable.
- The client fails to follow prescribed treatment (unless this lack of compliance is a symptom of the medical condition).
- The client is abusive.
- The client could be better treated by a different type of provider, and a referral process is not feasible.

Providers cannot terminate a provider-client relationship in mid-treatment. To disenroll a client, write to Passport to Health (see *Key Contacts*). A provider must continue to provide Passport management services to the client while the disenrollment process is being completed.

### ***Termination of Passport agreement***

To terminate a Passport agreement, notify Passport to Health (see *Key Contacts*) in writing at least 30 days before the date of termination. Termination is effective on the first day of the month following notice of termination, or the first day of the second month following notice of termination, whichever allows a 30-day time period to elapse.

### ***Utilization review***

Passport providers' utilization patterns are analyzed on a regular basis. When a provider's average rates for service utilization are consistently high or low, the provider may be asked to furnish information regarding unusual practice patterns.

### ***Caseload limits***

Passport providers may serve as few as one or as many as 1,000 Medicaid clients. Group practices and clinics may serve up to 1,000 clients for each full-time equivalent provider.

## Client Eligibility Verification

Client eligibility verification will indicate whether the client is enrolled in Passport. The client's Passport provider and phone number are also available, and whether the client has Full or Basic Medicaid coverage. To check a client's eligibility, go to the MATH web portal (see *Key Websites*). Other methods of checking client eligibility can be found in the *Client Eligibility and Responsibilities* chapter of the *General Information for Providers* manual.

## Medicaid Services – Provider Requirements

To be covered by Medicaid, all services must be provided in accordance with the requirements listed in the *Provider Requirements* chapter of the *General Information for Providers* manual and in the *Covered Services* chapter of this manual. PA and Team Care requirements must also be followed.

## Passport Referral and Approval (ARM 37.86.5110)

If a client is enrolled in Passport, most services must be provided or approved by the client's Passport provider. While Passport referral and approval is needed for most medically necessary services that the client's Passport provider does not provide there are some exceptions (see *Services That Do Not Require Passport Provider Approval* in the following section).

### ***Making a referral***

Referrals can be made to any other provider who accepts Montana Medicaid. Referrals can be verbal or in writing, and must be accompanied by the Passport provider's Passport approval number. Passport providers are required to document Passport referrals in the client's records or in a log book. Documentation should not be submitted with the claim. The Passport provider establishes the parameters of referrals, which may be for a one-time visit, a time-specific period, or the duration of an illness or pregnancy. An optional referral form is available at the Passport link on the Provider Information website (see *Key Websites*).

### ***Receiving a referral as the non-PCP***

The client's Passport provider must be contacted for approval for each visit unless another time parameter was established. It is best to get Passport approval in advance, in writing, and specific to services and dates. Using another provider's Passport number without approval is considered fraud. If a provider accepts a client as a Medicaid client and provides a service that requires Passport provider approval without the client's Passport provider's approval, Medicaid will deny the claim. If a provider tries unsuccessfully to get approval from the PCP, the provider cannot bill the client. The provider can bill the client if the client agreed to pay privately before services were rendered (ARM 37.85.406).

For details on when providers can bill Medicaid clients, see the *Billing Procedures* chapter in this manual.

If a Passport provider refers a client to you, do not refer that client to someone else without the Passport provider's approval, or Medicaid will not cover the service.

### ***Passport approval and prior authorization (PA)***

Passport approval and PA are different, and both may be required for a service. PA refers to a list of services that require prior authorization through a Department contractor, Mountain-Pacific Quality Health. See the *Additional Medicaid Requirements for Passport Clients* in your *Passport to Health Provider Handbook*, and this manual for more information on PA and Passport. The *Medicaid Covered Services* chapter in the *General Information for Providers* manual is an overview of services with PA and Passport indicators.

## **Services That Do Not Require Passport Provider Approval (ARM 37.86.5110)**

- Ambulance
- Anesthesiology
- Audiology
- Blood lead testing
- Dental
- Dialysis
- Durable medical equipment
- Emergency department
- Eye exams and eyeglasses
- Family planning
- Hearing exams and aids
- Home- and community-based services
- Home infusion therapy
- Hospice
- Hospital swing bed
- Immunizations
- Intermediate care facilities for the mentally retarded
- Laboratory tests
- Licensed clinical counseling
- Mental health case management
- Mental health services

- Nursing facilities
- Obstetrics
- Optometrists and ophthalmologists
- Personal assistance services in a client's home
- Pharmacy
- Podiatry
- Psychologists
- Residential treatment centers
- Social workers (licensed)
- Substance dependency treatment
- Targeted case management
- Therapeutic family care
- Transportation (commercial and specialized non-emergency)
- X-rays

### **Passport and Emergency Services (ARM 37.86.5110)**

Passport providers must provide **direction** to clients in need of emergency care 24 hours each day, 7 days a week. For more information on direction, education, and suitable coverage for emergency care, see the *Passport to Health Provider Handbook*.

- **Emergency services provided in the ED.** Passport provider approval is not required for emergency services. Emergency medical services are those services required to treat and stabilize an emergency medical condition. Non-emergencies in the ED will not be reimbursed, except for the screening and evaluation fee and any appropriate imaging and diagnostic services that are part of the screening. For more information, see *Emergency Services* on the Provider Information website (see *Key Websites*) or in the Medicaid billing manual for your provider type.
- **Post stabilization and Passport.** Services for clients admitted through an emergency room (identified by the presence of Revenue Code 45X or 65X on the claim) will be exempt from Passport requirements and from cost share requirements.

### **Passport and Indian Health Services**

Clients who are eligible for both Indian Health Service (IHS) and Medicaid may choose IHS or another provider as their Passport provider. Clients who are eligible for IHS do not need a referral from their Passport provider to obtain services from IHS. However, if IHS refers the client to a non-IHS provider, the Passport provider must provide the referral.

## Complaints and Grievances

Providers may call Provider Relations (see *Key Contacts*) to report a complaint that something inappropriate has taken place. A grievance is a written complaint and must be addressed to the Passport Program Officer (see *Key Contacts*). See the *Passport to Health Provider Handbook* for a full review of complaints, administrative reviews and fair hearings.

## Getting Questions Answered

The *Key Contacts* list provides important phone numbers and addresses. Provider and client help lines are available to answer almost any Passport or general Medicaid question. You may call Provider Relations to discuss any problems or questions regarding your Passport clients, or to enroll as a Passport provider. You can keep up with changes and updates to the Passport program by reading the Passport provider newsletters and other information available on the Provider Information website (see *Key Websites*). For claims questions, call Provider Relations.

## Becoming a Passport Provider (ARM 37.86.5111–5112)

A primary care provider (PCP) can be a physician, primary care clinic, or mid-level practitioner (other than a certified registered nurse anesthetist) who provides primary care case management by agreement with the Department. The Department allows any provider who has primary care within his/her professional scope of practice to be a PCP. The Department does, however, recognize that certain specialties are more likely to practice primary care. The Department actively recruits these providers. Passport providers receive a primary case management fee of \$3.00 a month for each enrollee.

To enroll in Passport, Medicaid providers must complete and sign a Passport provider agreement. The Passport provider agreement and the *Passport to Health Provider Handbook* are available on the Provider Information website (see *Key Websites*). Providers may also call Provider Relations (see *Key Contacts*) for information on becoming a Passport provider and to get the Passport provider agreement.

### ***Solo Passport provider***

A solo Passport provider is enrolled in the program as an individual provider with one Passport number. The solo provider is listed as the client's Passport provider. The solo provider is responsible for managing his/her individual Passport caseload. For details on referral documentation, see *Passport Referral and Approval* in this chapter. Case management fees are paid to the individual provider under the solo provider's Passport number in addition to the fee-for-service reimbursement.

### ***Group Passport provider***

A group Passport provider is enrolled in the program as having one or more Medicaid providers practicing with one Passport number. The group name will be listed as the client's Passport provider and could be a private group clinic, rural health clinic (RHC), federally qualified health center (FQHC), or Indian Health Service (IHS). All participating providers sign the Passport agreement group signature page and are responsible for managing the caseload. As a group provider, clients may visit any provider within the group practice without a Passport referral. Case management fees are paid as a group under the group Passport number in addition to the fee-for-service reimbursement.

## **Passport Tips**

- View the client's Medicaid eligibility verification at each visit by going to the MATH web portal on the Provider Information website (see *Key Websites*) or by using one of the other methods described in the *Client Eligibility and Responsibilities* chapter of the *General Information for Providers* manual.
- Do not bill for case management fees; they are paid automatically to the provider each month.
- If you are not your client's Passport PCP, include the Passport PCP's Passport approval number on the claim, or it will be denied.
- The same cost sharing, service limits, and provider payment rules apply to Passport and non-Passport Medicaid clients and services.
- For claims questions, refer to the *Billing Procedures* chapter in this manual, or call Provider Relations (see *Key Contacts*).

## **Other Programs**

Clients who are enrolled in the Mental Health Services Plan (MHSP) or Healthy Montana Kids (HMK) are not enrolled in Passport, so the Passport requirements in this chapter do not apply. However, prior authorization may be required for certain services. Refer to the mental health manual.

For more HMK information, contact Blue Cross and Blue Shield of Montana at 1-877-543-7669 (toll-free, follow menu) or 1-855-258-3498 (toll-free, direct). Additional HMK information is available on the HMK website (see *Key Websites*).



# Prior Authorization

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## Prior Authorization

All private duty nursing services must be prior authorized by the Department's designee (see *Key Contacts*). Prior authorization requests must be accompanied by a practitioner's prescription for the services.

The number of private duty nursing services units approved is based on the time required to perform a skilled nursing task. Medicaid authorizes a set number of private duty nursing hours based upon the needs of the individual child for a specific time period. How these hours are used is between the provider and the client and his/her parents. Clients may use their allotted number of hours for direct skilled care within the specific time period. The scheduling of the hours and how they are going to be used is between the provider, the client and his/her family; however, direct skilled care must be provided by the private duty nursing staff. **Additional hours will not be allowed if the family has used all allotted hours before the specified time period ends and wishes to have more to cover the rest of the time period unless there has been a medical change in the child. Unused hours for the specified time period do not carry forward.**

Private duty nursing services must be authorized prior to provision of the services and any time the plan of care is amended. Authorization must be renewed with the Department or Department's designated review agent (see *Key Contacts*) every 90 days during the first 6 months of service, and every 6 months thereafter.

Authorization is based on approval of a plan of care by the Department or Department's designated review agent.

Montana Medicaid will not perform retrospective reviews of private duty nursing authorization requests for services that have already been provided to clients and not authorized by the Department or its designee.

Private duty nursing hours for new clients will be handled as requests are received from providers as clients are discharged from the hospital or other medical setting. The prior authorization must be requested at the time of the initial submission of the plan of care.

For clients currently receiving private duty nursing services, providers are required to renew prior authorization requests in 2 weeks before the end date on the current prior authorization request. Renewals of prior authorization requests must be made every 90 days during the first 6 months, and every 6 months after that. Prior authorization also must be requested any time the plan of care is amended.

To request a prior authorization, submit a completed Request for Authorization, Private Duty Nursing Services which can be found on the Provider Information website. Send it to the address listed in *Key Contacts*.

The Medicaid program uses an automated prior authorization system. A record of each authorization will be entered into the claims processing system. A prior authorization number will be assigned and notification of all prior authorization approvals and denials will appear on your remittance advice. This 10-digit number is specific to each prior authorization request and must be entered in Field 23 of the CMS-1500 claim form as proof of authorization.

If a provider receives prior authorization for a service, the Medicaid client must still be eligible for Medicaid at the time the service is provided. If the recipient is not eligible for Medicaid, payment will be denied based on client eligibility even if services were prior authorized.

**You are requested to estimate the number of private duty nursing hours per day for each child. The number of hours authorized by the Department may be different than the number of hours the nursing firm requested. Federal regulations require Medicaid to authorize reimbursement only for the time required to perform a skilled nursing task. Therefore, units authorized may be different than units requested. Other services such as personal care attendants, home health care, etc. may be obtained under other programs if all program requirements are met.**

# Coordination of Benefits

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## When Clients Have Other Coverage

Medicaid clients often have coverage through Medicare, workers' compensation, employment-based coverage, individually purchased coverage, etc. Coordination of benefits is the process of determining which source of coverage is the primary payer in a particular situation. In general, providers should bill other carriers before billing Medicaid, but there are some exceptions (see *Exceptions to billing third party first* in this chapter). Medicare is processed differently than other sources of coverage.

## Identifying Additional Coverage

The client's Medicaid eligibility verification may identify other payers such as Medicare or other third party payers (see the *General Information for Providers* manual, *Client Eligibility and Responsibilities*). If a client has Medicare, the Medicare ID number is provided. If a client has additional coverage, the carrier is shown. Some examples of third party payers include:

- Private health insurance
- Employment-related health insurance
- Workers' compensation insurance\*
- Health insurance from an absent parent
- Automobile insurance\*
- Court judgments and settlements\*
- Long-term care insurance

\*These third party payers (and others) may **not** be listed on the client's eligibility verification.

Providers should use the same procedures for locating third party sources for Medicaid clients as for their non-Medicaid clients. Providers cannot refuse service because of a third party payer or potential third party payer.

## When a Client Has Medicare

Medicare claims are processed and paid differently than other non-Medicaid claims. The other sources of coverage are called third party liability or TPL, but Medicare is not.

To avoid confusion and paperwork, submit Medicare Part B crossover claims to Medicaid only when necessary.



All Part B crossover claims submitted to Medicaid before the 45-day Medicare response time will be returned to the provider.



When submitting a Medicare crossover claim to Medicaid, use Medicaid billing instructions and codes; they may not be the same as Medicare's.



### ***Medicare Part B crossover claims***

Private duty nursing services may be covered under Medicare Part B. The Department has an agreement with the Medicare Part B carrier for Montana (Noridian) and the Durable Medical Equipment Regional Carrier (DMERC) under which the carriers provide the Department with claims for clients who have both Medicare and Medicaid coverage. Providers must tell Medicare that they want their claims sent to Medicaid automatically, and must have their Medicare provider number on file with Medicaid.

When clients have both Medicare and Medicaid covered claims, and have made arrangements with both Medicare and Medicaid, Part B services need not be submitted to Medicaid. When a crossover claim is submitted only to Medicare, Medicare will process the claim, submit it to Medicaid, and send the provider an Explanation of Medicare Benefits (EOMB). Providers must check the EOMB for the statement indicating that the claim has been referred to Medicaid for further processing. It is the provider's responsibility to follow up on crossover claims and make sure they are correctly billed to Medicaid within the timely filing limit (see the *Billing Procedures* chapter in this manual).

Providers should submit Medicare crossover claims to Medicaid only when:

- The referral to Medicaid statement is missing. In this case, submit a claim and a copy of the Medicare EOMB to Medicaid for processing.
- The referral to Medicaid statement is present, but the provider does not hear from Medicaid within 45 days of receiving the Medicare EOMB. Submit a claim and a copy of the Medicare EOMB to Medicaid for processing.
- Medicare denies the claim, you may submit the claim to Medicaid with the EOMB and denial explanation (as long as the claim has not automatically crossed over from Medicare).

When submitting electronic claims with paper attachments, see the *Billing Electronically with Paper Attachments* section of the *Submitting a Claim* chapter in this manual.

When submitting a claim with the Medicare EOMB, use Medicaid billing instructions and codes. Medicare's instructions, codes, and modifiers may not be the same as Medicaid's. The claim must also include the Medicaid provider number and Medicaid client ID number. It is the provider's responsibility to follow up on crossover claims and make sure they are correctly billed to Medicaid within the timely filing limit (see the *Billing Procedures* chapter in this manual).

## When a Client Has TPL (ARM 37.85.407)

When a Medicaid client has additional medical coverage (other than Medicare), it is often referred to as third party liability or TPL. In most cases, providers must bill other insurance carriers before billing Medicaid.

Providers are required to notify their clients that any funds the client receives from third party payers (when the services were billed to Medicaid) must be turned over to the Department. The following words printed on the client's statement will fulfill this obligation: *When services are covered by Medicaid and another source, any payment the client receives from the other source must be turned over to Medicaid.*

### ***Exceptions to billing third party first***

In a few cases, providers may bill Medicaid first:

- When a Medicaid client is also covered by Indian Health Services (IHS) or Crime Victim Compensation, providers must bill Medicaid first. These are not considered a third party liability.
- If the third party has only potential liability, such as automobile insurance, the provider may bill Medicaid first. Do not indicate the potential third party on the claim. Instead, notify the Department of the potential third party by sending the claim and notification directly to the Third Party Liability Unit (see *Key Contacts*).

### ***Requesting an exemption***

Providers may request to bill Medicaid first under certain circumstances. In each of these cases, the claim and required information should be sent directly to the Third Party Liability Unit (see *Key Contacts*).

- When a provider is unable to obtain a valid assignment of benefits, the provider should submit the claim with documentation that the provider attempted to obtain assignment and certification that the attempt was unsuccessful.
- When the provider has billed the third party insurance and has received a non-specific denial (e.g., no client name, date of service, amount billed), submit the claim with a copy of the denial and a letter of explanation.
- When the Child Support Enforcement Division has required an absent parent to have insurance on a child, the claim can be submitted to Medicaid when the following requirements are met:
  - The third party carrier has been billed, and 30 days or more have passed since the date of service.
  - The claim is accompanied by a certification that the claim was billed to the third party carrier, and payment or denial has not been received.
  - If another insurance has been billed, and 90 days have passed with no response, submit the claim with a note explaining that the insurance company has been billed, or attach a copy of the letter sent to the insurance company. Include the date the claim was submitted to the insurance company and certification that there has been no response.



If the provider receives a payment from a third party after the Department has paid the provider, the provider must return the lower of the two payments to the Department within 60 days.

### ***When the third party pays or denies a service***

When a third party payer is involved (excluding Medicare) and the other payer:

- Pays the claim, indicate the amount paid when submitting the claim to Medicaid for processing.
- Allows the claim, and the allowed amount went toward the client's deductible, include the insurance explanation of benefits (EOB) when billing Medicaid.
- Denies the claim, submit the claim and a copy of the denial (including the reason explanation) to Medicaid.
- Denies a line on the claim, bill the denied line on a separate claim and submit to Medicaid. Include the EOB from the other payer as well as an explanation of the reason for denial (e.g., definition of denial codes).

### ***When the third party does not respond***

If another insurance has been billed, and 90 days have passed with no response, bill Medicaid as follows:

- Submit the claim and a note explaining that the insurance company has been billed, or attach a copy of the letter sent to the insurance company.
- Include the date the claim was submitted to the insurance company.
- Send this information to the Third Party Liability Unit (see *Key Contacts*).

# Billing Procedures

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## Claim Forms

Services provided by private duty nursing service providers must be billed either electronically or on a CMS-1500 claim form. CMS-1500 forms are available from various publishing companies; they are not available from the Department or Provider Relations.

## Timely Filing Limits (ARM 37.85.406)

Providers must submit clean claims to Medicaid within:

- 12 months from the latest of:
  - the date of service
  - the date retroactive eligibility or disability is determined
- 6 months from the date on the Medicare EOMB approving the service (if the Medicare claim was timely filed and the client was eligible for Medicare at the time the Medicare claim was filed).
- 6 months from the date on an adjustment notice from a third party payer who has previously processed the claim for the same service, and the adjustment notice is dated after the periods described above.

Clean claims are claims that can be processed without additional information or action from the provider. The submission date is defined as the date that the claim was received by the Department or the claims processing contractor. All problems with claims must be resolved within this 12-month period.

### ***Tips to avoid timely filing denials***

- Correct and resubmit denied claims promptly (see the *Remittance Advices and Adjustments* chapter in this manual).
- If a claim submitted to Medicaid does not appear on the remittance advice within 30 days, contact Provider Relations for claim status (see *Key Contacts*).
- If another insurer has been billed and 90 days have passed with no response, you can bill Medicaid (see the *Coordination of Benefits* chapter in this manual for more information).
- To meet timely filing requirements for Medicare/Medicaid crossover claims, see the *Coordination of Benefits* chapter in this manual.

## When to Bill Medicaid Clients (ARM 37.85.406)

In most circumstances, providers may not bill Medicaid clients for services covered under Medicaid. The main exception is that providers may collect cost sharing from clients.

More specifically, providers cannot bill clients directly:

- For the difference between charges and the amount Medicaid paid.
- When the provider bills Medicaid for a covered service, and Medicaid denies the claim because of billing errors.
- When a third party payer does not respond.
- When a client fails to arrive for a scheduled appointment. Medicaid may not be billed for no-show appointments.
- When services are free to the client. Medicaid may not be billed for those services either.

Under certain circumstances, providers may need a signed agreement in order to bill a Medicaid client (see the following table).

When to Bill a Medicaid Client (ARM 37.85.406)			
	<ul style="list-style-type: none"> <li>• Client Is Medicaid Enrolled</li> <li>• Provider Accepts Client as a Medicaid Client</li> </ul>	<ul style="list-style-type: none"> <li>• Client Is Medicaid Enrolled</li> <li>• Provider Does Not Accept Client as a Medicaid Client</li> </ul>	<ul style="list-style-type: none"> <li>• Client Is Not Medicaid Enrolled</li> </ul>
<b>Service is covered by Medicaid</b>	Provider can bill client <b>only</b> for cost sharing	Provider can bill Medicaid client if the client has signed a routine agreement	Provider can bill client
<b>Service is not covered by Medicaid</b>	Provider can bill client only if custom agreement has been made between client and provider before providing the service	Provider can bill Medicaid client if the client has signed a routine agreement	Provider can bill client

If a provider bills Medicaid and the claim is denied because the client is not eligible, the provider may bill the client directly.

**Routine Agreement:** This may be a routine agreement between the provider and client which states that the client is not accepted as a Medicaid client, and he/she must pay for the services received.

**Custom Agreement:** This agreement lists the service the client is receiving and states that the service is not covered by Medicaid and that the client will pay for it.

## Client Cost Sharing (ARM 37.85.204)

Cost sharing fees are a set dollar amount per visit, and they are based on the average Medicaid allowed amount for the provider type and rounded to the nearest dollar. EPSDT and private duty nursing services are exempt from cost sharing.

## When Clients Have Other Insurance

If a Medicaid client is also covered by Medicare, has other insurance, or some other third party is responsible for the cost of the client's health care, see the *Coordination of Benefits* chapter in this manual.

## Billing for Retroactively Eligible Clients

When a client becomes retroactively eligible for Medicaid, the provider has 12 months from the date retroactive eligibility was determined to bill for those services. When submitting claims for retroactively eligible clients, attach a copy of the FA-455 (eligibility determination letter) to the claim if the date of service is more than 12 months earlier than the date the claim is submitted.

When a provider chooses to accept the client from the date retroactive eligibility was effective, and the client has made a full or partial payment for services, the provider must refund the client's payment for the services before billing Medicaid for the services.

For more information on retroactive eligibility, see the *General Information for Providers* manual, *Client Eligibility and Responsibilities* chapter.

## Usual and Customary Charge (ARM 37.85.406)

Providers should bill Medicaid their usual and customary charge for each service; that is, the same charge that is made to other payers for that service.

## Coding

Standard use of medical coding conventions is required when billing Medicaid. Provider Relations or the Department cannot suggest specific codes to be used in billing for services. For coding assistance and resources, see the table of *Coding Resources* on the following page. The following suggestions may help reduce coding errors and unnecessary claim denials:

- Use current CPT, HCPCS Level II, and ICD coding books.
- Always read the complete description and guidelines in the coding books. Relying on short descriptions can result in inappropriate billing.
- Attend classes on coding offered by certified coding specialists.
- Use the correct units measurement on the claim.

<b>Coding Resources</b>		
Please note that the Department does not endorse the products of any particular publisher.		
Resource	Description	Contact
CCI Policy and Edits Manual	<ul style="list-style-type: none"> <li>This manual contains Correct Coding Initiative (CCI) policy and edits, which are pairs of CPT or HCPCS Level II codes that are not separately payable except under certain circumstances. The edits are applied to services billed by the same provider for the same client on the same date of service.</li> </ul>	National Technical Information Service (800) 363-2068 (703) 605-6060 <a href="http://www.ntis.gov/products/cci.aspx">www.ntis.gov/products/cci.aspx</a>
CPT Assistant	<ul style="list-style-type: none"> <li>A newsletter on CPT coding issues</li> </ul>	American Medical Association (800) 621-8335 <a href="http://www.amapress.com">www.amapress.com</a>
CPT	<ul style="list-style-type: none"> <li>CPT codes and definitions</li> <li>Updated each January</li> </ul>	American Medical Association (800) 621-8335 <a href="http://www.amapress.com">www.amapress.com</a>
HCPCS Level II	<ul style="list-style-type: none"> <li>HCPCS Level II codes and definitions</li> <li>Updated each January and throughout the year</li> </ul>	Available through various publishers and bookstores or from CMS at <a href="http://www.cms.gov">www.cms.gov</a>
ICD	<ul style="list-style-type: none"> <li>ICD diagnosis and procedure codes definitions</li> <li>Updated each October</li> </ul>	Available through various publishers and bookstores
Miscellaneous Resources	<ul style="list-style-type: none"> <li>Various newsletters and other coding resources.</li> </ul>	Medicode (Ingenix) <a href="http://www.shopingenix.com">www.shopingenix.com</a>

## Using the Medicaid Fee Schedule

When billing Medicaid, it is important to use the Department's fee schedule for your provider type in conjunction with the detailed coding descriptions listed in the current CPT and HCPCS Level II coding books.

In addition to covered services and payment rates, fee schedules often contain helpful information such as appropriate modifiers and prior authorization indicators. Department fee schedules are updated each January and July. Current fee schedules are available on the Provider Information website (see *Key Websites*).

## Using Modifiers

- Review the guidelines for using modifiers in the most current CPT, HCPCS Level II, or other helpful resources.
- Always read the complete description for each modifier; some modifiers are described in the CPT manual while others are in the HCPCS Level II book.

- The Medicaid claims processing system recognizes only two pricing modifiers and one informational modifier per claim line. Providers are asked to place any modifiers that affect pricing in the first two modifier fields.
- Modifier 52 must be used when billing for a partial EPSDT well-child screen.

## Billing Tips for Specific Providers

### *Private Duty Nursing Services*

A provider of private duty nursing services must be an incorporated entity meeting the legal criteria for independent contractor status that either employs or contracts with nurses for the provision of nursing services. The Department does not contract with or reimburse individual nurses as providers or private duty nursing services.

## The Most Common Billing Errors and How to Avoid Them

Paper claims are often returned to the provider before they can be processed, and many other claims (both paper and electronic) are denied. To avoid unnecessary returns and denials, double-check each claim to confirm the following items are included and are accurate.

Common Billing Errors	
Reasons for Returns or Denials	How to Prevent Returned or Denied Claims
NPI missing or invalid	The provider number is a 10-digit number assigned to the provider during Medicaid enrollment. Verify the correct NPI provider number is on the claim.
Authorized signature missing	Each claim must have an authorized signature belonging to the provider, billing clerk, or office personnel. The signature may be typed, stamped, or handwritten.
Signature date missing	Each claim must have a signature date.
Incorrect claim form used	The claim must be the correct form for the provider type. Services covered in this manual require a CMS-1500 claim form.
Information on claim form not legible	Information on the claim form must be legible. Use dark ink and center the information in the field. Information must not be obscured by lines.
Client number not on file, or client was not eligible on date of service	Before providing services to the client: <ul style="list-style-type: none"> <li>• View the client's eligibility information at each visit; Medicaid eligibility may change monthly.</li> <li>• Verify client eligibility by using one of the methods described in the <i>Client Eligibility and Responsibilities</i> chapter of the <i>General Information for Providers</i> manual.</li> </ul>
Procedure requires Passport provider approval – No Passport approval number on claim	<ul style="list-style-type: none"> <li>• A Passport provider approval number must be on the claim form when such approval is required. See the <i>Passport</i> chapter in this manual.</li> </ul>

<b>Common Billing Errors</b>	
<b>Reasons for Returns or Denials</b>	<b>How to Prevent Returned or Denied Claims</b>
Duplicate claim	<ul style="list-style-type: none"> <li>• Check all remittance advices (RAs) for previously submitted claims before resubmitting.</li> <li>• When making changes to previously paid claims, submit an adjustment form rather than a new claim form (see <i>Remittance Advices and Adjustments</i> in this manual).</li> <li>• Allow 45 days for the Medicare/Medicaid Part B crossover claim to appear on the RA before submitting the claim directly to Medicaid.</li> </ul>
Prior authorization number is missing	<ul style="list-style-type: none"> <li>• Prior authorization (PA) is required for certain services, and the PA number must be on the claim form (see the <i>Prior Authorization</i> chapter in this manual).</li> </ul>
TPL on file and no credit amount on claim	<ul style="list-style-type: none"> <li>• If the client has any other insurance (or Medicare), bill the other carrier before Medicaid. See <i>Coordination of Benefits</i> in this manual.</li> <li>• If the client's TPL coverage has changed, providers must notify the TPL Unit (see <i>Key Contacts</i>) before submitting a claim.</li> </ul>
Claim past 365-day filing limit	<ul style="list-style-type: none"> <li>• The Claims Processing Unit must receive all clean claims and adjustments within the timely filing limits described in this chapter.</li> <li>• To ensure timely processing, claims and adjustments must be mailed to Claims Processing at the address shown in <i>Key Contacts</i>.</li> </ul>
Missing Medicare EOMB	<ul style="list-style-type: none"> <li>• All Medicare crossover claims on CMS-1500 forms must have an EOMB attached.</li> </ul>
Provider is not eligible during dates of services, or provider number terminated	<ul style="list-style-type: none"> <li>• Out-of-state providers must update enrollment early to avoid denials. If enrollment has lapsed, claims submitted with a date of service after the expiration date will be denied until the provider updates his or her enrollment.</li> <li>• New providers cannot bill for services provided before Medicaid enrollment begins.</li> <li>• If a provider is terminated from the Medicaid program, claims submitted with a date of service after the termination date will be denied.</li> </ul>
Type of service/procedure is not allowed for provider type	<ul style="list-style-type: none"> <li>• Provider is not allowed to perform the service.</li> <li>• Verify the procedure code is correct using current HCPCS and CPT billing manual.</li> <li>• Check the Medicaid fee schedule to verify the procedure code is valid for your provider type.</li> </ul>

# Submitting a Claim

## Electronic Claims

Professional and institutional claims submitted electronically are referred to as ANSI ASC X12N 837 transactions. Providers who submit claims electronically experience fewer errors and quicker payment. Claims may be submitted electronically by the following methods:

- **ACS field software WINASAP 5010.** ACS makes available this free software, which providers can use to create and submit claims to Montana Medicaid, MHSP, and HMK (dental and eyeglasses only), and FQHC and RHC. It does not support submissions to Medicare or other payers. This software creates an 837 transaction, but does not accept an 835 transaction back from the Department.
- **ACS clearinghouse.** Providers can send claims to the ACS clearinghouse (ACS EDI Gateway) in X12 837 format using a dial-up connection. Electronic submitters are required to certify their 837 transactions as HIPAA-compliant before sending their transactions through the ACS clearinghouse. EDIFECS certifies the 837 HIPAA transactions at no cost to the provider. EDIFECS certification is completed through ACS EDI Gateway.
- **Clearinghouse.** Providers can contract with a clearinghouse so that the provider can send the claim to them in whatever format they accept. The provider's clearinghouse then sends the claim to ACS in the X12 837 format. The provider's clearinghouse also needs to have their 837 transactions certified through EDIFECS before submitting claims to ACS. EDIFECS certification is completed through ACS EDI Gateway. For more information on electronic claims submission, contact Provider Relations or the EDI Technical Help Desk (see *Key Contacts*).
- **Montana Access to Health (MATH) web portal.** Providers can upload and download electronic transactions 7 days a week through the MATH web portal. This availability is subject to scheduled and unscheduled host downtime.
- **ACS B2B Gateway SFTP/FTPS Site.** Providers can use this method to send electronic transactions through this secure FTP process. This is typically encountered with high-volume/high-frequency submitters.
- **ACS MOVEit DMZ.** Providers can use this secure transmission protocol and secure storage landing zone (intermediate storage) for the exchange of files between Trading Partners and ACS. Its use is intended for those trading partners/submitters who will be submitting a larger volume of physical files (in excess of 20 per day) or whose physical file sizes regularly exceed 2MB

Providers should be familiar with Federal rules and regulations and instructions on preparing electronic transactions.

## Billing Electronically with Paper Attachments

When submitting claims that require additional supporting documentation, the Attachment Control Number field must be populated with an identifier. Identifier formats can be designed by software vendors or clearinghouses, but the preferred method is the provider's Medicaid ID number followed by the client's ID number and the date of service, each separated by a dash:

999999999	-	888888888	-	11182003
NPI/API		Client ID Number		Date of Service (mmdyyy)

The supporting documentation must be submitted with a Paperwork Attachment Cover Sheet (on the Provider Information website and in *Appendix A: Forms*). The number in the paper Attachment Control Number field must match the number on the cover sheet. For information on attachment control numbers and submitting electronic claims, contact Provider Relations.

## Paper Claims

The services described in this manual are billed on CMS-1500 claim forms. Claims submitted with all of the necessary information are referred to as “clean” and are usually paid in a timely manner (see the *Billing Procedures* chapter in this manual).

Claims are completed differently for the different types of coverage a client has. This chapter includes instructions and a sample claim for the following scenarios:

- Client has Medicaid coverage only
- Client has Medicaid and third party liability coverage

When completing a claim, remember the following:

- Required fields are indicated by “\*”.
- Fields that are required if the information is applicable to the situation or client are indicated by “\*\*”.
- Field 24H, *EPSDT/Family Planning*, is used to override copayment and Passport authorization requirements for certain clients or services.

The following are accepted codes:

<b>EPSDT/Family Planning Overrides</b>		
<b>Code</b>	<b>Client/Service</b>	<b>Purpose</b>
1	EPSDT	Overrides some benefit limits for client under age 21
2	Family planning	Overrides the Medicaid cost sharing and Passport authorization on the line
3	EPSDT and family planning	Overrides Medicaid cost sharing and Passport authorization for persons under the age of 21
4	Pregnancy (any service provided to a pregnant woman)	Overrides Medicaid cost sharing on the claim
6	Nursing facility client	Overrides the Medicare edit for oxygen services on the line

Unless otherwise stated, all paper claims are mailed to:

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

All Medicaid claims must be submitted on Department approved claim forms. CMS-1500 forms are available from various publishing companies; they are not available from the Department or Provider Relations.

## Client Has Medicaid Coverage Only

Field	Field Title	Instructions
1	Program	Check Medicaid.
1a	Insured's ID number	Leave this field blank for Medicaid only claims.
2*	Patient's name	Enter the client's name as it appears on the Medicaid client's eligibility information.
3	Patient's birth date and sex	Client's birth date in mm/dd/yyyy format. Check M (male) or F (female) box.
5	Insured's address	Client's address.
10	Is patient's condition related to employment, auto accident, other accident?	Check Yes or No to indicate whether employment, auto liability, or other accident involvement applies to one or more of the services described in Field 24. If you answered Yes to any of these, enter the two-letter state abbreviation on the Place line to indicate where the accident occurred.
10d*	Reserved for local use	Enter the client's Medicaid ID number as it appears on the client's Medicaid eligibility information.
11d*	Is there another health benefit plan?	Enter No, or if Yes, follow claim instructions for appropriate coverage later in this chapter.
14	Date of current illness, injury, or pregnancy	Enter date in mm/dd/yyyy format. This field is optional for Medicaid-only claims.
16	Dates patient unable to work in current occupation	If applicable, enter date in mm/dd/yyyy format. This field is optional for Medicaid-only claims.
17	Name of referring provider or other source	Enter the name of the referring provider. For Passport clients, the name of the client's Passport provider goes here.
17a**	NPI of referring provider	Enter the referring or ordering physician's NPI. For Passport clients, enter the client's Passport provider's Passport ID number.
18	Hospitalization dates related to current service	Enter dates if the medical service is furnished as a result of, or subsequent to, a related hospitalization. This field is optional for Medicaid only claims.
19	Reserved for local use	This field is used for any special messages regarding the claim or client.
20	Outside lab?	Check No. Medicaid requires all lab tests to be billed directly by the provider who performed them.
21*	Diagnosis or nature of illness or injury	Enter the appropriate ICD diagnosis codes (up to 4 codes in priority order (primary, secondary)).
23**	Prior authorization number	If the service requires prior authorization (PA), enter the PA number you received for this service.
24A*	Dates of service	Enter date of service for each procedure, service, or supply.
24B*	Place of service	Enter the appropriate two-digit place of service.
24C*	EMG (Emergency)	Enter an X if this service was rendered in a hospital emergency room to override Medicaid cost share.
24D*	Procedures, services, or supplies	Enter the appropriate CPT or HCPCS code for the procedure, service, or supply. When applicable, enter the appropriate CPT/HCPCS modifier. Medicaid allows up to three modifiers per procedure code.
24E*	Diagnosis code	Enter the corresponding diagnosis code <b>reference number</b> (1, 2, 3 or 4) from Field 21 (do not enter the diagnosis code). Any combination of applicable diagnosis reference numbers may be listed on one line.
24F*	Charges	Enter provider's usual and customary charge for the procedure on this line.
24G*	Days or units	Enter the number of units or days for the procedure and date of service billed on this line (see <i>Billing Procedures, Coding</i> for additional tips on days/units).
24H**	EPSDT/Family Plan(ning)	If applicable, enter the appropriate code for the client/service: 1, 2, 3, 4 or 6 (see complete description in the <i>EPSDT/Family Planning Overrides</i> table in this chapter).
24I**	ID qualifier	
28*	Total charge	Enter the sum of all charges billed in Field 24F.
29	Amount paid	Leave blank or enter \$0.00. Do not report client cost share or Medicaid payment amounts on this form.
30*	Balance due	Enter the balance due as recorded in Field 28.
31*	Signature and date	This field must contain an authorized signature of physician or supplier (include degree or credentials) which is either handwritten, stamped, or computer-generated, and a date.
32	Service facility location	Enter the name, address, city, state, and ZIP code of the person, organization, or facility performing the services if other than the client's home or physician's office.
33*	Billing provider info and phone	Enter the name, address, city, state, ZIP code, and phone number and NPI of the provider or supplier who furnished the service.

\* = Required field \*\* = Required, if applicable

# Client Has Medicaid Coverage Only

1500

## HEALTH INSURANCE CLAIM FORM

APPROVED BY NATIONAL UNIFORM CLAIM COMMITTEE 08/05

PICA <input type="checkbox"/>										PICA <input type="checkbox"/>																																												
1. MEDICARE <input type="checkbox"/> (Medicare #) MEDICAID <input checked="" type="checkbox"/> (Medicaid #) TRICARE CHAMPUS (Sponsor's SSN) <input type="checkbox"/> CHAMPVA (Member ID#) <input type="checkbox"/> GROUP HEALTH PLAN (SSN or ID) <input type="checkbox"/> FECA BLK LUNG (SSN) <input type="checkbox"/> OTHER (ID) <input type="checkbox"/>										1a. INSURED'S I.D. NUMBER (For Program in Item 1)																																												
2. PATIENT'S NAME (Last Name, First Name, Middle Initial) <b>Rhoads, Rock Y.</b>										3. PATIENT'S BIRTH DATE MM DD YY <b>02 28 11</b>					4. INSURED'S NAME (Last Name, First Name, Middle Initial)																																							
5. PATIENT'S ADDRESS (No., Street) <b>123 Anystreet #1</b>										6. PATIENT RELATIONSHIP TO INSURED Self <input type="checkbox"/> Spouse <input type="checkbox"/> Child <input type="checkbox"/> Other <input type="checkbox"/>					7. INSURED'S ADDRESS (No., Street)																																							
CITY <b>Anytown</b>					STATE <b>MT</b>					8. PATIENT STATUS Single <input type="checkbox"/> Married <input type="checkbox"/> Other <input type="checkbox"/>					CITY																																							
ZIP CODE <b>59999</b>					TELEPHONE (Include Area Code) <b>( 406 ) 555-5555</b>					9. OTHER INSURED'S NAME (Last Name, First Name, Middle Initial)					10. IS PATIENT'S CONDITION RELATED TO: a. EMPLOYMENT? (Current or Previous) <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO																																							
9. OTHER INSURED'S NAME (Last Name, First Name, Middle Initial)										10. IS PATIENT'S CONDITION RELATED TO: b. AUTO ACCIDENT? <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO PLACE (State) _____					11. INSURED'S POLICY GROUP OR FECA NUMBER																																							
a. OTHER INSURED'S POLICY OR GROUP NUMBER										10. IS PATIENT'S CONDITION RELATED TO: c. OTHER ACCIDENT? <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO					a. INSURED'S DATE OF BIRTH MM DD YY M <input checked="" type="checkbox"/> F <input type="checkbox"/>																																							
b. OTHER INSURED'S DATE OF BIRTH MM DD YY M <input type="checkbox"/> F <input type="checkbox"/>										10. IS PATIENT'S CONDITION RELATED TO: d. INSURANCE PLAN NAME OR PROGRAM NAME					b. EMPLOYER'S NAME OR SCHOOL NAME																																							
c. EMPLOYER'S NAME OR SCHOOL NAME										10d. RESERVED FOR LOCAL USE <b>999999999</b>					c. INSURANCE PLAN NAME OR PROGRAM NAME																																							
d. INSURANCE PLAN NAME OR PROGRAM NAME										11. INSURED'S OR AUTHORIZED PERSON'S SIGNATURE I authorize payment of medical benefits to the undersigned physician or supplier for services described below.					d. IS THERE ANOTHER HEALTH BENEFIT PLAN? <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO <i>If yes, return to and complete item 9 a-d.</i>																																							
12. PATIENT'S OR AUTHORIZED PERSON'S SIGNATURE I authorize the release of any medical or other information necessary to process this claim. I also request payment of government benefits either to myself or to the party who accepts assignment below.																				13. INSURED'S OR AUTHORIZED PERSON'S SIGNATURE I authorize payment of medical benefits to the undersigned physician or supplier for services described below.																																		
SIGNED _____ DATE _____										SIGNED _____																																												
14. DATE OF CURRENT: MM DD YY					ILLNESS (First symptom) OR INJURY (Accident) OR PREGNANCY(LMP)					15. IF PATIENT HAS HAD SAME OR SIMILAR ILLNESS. GIVE FIRST DATE MM DD YY					16. DATES PATIENT UNABLE TO WORK IN CURRENT OCCUPATION FROM MM DD YY TO MM DD YY																																							
17. NAME OF REFERRING PROVIDER OR OTHER SOURCE <b>Harold Hunter, MD</b>										17a. _____					18. HOSPITALIZATION DATES RELATED TO CURRENT SERVICES FROM MM DD YY TO MM DD YY																																							
19. RESERVED FOR LOCAL USE										17b. NPI <b>9989999</b>					20. OUTSIDE LAB? \$ CHARGES <input type="checkbox"/> YES <input type="checkbox"/> NO																																							
21. DIAGNOSIS OR NATURE OF ILLNESS OR INJURY (Relate Items 1, 2, 3 or 4 to Item 24E by Line) 1. <b>783 3</b>										22. MEDICAID RESUBMISSION CODE ORIGINAL REF. NO.					23. PRIOR AUTHORIZATION NUMBER <b>999999</b>																																							
2. _____										24. A. DATE(S) OF SERVICE From MM DD YY To MM DD YY					B. PLACE OF SERVICE EMG					C. D. PROCEDURES, SERVICES, OR SUPPLIES (Explain Unusual Circumstances) CPT/HCPCS MODIFIER					E. DIAGNOSIS POINTER					F. \$ CHARGES					G. DAYS OR UNITS					H. EPST Family Plan					I. ID. QUAL.					J. RENDERING PROVIDER ID. #				
1 05 24 11 05 24 11 22 97802										179 00					4					NPI					9999999999																													
2 07 16 11 07 16 11 22 97803										79 00					2					NPI					9999999999																													
3										NPI					NPI					NPI																																		
4										NPI					NPI					NPI																																		
5										NPI					NPI					NPI																																		
6										NPI					NPI					NPI																																		
25. FEDERAL TAX I.D. NUMBER <b>99-9999999</b>										SSN EIN <input type="checkbox"/> <input checked="" type="checkbox"/> X					26. PATIENT'S ACCOUNT NO. <b>99999</b>					27. ACCEPT ASSIGNMENT? (For govt. claims, see back) <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO					28. TOTAL CHARGE \$ <b>258 00</b>					29. AMOUNT PAID					30. BALANCE DUE \$ <b>258 00</b>																			
31. SIGNATURE OF PHYSICIAN OR SUPPLIER INCLUDING DEGREES OR CREDENTIALS (I certify that the statements on the reverse apply to this bill and are made a part thereof.) <i>Betty Biller</i> 04/01/04										32. SERVICE FACILITY LOCATION INFORMATION a. <b>NPI</b>										33. BILLING PROVIDER INFO & PH # <b>(406) 555-5555</b> <b>City Medical</b> <b>P.O. Box 999</b> <b>Anytown, MT 59999</b>																																		
SIGNED _____ DATE _____										a. <b>0000099999</b>					b. _____																																							

CARRIER

PATIENT AND INSURED INFORMATION

PHYSICIAN OR SUPPLIER INFORMATION

## Client Has Medicaid and Third Party Liability Coverage

Field#	Field Title	Instructions
1	Program	Check Medicaid.
1a*	Insured's ID number	Enter the client's ID number for the primary carrier.
2*	Patient's name	Enter the client's name as it appears on the Medicaid client's eligibility information.
3	Patient's birth date and sex	Client's birth date in mm/dd/yyyy format. Check male or female box.
4	Insured's name	Enter the name of the insured or SAME.
5	Patient's address	Client's address.
7	Insured's address	Enter the insured's address and telephone number or SAME.
9-9d	Other insured's information	Use these fields only if there are two or more third party insurance carriers (not including Medicaid and Medicare).
10	Is patient's condition related to:	Check Yes or No to indicate whether employment, auto liability, or other accident involvement applies to one or more of the services described in Field 24. If you answered yes to any of these, enter the 2-letter state abbreviation on the Place line to indicate in which state the accident occurred .
10d*	Reserved for local use	Enter the client's Medicaid ID number as it appears on the client's Medicaid eligibility information.
11	Insured's policy group	Leave this field blank, or enter the client's ID number for the primary payer.
11c*	Insurance plan or program	Enter the name of the other insurance plan or program (e.g., BlueCross BlueShield, NewWest).
11d*	Is there another health benefit plan?	Check "Yes."
14	Date of current illness, injury, pregnancy	Enter date in mm/dd/yyyy format.
16	Dates patient unable to work in current occupation	If applicable, enter date in mm/dd/yyyy format.
17	Name of referring provider	Enter the name of the referring provider. For Passport clients, the name of the client's Passport provider goes here.
17a**	NPI of referring provider	Enter the referring or ordering provider's NPI. For Passport clients, enter the client's Passport provider's Passport ID number.
18	Hospitalization dates related to current service	Enter dates if the medical service is furnished as a result of, or subsequent to, a related hospitalization.
19	Reserved for local use	This field is used for any special messages regarding the claim or client.
20	Outside lab?	Check No. Medicaid requires all lab tests to be billed directly by the provider who performed them.
21*	Diagnosis or nature of illness or injury	Enter the appropriate ICD diagnosis codes. Enter up to four codes in priority order (primary, secondary).
23**	Prior authorization number	If the service requires prior authorization (PA), enter the PA number you received for this service.
24A*	Date(s) of service	Enter date of service for each procedure, service, or supply.
24B*	Place of service	Enter the appropriate two-digit place of service.
24C*	EMG (Emergency)	Enter an "X" if this service was rendered in a hospital emergency room to override Medicaid cost share.
24D*	Procedure, service, or supplies	Enter the appropriate CPT or HCPCS code for the procedure, service, or supply. When applicable, enter appropriate modifiers. Medicaid recognizes two pricing and one informational modifier per code.
24E*	Diagnosis code	Enter the corresponding diagnosis code <b>reference number</b> (1, 2, 3 or 4) from Field 21 (do not enter the diagnosis code). Any combination of applicable diagnosis reference numbers may be listed on one line.
24F*	Charges	Enter your usual and customary charge for the procedure on this line.
24G*	Days or units	Enter the number of units or days for the procedure and date of service billed on this line (see <i>Billing Procedures, Coding</i> for additional tips on days/units).
24H**	EPSDT/family planning	If applicable, enter the appropriate code for the client/service: 1, 2, 3, 4 or 6 (see complete description in the <i>EPSDT/Family Planning Overrides</i> table earlier in this chapter).
24I**	ID qualifier	
28*	Total charge	Enter the sum of all charges billed in Field 24f.
29*	Amount paid	Enter the amount paid by the other insurance. Do not include any adjustment amounts or coinsurance.
30*	Balance due	Enter the balance due (the amount in Field 28 less the amount in Field 29).
31*	Signature and date	This field must contain the date and the authorized signature of physician or supplier, which can be handwritten, stamped, or computer-generated.
32	Service facility location information	Enter the name, address, city, state, and ZIP code of the person, organization, or facility performing the services if other than the client's home or physician's office.
33*	Billing provider info and phone	Enter the name, address, city, state, ZIP code, phone number, and NPI of the provider or supplier who furnished the service.

\* = Required Field

\*\* = Required if applicable

# Client Has Medicaid and Third Party Liability Coverage

1500

## HEALTH INSURANCE CLAIM FORM

APPROVED BY NATIONAL UNIFORM CLAIM COMMITTEE 08/05

PICA										PICA									
1. MEDICARE <input type="checkbox"/> MEDICAID <input checked="" type="checkbox"/> TRICARE CHAMPUS <input type="checkbox"/> CHAMPVA <input type="checkbox"/> GROUP HEALTH PLAN <input type="checkbox"/> FECA BLK LUNG <input type="checkbox"/> OTHER <input type="checkbox"/> <small>(Medicare #) (Medicaid #) (Sponsor's SSN) (Member ID#) (SSN or ID) (SSN) (ID)</small>										1a. INSURED'S I.D. NUMBER (For Program in Item 1) <b>999999999B</b>									
2. PATIENT'S NAME (Last Name, First Name, Middle Initial) <b>White, Snow</b>					3. PATIENT'S BIRTH DATE MM DD YY SEX <b>02 26 11 M <input type="checkbox"/> F <input checked="" type="checkbox"/></b>					4. INSURED'S NAME (Last Name, First Name, Middle Initial) <b>Same</b>									
5. PATIENT'S ADDRESS (No., Street) <b>4321 Anystreet</b>					6. PATIENT RELATIONSHIP TO INSURED Self <input checked="" type="checkbox"/> Spouse <input type="checkbox"/> Child <input type="checkbox"/> Other <input type="checkbox"/>					7. INSURED'S ADDRESS (No., Street) <b>Same</b>									
CITY <b>Anytown</b>			STATE		8. PATIENT STATUS Single <input checked="" type="checkbox"/> Married <input type="checkbox"/> Other <input type="checkbox"/>			CITY			STATE								
ZIP CODE <b>59999</b>		TELEPHONE (Include Area Code) <b>(406) 999-9999</b>			Employed <input type="checkbox"/> Full-Time Student <input type="checkbox"/> Part-Time Student <input type="checkbox"/>			ZIP CODE		TELEPHONE (Include Area Code) <b>( )</b>									
9. OTHER INSURED'S NAME (Last Name, First Name, Middle Initial)					10. IS PATIENT'S CONDITION RELATED TO:					11. INSURED'S POLICY GROUP OR FECA NUMBER									
a. OTHER INSURED'S POLICY OR GROUP NUMBER					a. EMPLOYMENT? (Current or Previous) <input type="checkbox"/> YES <input type="checkbox"/> NO					a. INSURED'S DATE OF BIRTH MM DD YY SEX M <input type="checkbox"/> F <input type="checkbox"/>									
b. OTHER INSURED'S DATE OF BIRTH MM DD YY SEX M <input type="checkbox"/> F <input type="checkbox"/>					b. AUTO ACCIDENT? <input type="checkbox"/> YES <input type="checkbox"/> NO PLACE (State)					b. EMPLOYER'S NAME OR SCHOOL NAME									
c. EMPLOYER'S NAME OR SCHOOL NAME					c. OTHER ACCIDENT? <input type="checkbox"/> YES <input type="checkbox"/> NO					c. INSURANCE PLAN NAME OR PROGRAM NAME <b>Paywell Insurance</b>									
d. INSURANCE PLAN NAME OR PROGRAM NAME					10d. RESERVED FOR LOCAL USE <b>9999999</b>					d. IS THERE ANOTHER HEALTH BENEFIT PLAN? <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO <i>If yes, return to and complete item 9 a-d.</i>									
12. PATIENT'S OR AUTHORIZED PERSON'S SIGNATURE I authorize the release of any medical or other information necessary to process this claim. I also request payment of government benefits either to myself or to the party who accepts assignment below. SIGNED _____ DATE _____										13. INSURED'S OR AUTHORIZED PERSON'S SIGNATURE I authorize payment of medical benefits to the undersigned physician or supplier for services described below. SIGNED _____									
14. DATE OF CURRENT ILLNESS (First symptom) OR INJURY (Accident) OR PREGNANCY (LMP) MM DD YY					15. IF PATIENT HAS HAD SAME OR SIMILAR ILLNESS. GIVE FIRST DATE MM DD YY					16. DATES PATIENT UNABLE TO WORK IN CURRENT OCCUPATION FROM MM DD YY TO MM DD YY									
17. NAME OF REFERRING PROVIDER OR OTHER SOURCE <b>Smith, Steven R. MD</b>					17a. NPI <b>99999999</b>					18. HOSPITALIZATION DATES RELATED TO CURRENT SERVICES FROM MM DD YY TO MM DD YY									
19. RESERVED FOR LOCAL USE					20. OUTSIDE LAB? \$ CHARGES <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO					22. MEDICAID RESUBMISSION CODE ORIGINAL REF. NO.									
21. DIAGNOSIS OR NATURE OF ILLNESS OR INJURY (Relate Items 1, 2, 3 or 4 to Item 24E by Line) 1. <b>783 xx</b>					23. PRIOR AUTHORIZATION NUMBER					24. A. DATE(S) OF SERVICE From MM DD YY To MM DD YY B. PLACE OF SERVICE C. CPT/HCPCS D. PROCEDURES, SERVICES, OR SUPPLIES (Explain Unusual Circumstances) E. DIAGNOSIS POINTER F. \$ CHARGES G. DAYS OR UNITS H. EPSDT Family Plan I. ID. QUAL. J. RENDERING PROVIDER ID. #									
1. <b>05 24 11 05 24 11 22</b>					2. <b>97802</b>					3. <b>179 00</b>									
2. _____					3. _____					4. _____									
3. _____					4. _____					5. _____									
4. _____					5. _____					6. _____									
5. _____					6. _____					6. _____									
6. _____					6. _____					6. _____									
25. FEDERAL TAX I.D. NUMBER SSN EIN					26. PATIENT'S ACCOUNT NO.					27. ACCEPT ASSIGNMENT? (For govt. claims, see back) <input type="checkbox"/> YES <input type="checkbox"/> NO									
28. TOTAL CHARGE \$ <b>179 00</b>					29. AMOUNT PAID \$ <b>80 00</b>					30. BALANCE DUE \$ <b>99 00</b>									
31. SIGNATURE OF PHYSICIAN OR SUPPLIER INCLUDING DEGREES OR CREDENTIALS (I certify that the statements on the reverse apply to this bill and are made a part thereof.) <b>Betty Biller 05/01/11</b> SIGNED _____ DATE _____					32. SERVICE FACILITY LOCATION INFORMATION a. <b>NPI</b>					33. BILLING PROVIDER INFO & PH # <b>(406) 999-9999</b> <b>City Medical</b> <b>P.O. Box 999</b> <b>Anytown, MT 59999</b> a. <b>9999999999</b> b. _____									

CARRIER

PATIENT AND INSURED INFORMATION

PHYSICIAN OR SUPPLIER INFORMATION

## CMS-1500 Agreement

Your signature on the CMS-1500 constitutes your agreement to the terms presented on the back of the form. This form is subject to change by the Centers for Medicare and Medicaid Services (CMS).

**BECAUSE THIS FORM IS USED BY VARIOUS GOVERNMENT AND PRIVATE HEALTH PROGRAMS, SEE SEPARATE INSTRUCTIONS ISSUED BY APPLICABLE PROGRAMS.**

**NOTICE:** Any person who knowingly files a statement of claim containing any misrepresentation or any false, incomplete or misleading information may be guilty of a criminal act punishable under law and may be subject to civil penalties.

### REFERS TO GOVERNMENT PROGRAMS ONLY

**MEDICARE AND CHAMPUS PAYMENTS:** A patient's signature requests that payment be made and authorizes release of any information necessary to process the claim and certifies that the information provided in Blocks 1 through 12 is true, accurate and complete. In the case of a Medicare claim, the patient's signature authorizes any entity to release to Medicare medical and nonmedical information, including employment status, and whether the person has employer group health insurance, liability, no-fault, worker's compensation or other insurance which is responsible to pay for the services for which the Medicare claim is made. See 42 CFR 411.24(a). If item 9 is completed, the patient's signature authorizes release of the information to the health plan or agency shown. In Medicare assigned or CHAMPUS participation cases, the physician agrees to accept the charge determination of the Medicare carrier or CHAMPUS fiscal intermediary as the full charge, and the patient is responsible only for the deductible, coinsurance and noncovered services. Coinsurance and the deductible are based upon the charge determination of the Medicare carrier or CHAMPUS fiscal intermediary if this is less than the charge submitted. CHAMPUS is not a health insurance program but makes payment for health benefits provided through certain affiliations with the Uniformed Services. Information on the patient's sponsor should be provided in those items captioned in "Insured"; i.e., items 1a, 4, 6, 7, 9, and 11.

### BLACK LUNG AND FECA CLAIMS

The provider agrees to accept the amount paid by the Government as payment in full. See Black Lung and FECA instructions regarding required procedure and diagnosis coding systems.

### SIGNATURE OF PHYSICIAN OR SUPPLIER (MEDICARE, CHAMPUS, FECA AND BLACK LUNG)

I certify that the services shown on this form were medically indicated and necessary for the health of the patient and were personally furnished by me or were furnished incident to my professional service by my employee under my immediate personal supervision, except as otherwise expressly permitted by Medicare or CHAMPUS regulations.

For services to be considered as "incident" to a physician's professional service, 1) they must be rendered under the physician's immediate personal supervision by his/her employee, 2) they must be an integral, although incidental part of a covered physician's service, 3) they must be of kinds commonly furnished in physician's offices, and 4) the services of nonphysicians must be included on the physician's bills.

For CHAMPUS claims, I further certify that I (or any employee) who rendered services am not an active duty member of the Uniformed Services or a civilian employee of the United States Government or a contract employee of the United States Government, either civilian or military (refer to 5 USC 5536). For Black-Lung claims, I further certify that the services performed were for a Black Lung-related disorder.

No Part B Medicare benefits may be paid unless this form is received as required by existing law and regulations (42 CFR 424.32).

**NOTICE:** Any one who misrepresents or falsifies essential information to receive payment from Federal funds requested by this form may upon conviction be subject to fine and imprisonment under applicable Federal laws.

### NOTICE TO PATIENT ABOUT THE COLLECTION AND USE OF MEDICARE, CHAMPUS, FECA, AND BLACK LUNG INFORMATION (PRIVACY ACT STATEMENT)

We are authorized by CMS, CHAMPUS and OWCP to ask you for information needed in the administration of the Medicare, CHAMPUS, FECA, and Black Lung programs. Authority to collect information is in section 205(a), 1862, 1872 and 1874 of the Social Security Act as amended, 42 CFR 411.24(a) and 424.5(a) (6), and 44 USC 3101;41 CFR 101 et seq and 10 USC 1079 and 1086; 5 USC 8101 et seq; and 30 USC 901 et seq; 38 USC 613; E.O. 9397.

The information we obtain to complete claims under these programs is used to identify you and to determine your eligibility. It is also used to decide if the services and supplies you received are covered by these programs and to insure that proper payment is made.

The information may also be given to other providers of services, carriers, intermediaries, medical review boards, health plans, and other organizations or Federal agencies, for the effective administration of Federal provisions that require other third parties payers to pay primary to Federal program, and as otherwise necessary to administer these programs. For example, it may be necessary to disclose information about the benefits you have used to a hospital or doctor. Additional disclosures are made through routine uses for information contained in systems of records.

**FOR MEDICARE CLAIMS:** See the notice modifying system No. 09-70-0501, titled, 'Carrier Medicare Claims Record,' published in the [Federal Register](#), Vol. 55 No. 177, page 37549, Wed. Sept. 12, 1990, or as updated and republished.

**FOR OWCP CLAIMS:** Department of Labor, Privacy Act of 1974, "Republication of Notice of Systems of Records," [Federal Register](#) Vol. 55 No. 40, Wed Feb. 28, 1990, See ESA-5, ESA-6, ESA-12, ESA-13, ESA-30, or as updated and republished.

**FOR CHAMPUS CLAIMS: PRINCIPLE PURPOSE(S):** To evaluate eligibility for medical care provided by civilian sources and to issue payment upon establishment of eligibility and determination that the services/supplies received are authorized by law.

**ROUTINE USE(S):** Information from claims and related documents may be given to the Dept. of Veterans Affairs, the Dept. of Health and Human Services and/or the Dept. of Transportation consistent with their statutory administrative responsibilities under CHAMPUS/CHAMPVA; to the Dept. of Justice for representation of the Secretary of Defense in civil actions; to the Internal Revenue Service, private collection agencies, and consumer reporting agencies in connection with recoupment claims; and to Congressional Offices in response to inquiries made at the request of the person to whom a record pertains. Appropriate disclosures may be made to other federal, state, local, foreign government agencies, private business entities, and individual providers of care, on matters relating to entitlement, claims adjudication, fraud, program abuse, utilization review, quality assurance, peer review, program integrity, third-party liability, coordination of benefits, and civil and criminal litigation related to the operation of CHAMPUS.

**DISCLOSURES:** Voluntary; however, failure to provide information will result in delay in payment or may result in denial of claim. With the one exception discussed below, there are no penalties under these programs for refusing to supply information. However, failure to furnish information regarding the medical services rendered or the amount charged would prevent payment of claims under these programs. Failure to furnish any other information, such as name or claim number, would delay payment of the claim. Failure to provide medical information under FECA could be deemed an obstruction.

It is mandatory that you tell us if you know that another party is responsible for paying for your treatment. Section 1128B of the Social Security Act and 31 USC 3801-3812 provide penalties for withholding this information.

You should be aware that P.L. 100-503, the "Computer Matching and Privacy Protection Act of 1988", permits the government to verify information by way of computer matches.

### MEDICAID PAYMENTS (PROVIDER CERTIFICATION)

I hereby agree to keep such records as are necessary to disclose fully the extent of services provided to individuals under the State's Title XIX plan and to furnish information regarding any payments claimed for providing such services as the State Agency or Dept. of Health and Human Services may request.

I further agree to accept, as payment in full, the amount paid by the Medicaid program for those claims submitted for payment under that program, with the exception of authorized deductible, coinsurance, co-payment or similar cost-sharing charge.

**SIGNATURE OF PHYSICIAN (OR SUPPLIER):** I certify that the services listed above were medically indicated and necessary to the health of this patient and were personally furnished by me or my employee under my personal direction.

**NOTICE:** This is to certify that the foregoing information is true, accurate and complete. I understand that payment and satisfaction of this claim will be from Federal and State funds, and that any false claims, statements, or documents, or concealment of a material fact, may be prosecuted under applicable Federal or State laws.

According to the Paperwork Reduction Act of 1995, no persons are required to respond to a collection of information unless it displays a valid OMB control number. The valid OMB control number for this information collection is 0938-0999. The time required to complete this information collection is estimated to average 10 minutes per response, including the time to review instructions, search existing data resources, gather the data needed, and complete and review the information collection. If you have any comments concerning the accuracy of the time estimate(s) or suggestions for improving this form, please write to: CMS, Attn: PRA Reports Clearance Officer, 7500 Security Boulevard, Baltimore, Maryland 21244-1850. This address is for comments and/or suggestions only. DO NOT MAIL COMPLETED CLAIM FORMS TO THIS ADDRESS.

## Claim Inquiries

Claim inquiries can be obtained electronically through ANSI ASC X12N 276/277 transactions or by contacting Provider Relations. Providers may also contact Provider Relations for questions regarding payments, denials, and other claim questions (see *Key Contacts*).

If you prefer to communicate with Provider Relations in writing, use the Montana Health Care Programs *Claim Inquiry Form* on the Provider Information website (see *Key Websites*). A copy of the form is also in *Appendix A: Forms*. Complete the top portion of the form with the provider's name and address.

Provider Relations will respond to the inquiry within 10 days. The response includes the status of the claim: paid (date paid), denied (date denied), or in process. Denied claims will include an explanation of the denial and steps to follow for payment (if the claim is payable).

## Avoiding Claim Errors

Claims are often denied or even returned to the provider before they can be processed. To avoid denials and returns, double-check each claim form to confirm the following items are accurate. For more information on returned and denied claims, see the *Billing Procedures* chapter in this manual.

Common Claim Errors	
Claim Error	Prevention
Required field is blank	Check the claim instructions earlier in this chapter for required fields (indicated by * or **). If a required field is blank, the claim may either be returned or denied.
Client ID number missing or invalid	This is a required field (Field 10d); verify that the client's Medicaid ID number is listed as it appears on the client's eligibility information.
Client name missing	This is a required field (Field 2); check that it is correct.
NPI/API missing or invalid	The NPI is a 10-digit number (API is a 7-digit) assigned to the provider. Verify the correct <b>NPI/API</b> is on the claim.
Referring or Passport provider name and ID number missing	When a provider refers a client to another provider, include the referring provider's name and ID number or Passport number (see the <i>Passport</i> chapter in this manual).
Prior authorization number missing	When prior authorization (PA) is required for a service, the PA number must be on the claim (see the <i>Prior Authorization</i> chapter in this manual).
Not enough information regarding other coverage	Fields 1a and 11d are required fields when a client has other coverage (see examples earlier in this chapter).
Authorized signature missing	Each claim must have an authorized signature belonging to the provider, billing clerk, or office personnel. The signature may be typed, stamped, or handwritten.
Signature date missing	Each claim must have a signature date.

<b>Common Claim Errors (Continued)</b>	
<b>Claim Error</b>	<b>Prevention</b>
Incorrect claim form used	Services covered in this manual require a CMS-1500 claim form.
Information on claim form not legible	Information on the claim form must be legible. Use dark ink and center the information in the field. Information must not be obscured by lines.
Medicare EOMB not attached	When Medicare is involved in payment on a claim, the Medicare EOMB must be submitted with the claim or it will be denied.

# Remittance Advices and Adjustments

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## The Remittance Advice

The Remittance Advice (RA) is the best tool providers have to determine the status of a claim. RAs accompany payment for services rendered. The RA provides details of all transactions that have occurred during the previous RA cycle. Providers are paid on a one-week payment cycle (see *Payment and the RA* in this chapter). Each line of the RA represents all or part of a claim, and explains whether the claim or service has been paid, denied, or suspended (also referred to as pending). If the claim was suspended or denied, the RA also shows the reason.

### **Electronic Remittance Advice**

To receive an electronic RA, the provider must complete the *Electronic Remittance Advice and Payment Cycle Enrollment Form* (see the following table), have Internet access, and be registered for the Montana Access to Health (MATH) web portal. You can access your electronic RA through the web portal on the Internet by going to the Provider Information website (see *Key Websites*) and selecting the Log in to Montana Access to Health link. To access the MATH web portal, you must first complete an *EDI Provider Enrollment Form* and an *EDI Trading Partner Agreement* (see the following table).

After these forms have been processed, you will receive a user ID and password that you can use to log onto the MATH web portal. The verification process also requires a provider ID, a submitter ID, and a tax ID number. Each provider must complete an *EDI Trading Partner Agreement*, but if there are several providers in one location who are under one tax ID number, they can use one submitter number. These providers should enter the submitter ID in both the provider number and submitter ID fields. Otherwise, enter the provider number in the provider number field.

RAs are available in PDF format. You can read, print, or download PDF files using Adobe Acrobat Reader, which is available on the MATH web portal home page. Due to space limitations, each RA is only available for 90 days.

### **Paper Remittance Advice**

The paper RA is divided into the following sections: RA Notice, Paid Claims, Denied Claims, Pending Claims, Credit Balance Claims, Gross Adjustments, and Reason and Remark Codes and Descriptions. See the following sample paper RA and the *Keys to the Paper RA* table.



Electronic RAs are available for only 90 days on the web portal.



If a claim was denied, read the reason and remark code description before taking any action on the claim.



The pending claims section of the paper RA is informational only. Do not take any action on claims shown here.

<b>Sections of the Paper RA</b>	
<b>Section</b>	<b>Description</b>
<b>RA Notice</b>	The RA Notice is on the first page of the remittance advice. This section contains important messages about rate changes, revised billing procedures, and many other items that may affect providers and claims.
<b>Paid Claims</b>	This section shows claims paid during the previous cycle. It is the provider's responsibility to verify that claims were paid correctly. If Medicaid overpays a claim and the problem is not corrected, it may result in an audit requiring the provider to return the overpayment plus interest. If a claim was paid at the wrong amount or with incorrect information, the claim must be adjusted (see <i>Adjustments</i> later in this chapter).
<b>Denied Claims</b>	This section shows claims denied during the previous cycle. If a claim has been denied, refer to the Reason/Remark column (Field 18). The reason and remark code description explains why the claim was denied and is located at the end of the RA. See <i>The Most Common Billing Errors and How to Avoid Them</i> in the <i>Billing Procedures</i> chapter.
<b>Pending Claims</b>	<p>All claims that have not reached final disposition will appear in this area of the paper RA (pending claims are not available on X12N 835 transactions). The RA uses "suspended" and "pending" interchangeably. They both mean that the claim has not reached final disposition. If a claim is pending, refer to the Reason/Remark Code column (Field 18). The reason and remark code description located at the end of the RA will explain why the claim is suspended. This section is informational only. Do not take any action on claims displayed here. Processing will continue until each claim is paid or denied.</p> <p>Claims shown as pending with Reason Code 133 require additional review before a decision to pay or deny is made. If a claim is being held while waiting for client eligibility information, it may be suspended for a maximum of 30 days. If Medicaid receives eligibility information within the 30-day period, the claim will continue processing. If no eligibility information is received within 30 days, the claim will be denied. When a claim is denied for lack of eligibility, the provider should verify that the correct Medicaid ID number was billed. If the ID number was incorrect, resubmit the claim with the correct ID number.</p>
<b>Credit Balance Claims</b>	Credit balance claims are shown in this section until the credit has been satisfied.
<b>Gross Adjustments</b>	Any gross adjustments performed during the previous cycle are shown in this section.
<b>Reason and Remark Code Description</b>	This section lists the reason and remark codes that appear throughout the RA with a brief description of each.

### Sample Paper Remittance Advice

DEPARTMENT OF PUBLIC HEALTH & HUMAN SERVICES  
HELENA, MT 59604

MEDICAID REMITTANCE ADVICE

HOME IV SERVICES  
P.O. BOX 999  
ANYTOWN MT 59999

PROVIDER # 0001234567 (2)    REMIT ADVICE # 123456 (3)    EFT/CHK # 123456 (4)    DATE:04/01/2010 (5)    PAGE 2 (6)

NPI # 0001234567 (7)    TAXONOMY # 123456 (8)

RECIP ID (9)	NAME (10)	SERVICE DATES FROM TO (12)	UNIT OF SVC (13)	PROCEDURE REVENUE NDC (14)	TOTAL CHARGES (15)	ALLOWED (16)	CO-PAY (17)	REASON/REMARK CODES (18)
<b>PAID CLAIMS - MISCELLANEOUS CLAIMS</b>								
123456789	DOE, JOHN EDWARD	030104 030504	1	S9327	115.00	105.00		
(11)	ICN 00009111123000700	***LESS COPAY DEDUCTION*****				5.00	(19)	
		***CLAIM TOTAL *****			115.00	100.00		
<b>DENIED CLAIMS - MISCELLANEOUS CLAIMS</b>								
123456790	DOE, JOE EDWARD	030104 030504	1	S9330	150.00	0.00		M68
	ICN 00009111123000800		(18)					
<b>PENDING CLAIMS - MISCELLANEOUS CLAIMS</b>								
123456791	DOE, JANE EDWINA	030104 030504	5	S9351	625.00	625.00		MA61
	ICN 00009111123000900							

\*\*\*\*\*THE FOLLOWING IS A DESCRIPTION OF THE REASON/REMARK CODES THAT APPEAR ABOVE\*\*\*\*\*

MA61 DID NOT COMPLETE OR ENTER CORRECTLY THE PATIENT'S SOCIAL SECURITY NUMBER OR HEALTH INSURANCE CLAIM NUMBER.

M68 MISSING/INCOMPLETE/INVALID ATTENDING OR REFERRING PHYSICIAN IDENTIFICATION.

Montana Department of Public Health and Human Services

## Key to the Paper RA

Field	Description
1. Provider name and address	Provider's business name and address as recorded with the Department
2. Provider number	The 7-digit number assigned to the provider when applying for Medicaid
3. Remittance advice number	The remittance advice number
4. Warrant number	Not used
5. Date	The date the RA was issued
6. Page number	The page number of the RA
7. NPI #	NPI is a unique 10-digit identification number required by HIPAA for all health care providers in the United States. Providers must use their NPI to identify themselves in all HIPAA transactions.
8. Taxonomy #	These are used to identify and code an external provider table that would be able to standardize provider types and provider areas of specialization for all medical-related providers.
9. Recipient ID	The client's Medicaid ID number
10. Name	The client's name
11. Internal control number (ICN)	<p>Each claim is assigned a unique 17-digit number (ICN). Use this number when you have any questions concerning your claim. The claim number represents the following information:</p> <p><u>0</u> <u>00111</u> <u>11</u> <u>123</u> <u>000123</u>  A B C D E</p> <p>A = Claim medium  0 = Paper claim  2 = Electronic claim  3 = Encounter claim  4 = System generated claim (mass adjustment, nursing home turn-around document, or POS pharmacy claim)  6 = Pharmacy</p> <p>B = Julian date (e.g., April 1, 2010 was the 91st day of 2010)  C = Microfilm number  00 = Electronic claim  11 = Paper claim  D = Batch number  E = Claim number</p> <p>If the first number is:  0 = Regular claim  1 = Negative side adjustment claim (Medicaid recovers payment)  2 = Positive side adjustment claim (Medicaid reprocesses)</p>
12. Service dates	Dates services were provided. If services were performed in a single day; the same date will appear in both columns
13. Unit of service	The number of services rendered under this procedure or NDC code.
14. Procedure/revenue/NDC	The procedure, revenue, HCPCS, or NDC billed will appear in this column. If a modifier was used, it will also appear in this column.
15. Total charges	The amount a provider billed for this service.
16. Allowed	The Medicaid allowed amount.
17. Copay	Y indicates cost sharing was deducted, and N indicates cost sharing was not deducted from the payment.
18. Reason/Remark Code	A code which explains why the specific service was denied or pended. Descriptions of these codes are listed at the end of the RA.
19. Deductions, Billed Amount, and Paid Amount	Any deductions, such as cost sharing or third party liability are listed first. The amount the provider billed is next, followed by the amount of Medicaid reimbursement.

### ***Credit balance claims***

Credit balances occur when claim adjustments reduce original payments causing the provider to owe money to the Department. These claims are considered in process and continue to appear on the RA until the credit has been satisfied.

Credit balances can be resolved in two ways:

- By working off the credit balance. Remaining credit balances can be deducted from future claims. These claims will continue to appear on consecutive RAs until the credit has been paid.
- By sending a check payable to DPHHS for the amount owed. This method is required for providers who no longer submit claims to Montana Medicaid. Attach a note stating that the check is to pay off a credit balance and include your provider number. Send the check to the attention of the Third Party Liability address in *Key Contacts*.

## **Rebilling and Adjustments**

Rebillings and adjustments are important steps in correcting any billing problems you may experience. Knowing when to use the rebilling process versus the adjustment process is important.

### ***How long do I have to rebill or adjust a claim?***

- Providers may resubmit, modify, or adjust any initial claim within the timely filing limits described in the *Billing Procedures* chapter of this manual.
- The time periods do not apply to overpayments that the provider must refund to the Department. After the 12-month time period, a provider may not refund overpayments to the Department by completing a claim adjustment. The provider may refund overpayments by issuing a check, or request Provider Relations to complete a gross adjustment.

### ***Rebilling Medicaid***

Rebilling is when a provider submits a claim to Medicaid that was previously submitted for payment but was either returned or denied. Claims are often returned to the provider before processing because key information such as Medicaid provider number or authorized signature and date are missing or unreadable. For tips on preventing returned or denied claims, see the *Billing Procedures* chapter in this manual.



The Credit Balance section is informational only. Do not post from credit balance statements.



Medicaid does not accept any claim for resubmission or adjustment after 12 months from the date of service (see *Timely Filing Limits* in the *Billing Procedures* chapter.)



Rebill denied claims only after appropriate corrections have been made.

***When to rebill Medicaid***

- ***Claim Denied.*** Providers may rebill Medicaid when a claim is denied. Check the Reason and Remark Codes, make the appropriate corrections, and resubmit the claim (do not use the adjustment form).
- ***Line Denied.*** When an individual line is denied on a multiple-line claim, correct any errors and submit only the denied line to Medicaid. For CMS-1500 claims, do not use an adjustment form.
- ***Claim Returned.*** Rebill Medicaid when the claim is returned under separate cover. Occasionally, Medicaid is unable to process the claim and will return it to the provider with a letter stating that additional information is needed to process the claim. Correct the information as directed and resubmit the claim.

***How to rebill***

- Check any Reason and Remark Code listed and make corrections on a copy of the claim, or produce a new claim with the correct information.
- When making corrections on a copy of the claim, remember to line out or omit all lines that have already been paid.
- Submit insurance information with the corrected claim.

***Adjustments***

If a provider believes that a claim has been paid incorrectly, the provider may call Provider Relations (see *Key Contacts*) or submit a claim inquiry for review (see *Claim Inquiries* in the *Submitting a Claim* chapter of this manual). Once an incorrect payment has been verified, the provider should submit an *Individual Adjustment Request* form (see *Appendix A: Forms*) to Provider Relations. If incorrect payment was the result of a keying error, contact Provider Relations.

When adjustments are made to previously paid claims, the Department recovers the original payment and issues appropriate repayment. The result of the adjustment appears on the provider's RA as two transactions. The original payment will appear as a credit transaction. The replacement claim reflecting the corrections will be listed as a separate transaction and may or may not appear on the same RA as the credit transaction. The replacement transaction will have nearly the same ICN number as the credit transaction, except the 12th digit over will be a 2, indicating an adjustment. See the *Key to the Paper RA* section earlier in this chapter. Adjustments are processed in the same time frame as claims.

***When to request an adjustment***

- Request an adjustment when the claim was overpaid or underpaid.
- Request an adjustment when the claim was paid but the information on the claim was incorrect (e.g., client ID, provider number, date of service, procedure code, diagnoses, units).

### ***How to request an adjustment***

To request an adjustment, use the Montana Health Care Programs *Individual Adjustment Request* form in *Appendix A: Forms*. The requirements for adjusting a claim are as follows:

- Adjustments can only be submitted on paid claims; denied claims cannot be adjusted.
- Claims Processing must receive individual claim adjustments within 12 months from the date of service (see *Timely Filing* in the *Billing Procedures* chapter of this manual). After this time, gross adjustments are required (see the *Definitions and Acronyms* chapter).
- Use a separate adjustment request form for each ICN.
- If you are correcting more than one error per ICN, use only one adjustment request form, and include each error on the form.
- If more than one line of the claim needs to be adjusted, indicate which lines and items need to be adjusted in the Reason and Remarks section.

### ***Completing an Adjustment Request Form***

1. Download the *Individual Adjustment Request* form from the Provider Information website or copy it from *Appendix A: Forms*. Complete Section A first with provider and client information and the claim's ICN number (see following table).
2. Complete Section B with information about the claim. Remember to fill in only the items that need to be corrected (see following table):
  - Enter the date of service or the line number in the Date of Service or Line Number column.
  - Enter the information from the claim form that was incorrect in the Information on Statement column.
  - Enter the correct information in the column labeled Corrected Information.
3. Attach copies of the RA and a corrected claim if necessary.
  - If the original claim was billed electronically, a copy of the RA will suffice.
  - If the RA is electronic, attach a screen print of the RA.
4. Verify the adjustment request has been signed and dated.
5. Send the adjustment request to Claims Processing (see *Key Contacts*).

## Completing an Individual Adjustment Request Form

Field	Description
<b>Section A</b>	
1. Provider Name and Address	Provider's name and address (and mailing address if different).
2. Recipient Name	The client's name.
3.* Internal Control Number (ICN)	There can be only one ICN per Adjustment Request form. When adjusting a claim that has been previously adjusted, use the ICN of the most recent claim.
4*. Provider number	The provider's Medicaid ID number.
5*. Recipient Medicaid Number	Client's Medicaid ID number.
6. Date of Payment	Date claim was paid found on Remittance Advice Field 5 (see the sample RA earlier in this chapter).
7. Amount of Payment	The amount of payment from the Remittance Advice Field 19 (see the sample RA earlier in this chapter.).
<b>Section B</b>	
1. Units of Service	If a payment error was caused by an incorrect number of units, complete this line.
2. Procedure Code/NDC/ Revenue Code	If the procedure code, NDC, or revenue code are incorrect, complete this line.
3. Dates of Service (DOS)	If the date of service is incorrect, complete this line.
4. Billed Amount	If the billed amount is incorrect, complete this line.
5. Personal Resource (Nursing Facility)	If the client's personal resource amount is incorrect, complete this line.
6. Insurance Credit Amount	If the client's insurance credit amount is incorrect, complete this line.
7. Net (Billed - TPL or Medicare Paid)	If the payment error was caused by a missing or incorrect insurance credit, complete this line. Net is billed amount minus the amount TPL or Medicare paid.
8. Other/Remarks	If none of the above items apply, or if you are unsure what caused the payment error, complete this line.

\*Indicates a required field

- If an original payment was an underpayment by Medicaid, the adjustment results in the provider receiving the additional payment amount allowed.
- If an original payment was an overpayment by Medicaid, the adjustment results in recovery of the overpaid amount from the provider. This can be done in 2 ways: by the provider issuing a check to the Department or by maintaining a credit balance until it has been satisfied with future claims (see *Credit Balance* in this chapter).
- Any questions regarding claims or adjustments should be directed to Provider Relations (see *Key Contacts*).

**Mass adjustments**

Mass adjustments are done when it is necessary to reprocess multiple claims. They generally occur when:

- Medicaid has a change of policy or fees that is retroactive. In this case Federal laws require claims affected by the changes to be mass adjusted.
- A system error that affected claims processing is identified.

Providers are informed of mass adjustments on the first page of the remittance advice (RA Notice section), the monthly *Claim Jumper* newsletter, or provider notice. Mass adjustment claims shown on the RA have an ICN that begins with 4 (see *Key Fields on the Remittance Advice* earlier in this chapter).

**Payment and the RA**

Providers may receive their Medicaid payment and remittance advice either weekly or biweekly. Payment can be via check or electronic funds transfer (EFT). Direct deposit is another name for EFT. Providers who wish to receive weekly payment must request both EFT and electronic RAs and specifically request weekly payment. For biweekly payment, providers can choose any combination of paper/electronic payment method and RA.

With EFT, the Department deposits the funds directly to the provider's bank account. If the scheduled deposit day is a holiday, funds will be available on the next business day. This process does not affect the delivery of the remittance advice that providers currently receive with payments. RAs will continue to be mailed to providers unless they specifically request an electronic RA.

To participate in EFT, providers must complete a *Direct Deposit Sign-Up Form* (Standard Form 1199A) (see the following table). One form must be completed for each provider number.

Once electronic transfer testing shows payment to the provider's account, all Medicaid payments will be made through EFT. See *Direct Deposit Arrangements* under *Key Contacts* for questions or changes regarding EFT.



Weekly payments are available only to providers who receive both EFT **and** electronic RAs.

<b>Required Forms for EFT and/or Electronic RA</b>			
<b>All four forms are required for a provider to receive weekly payment</b>			
Form	Purpose	Where to Get	Where to Send
Electronic Remittance Advice and Payment Cycle Enrollment Form	Allows providers to receive electronic remittance advices on the Montana Access to Health (MATH) web portal (must also include an EDI Provider Enrollment Form and EDI Trading Partner Agreement)	<ul style="list-style-type: none"> <li>• MATH web portal (see <i>Key Websites</i>)</li> <li>• Provider Relations (see <i>Key Contacts</i>)</li> </ul>	Provider Relations (see <i>Key Contacts</i> )
Direct Deposit Sign-up Form Standard Form 1199A	Allows the Department to automatically deposit Medicaid payment into provider's bank account	<ul style="list-style-type: none"> <li>• MATH web portal (see <i>Key Websites</i>)</li> <li>• Provider's bank</li> </ul>	Provider Relations (see <i>Key Contacts</i> )
EDI Provider Enrollment Form and EDI Trading Partner Agreement	Allow provider to access their RA on the MATH web portal (must also include an Electronic Remittance Advice and Payment Cycle Enrollment Form)	<ul style="list-style-type: none"> <li>• MATH web portal</li> <li>• ACS EDI Gateway website (see <i>Key Websites</i>)</li> </ul>	ACS address on form



# How Payment Is Calculated

## Overview

Though providers do not need the information in this chapter to submit claims to the Department, the information allows providers to understand how payment is calculated and to predict approximate payment for particular claims. These examples are for August 2005 and these rates may not apply at other times.

## How Payment Is Calculated on TPL Claims

When a client has coverage from both Medicaid and another insurance company, the other insurance company is often referred to as third party liability or TPL. In these cases, the other insurance is the primary payer (as described in the *Coordination of Benefits* chapter in this manual), and Medicaid makes a payment as the secondary payer. For example, a client receives four 15-minute visits from an RN (T1002). The third party insurance is billed first and pays \$15.00. The Medicaid allowed amount for this service totals \$22.64. The amount the insurance paid (\$15.00) is subtracted from the Medicaid allowed amount (\$22.64), leaving a balance of \$7.64, which Medicaid will pay on this claim.

## How Payment is Calculated on Medicare Crossover Claims

When a client has coverage from both Medicaid and Medicare, Medicare is the primary payer as described in the *Coordination of Benefits* chapter of this manual. Medicaid then makes a payment as the secondary payer. For the provider types covered in this manual, Medicaid's payment is calculated so that the total payment to the provider is either the Medicaid allowed amount less the Medicare paid amount or the sum of the Medicare coinsurance and deductible, whichever is lower. This method is sometimes called 'lower of' pricing.

## Other Factors That May Affect Payment

When Medicaid payment differs from the fee schedule, consider the following:

- The Department pays the lower of the established Medicaid fee or the provider's charge.
- The client may have an incurment amount that must be met before Medicaid will pay for services (see the *General Information for Providers* manual, *Client Eligibility and Responsibilities* chapter, *Coverage for the Medically Needy* section).
- Date of service; fees for services may change over time.
- Cost sharing, Medicare, and/or TPL payments, which are shown on the remittance advice.



Many Medicaid payment methods are based on Medicare, but there are differences. In these cases, the Medicaid method prevails.



# Appendix A

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- **Montana Health Care Programs *Claim Inquiry Form***
- **Montana Health Care Programs Medicaid/MHSP/HMK  
*Individual Adjustment Request***
- ***Paperwork Attachment Cover Sheet***

# Montana Health Care Programs Claim Inquiry Form

Provider Name \_\_\_\_\_  
 Contact Person \_\_\_\_\_  
 Address \_\_\_\_\_  
 Date \_\_\_\_\_  
 Phone Number \_\_\_\_\_  
 Fax Number \_\_\_\_\_



A **xerox**  Company



For status on a claim, please complete the information on this form and mail to the address below or fax to the number shown. You may attach a copy of the claim, but it is not required.

<p>NPI/API _____</p> <p>Client Number _____</p> <p>Date of Service _____</p> <p>Total Billed Amount _____</p> <p>Date Submitted for Processing _____</p>	<p>ACS Response _____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p>
<p>NPI/API _____</p> <p>Client Number _____</p> <p>Date of Service _____</p> <p>Total Billed Amount _____</p> <p>Date Submitted for Processing _____</p>	<p>ACS Response _____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p>
<p>NPI/API _____</p> <p>Client Number _____</p> <p>Date of Service _____</p> <p>Total Billed Amount _____</p> <p>Date Submitted for Processing _____</p>	<p>ACS Response _____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p>

**Mail to:** Provider Relations  
 P.O. Box 8000  
 Helena, MT 59604

**Fax to:** (406) 442-4402

# Montana Health Care Programs Claim Inquiry Form

Provider Name \_\_\_\_\_  
 Contact Person \_\_\_\_\_  
 Address \_\_\_\_\_  
 Date \_\_\_\_\_  
 Phone Number \_\_\_\_\_  
 Fax Number \_\_\_\_\_



A **xerox**  Company



For status on a claim, please complete the information on this form and mail to the address below or fax to the number shown. You may attach a copy of the claim, but it is not required.

<p>NPI/API _____</p> <p>Client Number _____</p> <p>Date of Service _____</p> <p>Total Billed Amount _____</p> <p>Date Submitted for Processing _____</p>	<p>ACS Response _____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p>
<p>NPI/API _____</p> <p>Client Number _____</p> <p>Date of Service _____</p> <p>Total Billed Amount _____</p> <p>Date Submitted for Processing _____</p>	<p>ACS Response _____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p>
<p>NPI/API _____</p> <p>Client Number _____</p> <p>Date of Service _____</p> <p>Total Billed Amount _____</p> <p>Date Submitted for Processing _____</p>	<p>ACS Response _____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p>

**Mail to:** Provider Relations  
 P.O. Box 8000  
 Helena, MT 59604

**Fax to:** (406) 442-4402

# Paperwork Attachment Cover Sheet

**Paperwork Attachment Control Number:** \_\_\_\_\_

**Date of Service:** \_\_\_\_\_

**Billing NPI/API:** \_\_\_\_\_

**Client ID Number:** \_\_\_\_\_

**Type of Attachment:** \_\_\_\_\_

## Instructions:

This form is used as a cover sheet for attachments to electronic and paper Montana Health Care Programs (Medicaid; Mental Health Services Plan; Healthy Montana Kids; Indian Health Services Program) claims sent to ACS.

The *Paperwork Attachment Control Number* must be the same number as the *attachment control number* on the corresponding electronic claim. This number should consist of the provider's NPI/API, the client's ID number and the date of service (mmddyyyy), each separated by a dash (NPI: 9999999999-999999999-999999999/Atypical Provider ID: 9999999-999999999-99999999).

This form may be copied or downloaded from the Provider website (<http://medicaidprovider.hhs.mt.gov/>). If you have questions about which paper attachments are necessary for a claim to process, please call ACS Provider Relations at (406) 442-1837 or (800) 624-3958.

Completed forms can be mailed or faxed to: ACS  
P.O. Box 8000  
Helena, MT 59604  
Fax: 1-406-442-4402

# Definitions and Acronyms

**This section contains definitions, abbreviations, and acronyms used in this manual.**

## **270/271 Transactions**

The ASC X12N eligibility inquiry (270) and response (271) transactions.

## **276/277 Transactions**

The ASC X12N claim status request (276) and response (277) transactions.

## **278 Transactions**

The ASC X12N request for services review and response used for prior authorization.

## **835 Transactions**

The ASC X12N payment and remittance advice (explanation of benefits) transaction.

## **837 Transactions**

The ASC X12N professional, institutional, and dental claim transactions.

## **Accredited Standards Committee X12, Insurance Subcommittee (ASC X12N)**

The ANSI-accredited standards development organization and one of the 6 Designated Standards Maintenance Organizations (DSMO) that created and is tasked with maintaining the administrative and financial transactions standards adopted under HIPAA for all health plans, clearinghouses, and providers who use electronic transactions.

## **Adjustment**

When a claim has been incorrectly paid, the payment amount can be changed by submitting an adjustment request.

## **Administrative Review**

Administrative reviews are the Department's effort to resolve a grievance about a Department decision in order to avoid a hearing. The review includes an informal conference with the Department to review facts, legal authority, and circumstances involved in the adverse action by the Department.

## **Administrative Rules of Montana (ARM)**

The rules published by the executive departments and agencies of the state government.

## **Assignment of Benefits**

A voluntary decision by the client to have insurance benefits paid directly to the provider rather than to the client. The act requires the signing of a form for the purpose. The provider is not obligated to accept an assignment of benefits. However, the provider may require assignment in order to protect the provider's revenue.

## **Audit**

A formal or periodic verification of accounts.

## **Authorization**

An official approval for action taken for, or on behalf of, a Medicaid client. This approval is only valid if the client is eligible on the date of service.

## **Basic Medicaid**

Patients with Basic Medicaid have limited Medicaid services. See the *General Information for Providers* manual, *Medicaid Covered Services*.

**Carrier**

A private insurance company.

**Centers for Medicare and Medicaid Services (CMS)**

Administers the Medicare program and oversees the state Medicaid programs.

**Claims Attachment**

When a provider contracts with a clearinghouse, the clearinghouse supplies the provider with software that electronically transmits claims to the clearinghouse. The clearinghouse then transmits the claims to the appropriate payers.

**Claims Clearinghouse**

When a provider contracts with a clearinghouse, the clearinghouse supplies the provider with software that electronically transmits claims to the clearinghouse. The clearinghouse then transmits the claims to the appropriate payers.

**Clean Claim**

A claim that can be processed without additional information or documentation from or action by the provider of the service.

**Client**

An individual enrolled in a Department medical assistance program.

**Coinsurance**

The client's financial responsibility for a medical bill as assigned Medicare (usually a percentage). Medicare coinsurance is usually 20% of the Medicare allowed amount.

**Cosmetic**

Serving to modify or improve the appearance of a physical feature, defect, or irregularity.

**Cost Sharing**

The client's financial responsibility for a medical bill assessed by flat fee or percentage of charges.

**Current Procedural Terminology (CPT)**

Physicians' Current Procedural Terminology contains procedure codes which are used by medical practitioners in billing for services rendered. The book is published by the American Medical Association.

**Credit Balance Claims**

Adjusted claims that reduce original payments, causing the provider to owe money to the Department. These claims are considered in process and continue to appear on the remittance advice until the credit has been satisfied.

**Crossovers**

Claims for clients who have both Medicare and Medicaid. These claims may come electronically from Medicare or directly from the provider.

**DPHHS, State Agency**

The Montana Department of Public Health and Human Services (DPHHS or the Department) is the designated State Agency that administers the Montana Health Care Programs. The Department's legal authority is contained in Title 53, Chapter 6 MCA. At the Federal level, the legal basis for the program is contained in Title XIX of the Social Security Act and Title 42 of the Code of Federal Regulations (CFR). The program is administered in accordance with the Administrative Rules of Montana (ARM), Title 37, Chapter 86.

### **Early and Periodic Screening, Diagnosis, and Treatment (EPSDT)**

This program provides Medicaid-covered children with comprehensive health screenings, diagnostic services, and treatment of health problems.

### **Electronic Data Interchange (EDI)**

The communication of information in a stream of data from one party's computer system to another party's computer system.

### **Electronic Funds Transfer (EFT)**

Payment of medical claims that are deposited directly to the provider's bank account.

### **Emergency Services**

A service is reimbursed as an emergency if one of the following criteria is met: The service is billed with CPT code 99284 or 99285; the client has a qualifying emergency diagnosis code. A list of emergency diagnosis codes is available on the Provider Information website; the services did not meet one of the previous two requirements, but the hospital believes an emergency existed. In this case, the claim and documentation supporting the emergent nature of the service must be mailed to the emergency department review contractor (see *Key Contacts* on your provider type page or in your provider manual).

### **Explanation of Benefits (EOB) Codes**

A 3-digit code which prints on Medicaid remittance advice (RA) that explains why a claim was denied or suspended. The explanation of the EOB codes is found at the end of the RA.

### **Explanation of Medicare Benefits (EOMB)**

A notice sent to providers informing them of the services which have been paid by Medicare.

### **Fair Hearing**

Providers may request a fair hearing when the provider believes the Department's administrative review determination fails to comply with applicable laws, regulations, rules or policies. Fair hearings include a hearings officer, attorneys, and witnesses for both parties.

### **Fiscal Agent**

ACS State Healthcare LLC is the fiscal agent for the State of Montana and processes claims at the Department's direction and in accordance with ARM 37.86 et seq.

### **Full Medicaid**

Patients with Full Medicaid have a full scope of Medicaid benefits. See the *General Information for Providers* manual, *Medicaid Covered Services*.

### **Gross Adjustment**

A lump sum debit or credit that is not claim-specific made to a provider.

### **HCPCS**

Acronym for the Healthcare Common Procedure Coding System, and is pronounced "hick-picks." There are two types of HCPCS codes:

- Level 1 includes the CPT codes.
- Level 2 includes the alphanumeric codes A–V which CMS maintains for a wide range of services from ambulance trips to hearing aids which are not addressed by CPT coding.

### **Health Improvement Program**

A service provided under the Passport to Health program for clients who have one or more chronic health conditions. Care management focuses on helping clients improve their health outcomes through education, help with social services, and coordination with the client's medical providers.

### **Health Insurance Portability and Accountability Act (HIPAA)**

A Federal plan designed to improve efficiency of the health care system by establishing standards for transmission, storage, and handling of data.

### **Healthy Montana Kids (HMK)**

HMK offers low-cost or free health insurance for low-income children younger than 19. Children must be uninsured U.S. citizens or qualified aliens, Montana residents who are not eligible for Medicaid. DPHHS administers the program and purchases health insurance from Blue Cross and Blue Shield of Montana (BCBSMT). Benefits for dental services and eyeglasses are provided by DPHHS through the same contractor (ACS) that handles Medicaid provider relations and claims processing.

### **Indian Health Service (IHS)**

IHS provides Federal health services to American Indians and Alaska Natives.

### **Internal Control Number (ICN)**

The unique number assigned to each claim transaction that is used for tracking.

### **International Classification of Diseases (ICD)**

The International Classification of Diseases contains the diagnosis codes used in coding claims and the procedure codes used in billing for services performed in a hospital setting.

### **Mass Adjustment**

Adjustments made to multiple claims at the same time. They generally occur when the Department has a change of policy or fees that is retroactive, or when a system error that affected claims processing is identified.

### **Medicaid/HMK *Plus***

A program that provides health care coverage to specific populations, especially low-income families with children, pregnant women, disabled people and the elderly. Medicaid is administered by state governments under broad Federal guidelines.

### **Medically Necessary**

A term describing a requested service which is reasonably calculated to prevent, diagnose, correct, cure, alleviate or prevent worsening of conditions in the client. These conditions must be classified as one of the following: endanger life, cause suffering or pain, result in an illness or infirmity, threaten to cause or aggravate a handicap, or cause physical deformity or malfunction. There must be no other equally effective, more conservative or substantially less costly course of treatment available or suitable for the client requesting the service. For the purpose of this definition, *course of treatment* may include mere observation or, when appropriate, no treatment at all.

### **Medicare**

The Federal health insurance program for certain aged or disabled clients.

### **Mental Health Services Plan (MHSP)**

This plan is for individuals who have a severe disabling mental illness (SDMI), are ineligible for Medicaid, and have a family income that does not exceed an amount established by the Department.

### **Nurse First Advice Line**

The Nurse First Advice Line is a toll-free, confidential number clients may call any time any day for advice from a registered nurse about injuries, diseases, health care, or medications.

**Passport Referral Number**

This is a 7-digit number assigned to Passport providers. When a Passport provider refers a client to another provider for services, this number is given to the other provider and is required when processing the claim.

**Passport to Health**

The Medicaid medical home program where the client selects a primary care provider who manages the client's health care needs.

**Pay-and-Chase**

Medicaid pays a claim and then recovers payment from the third party carrier that is financially responsible for all or part of the claim

**Pending Claim**

These claims have been entered into the system, but have not reached final disposition. They require either additional review or are waiting for client eligibility information.

**Potential Third Party Liability**

Any entity that may be liable to pay all or part of the medical cost of care for a Medicaid, MHSP, or HMK client.

**Prior Authorization (PA)**

The approval process required before certain services or supplies are paid by Medicaid. Prior authorization must be obtained before providing the service or supply.

**Provider or Provider of Service**

An institution, agency, or person having a signed agreement with the Department to furnish medical care, goods and/or services to clients, and eligible to receive payment from the Department.

**Qualified Individual**

For these clients, Medicaid pays the Medicare premium only. They are not eligible for other Medicaid benefits, and they must pay their own Medicare insurance and deductibles.

**Qualified Medicare Beneficiary (QMB)**

QMB clients are clients for whom Medicaid pays their Medicare premiums and some or all of their Medicare coinsurance and deductibles.

**Rebilling**

When a provider submits a claim that was previously submitted for payment but was either returned or denied.

**Referral**

When providers refer clients to other Medicaid providers for medically necessary services that they cannot provide.

**Remittance Advice (RA)**

The results of claims processing (including paid, denied, and pending claims) are listed on the RA.

**Remittance Advice Notice**

The first page of the RA that contains important messages for providers.

**Retroactive Eligibility**

When a client is determined to be eligible for Medicaid effective prior to the current date.

**Subcutaneous**

Infusion of solutions into the subcutaneous tissue beneath the skin.

**Taxonomy**

Taxonomy codes are used to identify and code an external provider table that would be able to standardize provider types and provider areas of specialization for medical-related providers.

**Team Care**

A restricted services program that is part of Passport to Health. Restricted services programs are designed to assist clients in making better health care decisions so that they can avoid overutilizing health services. Team Care clients are joined by a team assembled to assist them in accessing health care. The team consists of the client, the PCP, a pharmacy, the Department, the Department's quality improvement organization, and the Nurse First Advice Line. The team may also include a community-based care manager from the Department's Health Improvement Program.

**Third Party Liability (TPL)**

Any entity that is liable to pay all or part of the medical cost of care for a Medicaid, MHSP, or HMK client.

**Timely Filing**

Providers must submit clean claims (claims that can be processed without additional information or documentation from or action by the provider) to Medicaid within:

- 12 months from whichever is later:
  - The date of service.
  - The date retroactive eligibility or disability is determined.
- 6 months from the date on the Medicare explanation of benefits approving the service.
- 6 months from the date on an adjustment notice from a third party payer who has previously processed the claim for the same service, and the adjustment notice is dated after the periods described above.

**Usual and Customary**

The fee that the provider most frequently charges the general public for a service or item.

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