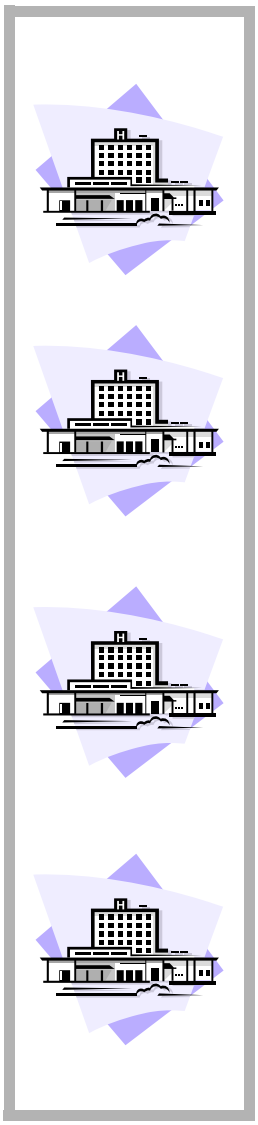

Hospital Outpatient Services

Medicaid and Other Medical Assistance Programs

December 2011

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My NPI:

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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.

Chemical Dependency Bureau

For coverage information and other details regarding chemical dependency treatment, write or call:

(406) 444-3964 Phone
(406) 444-4435 Fax

Chemical Dependency Bureau
Addictive and Mental Disorders Division
DPHHS
P.O. Box 202905
Helena, MT 59620-2905

Claims

Send paper claims to:

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

CLIA Certification

For questions regarding CLIA certification, call or write:

(406) 444-1451 Phone
(406) 444-3456 Fax

Quality Assurance Division
Certification Bureau
DPHHS
2401 Colonial Drive
P.O. Box 202953
Helena, MT 59620-2953

Client Eligibility

FaxBack
(800) 714-0075 (24 hours)
Automated 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)

Diabetic Education Services

The hospital's diabetic education protocol must be approved by:

Medicare Part A Program
P.O. Box 5017
Great Falls, MT 59403

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

ATTN: Montana EDI
ACS
P.O. Box 4936
Helena, MT 59604

Send e-mail inquiries to:
MTEDIHelpdesk@acs-inc.com

Hospital Program

(406) 444-7018 Phone
(406) 444-4441 Fax

Send written inquiries to:
Hospital Program Officer
Health Resources Division
DPHHS
P.O. Box 202951
Helena, MT 59620-2951

Lab and X-Ray

Public Health Lab assistance:
(800) 821-7284 In-state
(406) 444-3444 Out-of-state/Helena

Send written inquiries to:
DPHHS Public Health Lab
1400 Broadway
P.O. Box 6489
Helena, MT 59620

Claims for multiple x-rays of same type on same day, send to:
Lab & X-Ray Services
Health Services Division
DPHHS
P.O. Box 202951
Helena, MT 59620

Medicaid Client Help Line

Clients who have Medicaid or Passport questions may call the Montana Medicaid Client Help Line:
(800) 362-8312
Passport to Health
P.O. Box 254
Helena, MT 59624-0254

Nurse First

For questions regarding the Nurse Advice Line, contact:
(406) 444-9673 Phone
(406) 444-1861 Fax

Nurse First Program Officer
Health Resources Division
DPHHS
P.O. Box 202951
Helena, MT 59620-2951

Passport Program

(406) 444-4540 Phone
(406) 444-1861 Fax

Send inpatient stay documentation to:
Passport Program Officer
Health Resources Division
DPHHS
P.O. Box 202951
Helena, MT 59620-2951

Prior Authorization

The following are some of the Department's prior authorization contractors. Providers are expected to refer to their specific provider manual for prior authorization instructions.

Mountain-Pacific Quality Health

For questions regarding prior authorization for transplant services, private duty nursing services, out-of-state inpatient services, medical necessity therapy reviews, other services, and case management services

Phone:
(800) 262-1545 X5850 In/out-of-state
(406) 443-4020 X5850 Helena

Fax:
(800) 497-8235 In/out-of-state
(406) 443-4585 Out-of-state/Helena

Send written inquiries to:
Mountain-Pacific Quality Health
3404 Cooney Drive
Helena, MT 59602

For questions regarding prior authorization for alcohol and drug detoxification:
(406) 444-0061 Phone
(406) 444-4441 Fax

Magellan Medicaid Administration (dba First Health Services)

For questions regarding prior authorization and continued stay review for selected mental health services.
(800) 770-3084 Phone
(800) 639-8982 Fax
(800) 247-3844 Fax

Magellan Medicaid Administration
4300 Cox Road
Glen Allen, VA 23060

Provider Enrollment

For enrollment changes or questions:
(800) 624-3958 In/out-of-state
(406) 442-1837 Helena

Provider Enrollment Unit
P.O. Box 4936
Helena, MT 59604

Provider Policy Questions

For policy questions, contact the appropriate division of DPHHS; see the *Introduction* chapter in the *General Information for Providers* manual.

Provider Relations

For questions about eligibility, payments, denials, general claims questions, or Passport:
(800) 624-3958 In/out-of-state
(406) 442-1837 Helena
(406) 442-4402 Fax

Provider Relations Unit
P.O. Box 4936
Helena, MT 59604

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

Team Care Program

For questions regarding the Team Care Program:
(406) 444-9673 Phone
(406) 444-1861 Fax

Team Care Program Officer
Managed Care Bureau
DPHHS
P.O. Box 202951
Helena, MT 59620-2951

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

ACS Third Party Liability Unit
P.O. Box 5838
Helena, MT 59604

Key Websites

Web Address	Information Available
ACS EDI Gateway www.acs-gcro.com/	ACS EDI Gateway is Montana's HIPAA clearinghouse. From the *EDI Gateway Clients* tab, select the *Montana Department of Public Health and Human Services* link for information on: • Provider Services • EDI Support • Enrollment • Manuals • Software • Companion Guides • FAQs • Related Links
Centers for Disease Control and Prevention (CDC) www.cdc.gov/nip	• Immunization and other health information
Healthy Montana Kids (HMK) www.hmk.mt.gov/	• Information on the Healthy Montana Kids (HMK) Plan
Montana Access to Health (MATH) Web Portal https://mtaccesstohealth.acs-shc.com/mt/general/home.do **Provider Information Website** http://medicaidprovider.hhs.mt.gov/ (www.mtmedicaid.org)	• Medicaid news • Provider manuals • Notices and manual replacement pages • Fee schedules • Remittance advice notices • Forms • Provider enrollment • Passport and Team Care information • Frequently asked questions (FAQs) • Upcoming events • HIPAA update • Newsletters • Key contacts • Links to other websites and more
Public Assistance Toolkit https://dphhs.mt.gov/	**Select *Human Services* for the following information:** • Medicaid: Client information, eligibility information, and provider information. • Montana Access Card • Provider Resources Directory • Third Party Liability Carrier Directory
Secretary of State www.sos.mt.gov/ **ARM Rules Home Page** www.mtrules.org	• Administrative Rules of Montana (ARM)
Washington Publishing Company www.wpc-edi.com	• EDI Implementation Guides • HIPAA Implementation Guides and other tools • EDI education

Introduction

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 outpatient hospital services.

Each chapter has a section titled *Other Programs* that includes information about other Department programs such as the Mental Health Services Plan (MHSP) and Healthy Montana Kids (HMK). Other essential information for providers is contained in the separate *General Information for Providers* manual. Each provider is asked to review both the general manual and the specific manual for his or her provider type.

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. There is a list of *Key Contacts* at the beginning of each manual. We have also included a space on the back of the front cover to record your NPI for quick reference when calling Provider Relations.

Manual Maintenance

Manuals must be kept current. Changes to manuals are provided through notices and replacement pages. When replacing a page in a manual, file the old pages and notices in the back of the manual for use with claims that originated under the old policy. Remember to keep old policy pages when you add replacement pages to refer to for older claims.

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*).

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

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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 outpatient hospital program:

- Code of Federal Regulations (CFR)
  - 42 CFR 419 Prospective Payment System for Hospital Outpatient Department Services
- Montana Code Annotated (MCA)
  - MCA 50-5-101–50-5-1205 Hospitals and Related Facilities
- Administrative Rules of Montana (ARM)
  - ARM 37.86.2801, 37.86.3001–37.86.3109 Outpatient Hospital Services

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. Periodic retrospective reviews are performed 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 program officer, Provider Relations, or a prior authorization unit). 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*).

Covered Services

General Coverage Principles

Medicaid covers almost all outpatient hospital services when they are medically necessary. This chapter provides covered services information that applies specifically to outpatient hospital services. Health care services received by Medicaid clients must also meet the general requirements listed in the *Provider Requirements* chapter of the *General Information for Providers* manual.

Hospital outpatient services (ARM 37.86.3001)

Outpatient hospital services are provided to clients whose expected hospital stay is less than 24 hours. Outpatient services include preventive, diagnostic, therapeutic, rehabilitative, and palliative care provided by or under the direction of a physician, dentist, or other practitioner as permitted by Federal law. Hospitals must meet all of the following criteria:

- Be licensed or formally approved as a hospital by the officially designated authority in the state where the institution is located
- Meet the requirements for participation in Medicare as a hospital

Services for children (ARM 37.86.2201–2234)

The Early and Periodic Screening, Diagnosis and Treatment Program (EPSDT) 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 outpatient hospital services described in this manual. All applicable Passport to Health and prior authorization requirements apply.

Noncovered services (ARM 37.85.207 and 37.86.3003)

The following medical and nonmedical services, except as otherwise specified in program-specific rules as a waiver service or an EPSDT service, are explicitly excluded from the Montana Medicaid program, except for those services specifically available, as listed in ARM 37.40.1406 and ARM 37.90.402, and Title 37, Chapter 34, Subchapter 9, to persons eligible for home- and community-based services, and except for those Medicaid-covered services as listed in ARM 37.83.812 to qualified Medicare beneficiaries for whom the Montana Medicaid program pays the Medicare premiums, deductible, and coinsurance.

- Chiropractic services
- Acupuncture
- Naturopathic services

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- Dietician services (some services covered per ARM 37.86.3002(2)(e))
- Physical therapy aide services
- Surgical technician services (technicians who are not physicians or mid-level practitioners)
- Nutritional services
- Masseur/Masseuse services
- Dietary supplements
- Homemaker services
- Home telephone service, remodeling of home, plumbing service, car repair, and/or modification of automobile
- Delivery services not provided in a licensed health care facility or nationally accredited birthing center unless as an emergency service
- Treatment services for infertility, including sterilization reversals
- Bariatric services and surgery-related services (including bypass and revisions)
- Circumcisions not authorized by the Department as medically necessary
- Erectile dysfunction products, including but not limited to injections, devices, and oral medications used to treat impotence
- Sexual aids, including but not limited to devices, injections, and oral medications
- Medical services furnished to Medicaid-eligible clients who are absent from the state including a child residing in another state for whom Montana makes adoption assistance or foster care maintenance payments are covered as in each program-specific rule and subject to the applicable conditions of those rules.
- Experimental services, services that do not comply with national standards of medical practice, non-FDA approved drugs, biologicals, and devices and clinical trials are excluded from coverage. Experimental services or services which are generally regarded by the medical profession as unacceptable treatment are not medically necessary for purposes of the Montana Medicaid program.
- Services that are not medically necessary. The Department may review for medical necessity at any time before or after payment. The Medicaid client is financially responsible for these services and the Department recommends the client agree in writing before the services are provided. See *When to Bill a Medicaid Client* in the *Billing Procedures* chapter of this manual.
- Donor search expenses
- Autopsies
- Medicaid does not cover services that are not direct patient care such as the following:
  - Missed or canceled appointments
  - Mileage and travel expenses for providers

- Preparation of medical or insurance reports
- Service charges or delinquent payment fees
- Telephone services in home
- Remodeling of home
- Plumbing service
- Car repair and/or modification of automobile

Importance of fee schedules

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 the *Provider Requirements* chapter of the *General Information for Providers* manual and in this chapter. Use the current fee schedule in conjunction with the more detailed coding descriptions listed in the current CPT, CDT, and HCPCS Level II coding books. Take care to 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*).

Use the current fee schedule for your provider type to verify coverage for specific services.

Coverage of Specific Services (ARM 37.86.3002)

The following are coverage rules for specific hospital outpatient services.

Abortions (ARM 37.86.104)

Abortions are covered when one of the following conditions is met:

- The client's life would be endangered if the fetus is carried to term.
- The pregnancy is the result of rape or incest.
- The abortion is determined by the attending physician to be medically necessary, even if the client's life is not endangered if the fetus is carried to term.

A completed *Medicaid Recipient/Physician Abortion Certification* (MA-37) form must be submitted with every abortion claim or payment will be denied (see *Appendix A: Forms*). Complete only one part (I, II, or III) of this form; the part used must be clearly indicated on the form. This form is the only form Medicaid accepts for abortion services.

When using mifepristone (Mifeprex or RU 486) to terminate a pregnancy, it must be administered within 49 days from the beginning of the last menstrual period by or under the supervision of a physician who:

- Can assess the duration of a pregnancy.
- Can diagnose ectopic pregnancies.
- Can provide surgical intervention in cases of incomplete abortion or severe bleeding, or can provide such care through other qualified physicians.

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- Can assure access to medical facilities equipped to provide blood transfusion and resuscitation.
- Has read, understood and explained to the client the prescribing information for mifepristone.
- Can assess for any possible adverse events.

Air transports

Air transport providers must be registered with Medicaid as an ambulance provider. Claims for these services are billed on a CMS-1500 claim form. See the *Ambulance Services* manual available on the Provider Information website (see *Key Websites*).

Chemical dependency treatment

Medicaid covers chemical dependency treatment services. For coverage details, contact the Chemical Dependency Bureau (see *Key Contacts*).

Diabetic education

Medicaid covers diabetic education services for newly diagnosed and/or unstable diabetics (e.g., a long-term diabetic with current management problems). The diabetic education protocol must meet the following Medicare Part A requirements:

- The program must train and motivate the client to self-manage his/her diabetes through proper diet and exercise, blood glucose self monitoring, and insulin treatment.
- The plan of treatment must include goals for the client and how they will be achieved, and the program duration must be sufficient to meet these goals.
- The physician must refer only his/her clients to the program.
- The program must be provided under the physician's order by the provider's personnel and under medical staff supervision.
- The education plan must be designed specifically for the client to meet his/her individual needs. Structured education may be included in the plan, but not substituted for individual training.

Donor transplants

Medicaid covers successful donor-related testing and services and organ acquisition services, which are bundled into the Medicaid client's transplant hospitalization stay. Medicaid does not cover expenses associated with the donor search process.

Emergency department visits

Emergency medical services are those services required to screen, treat, and stabilize an emergency medical condition in an emergency room. Passport to Health provider authorization is not required for emergency room visits. Inpatient services for clients admitted through an emergency room (where the

emergency room is billed on the inpatient claim) are also exempt from Passport requirements. For emergency room visits, services will be exempt from cost share.

For prospective payment hospitals, the two lowest level emergency room visits (CPT procedure codes 99281 and 99282) will be reimbursed based on the lowest level clinic visit.

Outpatient Clinic Services

The Department will pay for services provided in an outpatient clinic, including clinics that meet the Medicare definition of a hospital-based provider (e.g., an outpatient clinic not on the hospital campus). Hospitals that wish to have outpatient clinics paid as hospital-based providers must send a copy of the Medicare letter granting provider-based status to the Department's hospital program officer at the address shown under *Key Contacts*.

Partial Hospitalization

The partial hospitalization program is an active treatment program that offers therapeutically intensive, coordinated, structured clinical services. These services are provided only to clients who are determined to have a serious emotional disturbance (SED) or a severe disabling mental illness (SDMI). Definitions for SED and SDMI are on the Provider Information website under *Definitions and Acronyms*. Partial hospitalization services are time-limited and provided within either an acute level program or a sub-acute level program. Partial hospitalization services include day, evening, night, and weekend treatment programs that employ an integrated, comprehensive, and complementary schedule of recognized treatment or therapeutic activities. These services require prior authorization (see the *Prior Authorization* chapter in this manual). For more information, see the mental health manual, which is available on the Provider Information website (see *Key Websites*).

Sterilization (ARM 37.86.104)

To avoid denials, forms must be completely filled out.

Elective Sterilization

Elective sterilizations are sterilizations done for the purpose of becoming sterile. Medicaid covers elective sterilization for men and women when all of the following requirements are met:

1. Client must complete and sign the *Informed Consent to Sterilization* (MA-38) form at least 30 days, but not more than 180 days, prior to the sterilization procedure. This form is the **only** form Medicaid accepts for elective sterilizations (see *Appendix A: Forms* for a sample form and instructions). If this form is not properly completed, payment will be denied.

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The 30-day waiting period may be waived for either of the following reasons:

- **Premature Delivery.** The *Informed Consent to Sterilization* must be completed and signed by the client at least 30 days prior to the estimated delivery date and at least 72 hours prior to the sterilization.
- **Emergency Abdominal Surgery.** The *Informed Consent to Sterilization* form must be completed and signed by the client at least 72 hours prior to the sterilization procedure.

2. Client must be at least 21 years of age when signing the form.
3. Client must not have been declared *mentally incompetent* (see *Definitions*) by a Federal, state or local court, unless the client has been declared competent to specifically consent to sterilization.
4. Client must not be confined under civil or criminal status in a correctional or rehabilitative facility, including a psychiatric hospital or other correctional facility for the treatment of the mentally ill.

Before performing a sterilization, the following requirements must be met:

- The client must have the opportunity to have questions regarding the sterilization procedure answered to his/her satisfaction.
- The client must be informed of his/her right to withdraw or withhold consent anytime before the sterilization without being subject to retribution or loss of benefits.
- The client must be made aware of available alternatives of birth control and family planning.
- The client must understand the sterilization procedure being considered is irreversible.
- The client must be made aware of the discomforts and risks which may accompany the sterilization procedure being considered.
- The client must be informed of the benefits and advantages of the sterilization procedure.
- The client must know that he/she must have at least 30 days to reconsider his/her decision to be sterilized.
- An interpreter must be present and sign for those clients who are blind, deaf, or do not understand the language to assure the person has been informed.

Informed consent for sterilization may not be obtained under the following circumstances:

- If the client is in labor or childbirth.
- If the client is seeking or obtaining an abortion.
- If the client is under the influence of alcohol or other substance which affects his/her awareness.

Medically Necessary Sterilization

When sterilization results from a procedure performed to address another medical problem, it is considered a medically necessary sterilization. These procedures include hysterectomies, oophorectomies, salpingectomies and orchiectomies. Every claim submitted to Medicaid for a medically necessary sterilization must be accompanied by one of the following:

- A completed *Medicaid Hysterectomy Acknowledgement* form (MA-39). See *Appendix A: Forms*. It is the provider's responsibility to obtain a copy of the form from the primary or attending physician. Complete only one section (A, B, or C) of this form. When no prior sterility (Section B) or life-threatening emergency (Section C) exists, the client (or representative, if any) and physician must sign and date Section A of this form prior to the procedure (see 42 CFR 441.250 for the Federal policy on hysterectomies and sterilizations). Also, for Section A, signatures dated after the surgery date require manual review of medical records by the Department. The Department must verify that the client (and representative, if any) was informed orally and in writing, prior to the surgery, that the procedure would render the client permanently incapable of reproducing. The client does not need to sign this form when Sections B or C are used. Refer to *Appendix A* for more detailed instructions on completing the form.
- For clients who have become retroactively eligible for Medicaid, the physician must certify in writing that the surgery was performed for medical reasons and must document one of the following:
  - The individual was informed prior to the hysterectomy that the operation would render the client permanently incapable of reproducing.
  - The reason for the hysterectomy was a life-threatening emergency.
  - The client was already sterile at the time of the hysterectomy and the reason for prior sterility.

When submitting claims for retroactively eligible clients, attach a copy of the FA-455 or FA-454 (eligibility determination letters) to the claim if the date of service is more than 12 months earlier than the date the claim is submitted.

Therapy services

Physical, occupational, and speech/language therapy services are limited to 40 hours each during a state fiscal year (July 1–June 30) for adults age 21 years and older. Children may qualify for more than 40 hours if medically necessary, and prior authorization is required (see the *Prior Authorization* chapter in this manual).

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Other Programs

This is how the information in this chapter applies to Department programs other than Medicaid.

Mental Health Services Plan (MHSP)

For youth MHSP clients, medication monitoring and lab are covered services. For adult MHSP clients, labs are covered. This limit does not apply to Medicaid-enrolled clients receiving mental health services. Providers will find more information on Medicaid mental health services and MHSP services in the mental health manual available on the Provider Information website (see *Key Websites*).

Healthy Montana Kids (HMK)

The information in this chapter **does not** apply to HMK clients. Hospital outpatient services for children with HMK coverage are covered by Blue Cross and Blue Shield of Montana (BCBSMT).

For more information, contact BCBSMT toll-free at (877) 543-7669 (follow the menu instructions) or toll-free at (855) 258-3489 (direct line). Additional information regarding HMK is available on the HMK website (see *Key Websites*).

Passport to Health Program

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

Passport to Health is the managed care organization for Montana Medicaid and Healthy Montana Kids (HMK) *Plus* clients. Our 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 they provide or coordinate the client's care and make 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 which encourages a strong doctor–patient relationship. An effective medical home is accessible, continuous, comprehensive, and 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 primary care provider or PCP.

Team Care (ARM 37.86.5303)

Team Care is designed to educate clients on how 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 authoriza-

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tion, and billing processes. However, while Passport clients can change providers without 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 on the Provider Information website (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 is available to all Montana Medicaid and HMK 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)

Montana has a new Health Improvement Program (HIP) for Medicaid and HMK*Plus* patients 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* patients eligible for the Passport program are enrolled and assigned to a health center for case management. ***Current Passport patients stay with their providers for primary care, but are eligible for case management through HIP.*** Nurses and health coaches certified in professional chronic care will conduct health assessments, work with the PCP to develop care plans, educate patients in self-management and prevention, provide pre- and post-hospital discharge planning, help with local resources, and remind patients about scheduling needed screening and medical visits.

Montana uses predictive modeling software to identify chronically ill patients. This software uses medical claims, pharmacy and demographic information to generate a risk score for each patient. Although the software will provide a great deal of information for interventions, it will not identify patients who

have not received a diagnosis or generated claims. PCPs may also identify and recommend Passport patients at high risk for chronic health conditions that would benefit from case management from HIP.

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) regardless of whether 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.

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Prior Authorization

What is Prior Authorization (ARM 37.85.205, 37.86.2801, and 37.86.5101–5306)

Prior authorization (PA) is the approval process required before certain services are paid by Medicaid. If a service requires PA, the requirement exists for all Medicaid clients. When PA is granted, the provider is issued a PA number, which must be on the claim.

Distinct authorization numbers are issued for Passport approval and prior authorization, and both must be recorded on the claim in the appropriate location.

PA is not a guarantee of payment. When seeking PA, keep in mind the following:

- The referring provider should initiate all authorization requests.
- When requesting PA for clients with partial eligibility, request PA from the first date of the client's hospital stay, not the first date the client was Medicaid-eligible.
- The following table (*PA Criteria for Specific Services*) lists services that require PA, who to contact, and specific documentation requirements. There may be other services that require PA. Check the PA Required column on all fee schedules.
- Have all required documentation included in the packet before submitting a request for PA (see the following *PA Criteria for Specific Services* table for documentation requirements).
- When PA is granted, providers will receive notification containing a PA number. This PA number must be included on the claim (Form Locator 63 on the UB-04 paper claim form).

PA must be obtained before any client receives services, even when the client has Medicare or any other third party liability and the service has a PA requirement. PA is required for:

- All psych inpatient services except if patient has Medicare
- All out-of-state inpatient services except if the patient has Medicare and the only reason for prior authorization is for out-of-state services
- Services that require prior authorization (Check fee schedules.)
- Interim claims for PPS

Prior authorization is not required in emergency room situations.

It is not the intent of the Montana Medicaid program to interfere or delay a transfer when a physician has determined a situation to be emergent. PA is not required in emergency situations. Emergency inpatient admissions must be authorized within two working days (Monday–Friday) of admission to an out-of-state hospital.

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Retrospective authorization may be granted only under the following circumstances:

- The Montana Medicaid client qualifies for retroactive eligibility for Montana Medicaid hospital benefits.
- The hospital is retroactively enrolled as a Montana Medicaid provider during the dates of service for which authorization is requested.
- The hospital can document that at the time of admission it did not know, or have any basis to assume that the client was a Montana Medicaid client.

For more information, see the *Prior Authorization* chapter in the *General Information for Providers* manual available on the Provider Information website.

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 the previous chapter do not apply. However, prior authorization may be required for certain services.

Refer to the mental health manual or the HMK provider resources website (see *Key Websites*) for additional information. Contact BCBSMT toll-free at (877) 543-7669 (follow the menu instructions) or toll-free at (855) 258-3489 (direct line).

PA Criteria for Specific Services

Service	PA Contact	Document Requirements

• **All transplant services**
• **Out-of-state and Center of Excellence hospital inpatient services**
• **All rehab services**
• **Therapy services over limit for children**
	Mountain-Pacific Quality Health
	3404 Cooney Drive
	Helena, MT 59602
	
	Phone:
	(406) 443-4020 X5850 Helena
	(800) 262-1545 X5850 In/out-of-state
	Fax:
	(406) 443-4585 Helena
	(800) 497-8235 In/out-of-state
		• Required information includes:
		  • Client's name
		  • Client's Medicaid ID number
		  • State and hospital where client is going
		  • Documentation that supports medical necessity. This varies based on circumstances. Mountain-Pacific Quality Health will instruct providers on required documentation on a case-by-case basis.

• **Transportation (scheduled ambulance transport, commercial and specialized non-emergency transportation)**
 	
(For emergency ambulance transport services, providers have 60 days following the service to obtain authorization. See the *Ambulance* manual.)
	Mountain-Pacific Quality Health
	Medicaid Transportation
	P.O. Box 6488
	Helena, MT 59604
	
	Phone:
	(800) 292-7114
	Fax:
	(800) 291-7791
	E-Mail:
	ambulance@mpqhf.org
		• Ambulance providers may call, leave a message, fax, or e-mail requests.
		• Required information includes:
		  • Name of transportation provider
		  • Provider's NPI and taxonomy
		  • Client's name
		  • Client's Medicaid ID number
		  • Point of origin to the point of destination
		  • Date and time of transport
		  • Reason for transport
		  • Level of services to be provided during transport (e.g., BLS, ALS, mileage, oxygen)
		• Providers must submit the trip report and copy of the charges for review after transport.
		• For commercial or private vehicle transportation, clients call and leave a message, or fax travel requests prior to traveling.

• **Contact lenses (dispensing and fitting of)**	Provider Relations
	P.O. Box 4936
	Helena, MT 59604
	
	Phone:
	(800) 624-3958 In/out-of state
	(406) 442-1837
		• PA required for contact lenses and dispensing fees.
		• Diagnosis must be one of the following:
		  • Keratoconus
		  • Aphakia
		  • Visual acuity (must document correction with glasses and contact lenses)
		  • Anisometropia of 2 diopters or more

• **Eye prosthesis** • **New technology codes (Category III CPT codes)** • **Other reviews referred by Medicaid program staff**	Mountain-Pacific Quality Health 3404 Cooney Drive Helena, MT 59602 **Phone:** (406) 443-4020 X5850 Helena (800) 262-1545 X5850 In/out-of-state **Fax:** (406) 443-4585 Helena (800) 497-8235 In/out-of-state	• Documentation that supports medical necessity • Documentation regarding the client's ability to comply with any required after care • Letters of justification from referring physician • Documentation should be provided at least two weeks prior to the procedure date.

PA Criteria for Specific Services (Continued)

Service	PA Contact	Document Requirements
• **Circumcision**	Mountain-Pacific Quality Health 3404 Cooney Drive Helena, MT 59602 **Phone:** (406) 443-4020 X5850 Helena (800) 262-1545 X5850 In/out-of-state **Fax:** (406) 443-4585 Helena (800) 497-8235 In/out-of-state	• Circumcision requests are reviewed on a case-by-case basis based on medical necessity when one of the following occurs: • Client has scarring of the opening of the foreskin making it non-retractable (pathological phimosis). This is unusual before 5 years of age. Phimosis must be treated with non-surgical methods (i.e., topical steroids) before circumcision is indicated. • Documented recurrent, troublesome episodes of infection beneath the foreskin (balanoposthitis) that does not respond to other noninvasive treatments and/or sufficient hygiene • Urinary obstruction • Urinary tract infections
• **Maxilliofacial/cranial surgery**	Mountain-Pacific Quality Health 3404 Cooney Drive Helena, MT 59602 **Phone:** (406) 443-4020 X5850 Helena (800) 262-1545 X5850 In/out-of-state **Fax:** (406) 443-4585 Helena (800) 497-8235 In/out-of-state	• Surgical services are only covered when done to restore physical function or to correct physical problems resulting from: • Motor vehicle accidents • Accidental falls • Sports injuries • Congenital birth defects • Documentation requirements include a letter from the attending physician documenting: • Client's condition • Proposed treatment • Reason treatment is medically necessary • Medicaid does not cover these services for the following: • Improvement of appearance or self-esteem (cosmetic) • Dental implants • Orthodontics
• **Blepharoplasty**	Mountain-Pacific Quality Health 3404 Cooney Drive Helena, MT 59602 **Phone:** (406) 443-4020 X5850 Helena (800) 262-1545 X5850 In/out-of-state **Fax:** (406) 443-4585 Helena (800) 497-8235 In/out-of-state	• Reconstructive blepharoplasty may be covered for the following: • Correct visual impairment caused by drooping of the eyelids (ptosis) • Repair defects caused by trauma-ablative surgery (ectropion/entropion corneal exposure) • Treat periorbital sequelae of thyroid disease and nerve palsy • Relieve painful symptoms of blepharospasm (uncontrollable blinking). • Documentation must include the following: • Surgeon must document indications for surgery • When visual impairment is involved, a reliable source for visual-field charting is recommended • Complete eye evaluation • Pre-operative photographs • Medicaid does not cover cosmetic blepharoplasty

PA Criteria for Specific Services (Continued)

Service	PA Contact	Document Requirements

• **Botox myobloc**	Mountain-Pacific Quality Health
	3404 Cooney Drive
	Helena, MT 59602
	
	Phone:
	(406) 443-4020 X5850 Helena
	(800) 262-1545 X5850 In/out-of-state
	Fax:
	(406) 443-4585 Helena
	(800) 497-8235 In/out-of-state
		• For more details on botox criteria, coverage, and limitations, visit the Provider Information website (see *Key Websites*)
		• Botox is covered for treating the following:
		  • Laryngeal spasm
		  • Blepharospasm
		  • Hemifacial spasm of the nerve
		  • Torticollis, unspecified
		  • Torsion dystonia
		  • Fragments of dystonia
		  • Hereditary spastic paraplegia
		  • Multiple scelerosis
		  • Spastic hemiplegia
		  • Infantile cerebral palsy
		  • Other specified infantile cerebral palsy
		  • Achalasia and cardiospasm
		  • Spasm of muscle
		  • Hyperhidrosis
		  • Strabismus and other disorders of binocular eye movements
		  • Other demyelinating disease of the central nervous system
		• Documentation requirements include a letter from the attending physician supporting medical necessity including:
		  • Client's condition (diagnosis)
		  • A statement that traditional methods of treatments have been tried and proven unsuccessful
		  • Proposed treatment (dosage and frequency of injections)
		  • Support the clinical evidence of the injections
		  • Specify the sites injected
		• Myobloc is reviewed on a case-by-case basis

• **Excising excessive skin and subcutaneous tissue**	Mountain-Pacific Quality Health
	3404 Cooney Drive
	Helena, MT 59602
	
	Phone:
	(406) 443-4020 X5850 Helena
	(800) 262-1545 X5850 In/out-of-state
	Fax:
	(406) 443-4585 Helena
	(800) 497-8235 In/out-of-state
		• Required documentation includes the following:
		  • The referring physician and surgeon must document the justification for the resection of skin and fat redundancy following massive weight loss.
		  • The duration of symptoms of at least 6 months and the lack of success of other therapeutic measures
		  • Pre-operative photographs
		• This procedure is contraindicated for, but not limited to, individuals with the following conditions:
		  • Severe cardiovascular disease
		  • Severe coagulation disorders
		  • Pregnancy
		• Medicaid does not cover cosmetic surgery to reshape the normal structure of the body or to enhance a client's appearance.

PA Criteria for Specific Services (Continued)

Service	PA Contact	Document Requirements

• **Rhinoplasty septorhinoplasty**	Mountain-Pacific Quality Health
	3404 Cooney Drive
	Helena, MT 59602
	
	Phone:
	(406) 443-4020 X5850 Helena
	(800) 262-1545 X5850 In/out-of-state
	Fax:
	(406) 443-4585 Helena
	(800) 497-8235 In/out-of-state
		• The following do not require PA:
		  • Septoplasty to repair deviated septum and reduce nasal obstruction
		  • Surgical repair of vestibular stenosis to repair collapsed internal valves to treat nasal airway obstruction
		• Medicaid covers rhinoplasty in the following circumstances:
		  • To repair nasal deformity caused by a cleft lip/cleft palate deformity for clients 18 years of age and younger
		  • Following a trauma (e.g., a crushing injury) which displaced nasal structures and causes nasal airway obstruction.
		• Documentation requirements include a letter from the attending physician documenting:
		  • Client's condition
		  • Proposed treatment
		  • Reason treatment is medically necessary
		• Not covered
		  • Cosmetic rhinoplasty done alone or in combination with a septoplasty
		  • Septoplasty to treat snoring

• **Temporomandibular joint (TMJ) arthroscopy/surgery**	Mountain-Pacific Quality Health
	3404 Cooney Drive
	Helena, MT 59602
	
	Phone:
	(406) 443-4020 X5850 Helena
	(800) 262-1545 X5850 In/out-of-state
	Fax:
	(406) 443-4585 Helena
	(800) 497-8235 In /out-of-state
		• Non-surgical treatment for TMJ disorders must be utilized **first** to restore comfort and improve jaw function to an acceptable level. Non-surgical treatment may include the following in any combination depending on the case:
		  • Fabrication and insertion of an intra-oral orthotic
		  • Physical therapy treatments
		  • Adjunctive medication
		  • Stress management
		• Surgical treatment may be considered when both of the following apply:
		  • Other conservative treatments have failed (must be documented), and chronic jaw pain and dysfunction have become disabling. Conservative treatments must be utilized for 6 months before consideration of surgery.
		  • There are specific, severe structural problems in the jaw joint. These include problems that are caused by birth defects, certain forms of internal derangement caused by misshapen discs or degenerative joint disease. For surgical consideration, arthrogram results must be submitted for review.
		• Not covered:
		  • Botox injections for the treatment of TMJ are considered experimental.
		  • Orthodontics to alter the bite
		  • Crown and bridge work to balance the bite
		  • Bite (occlusal) adjustments

PA Criteria for Specific Services (Continued)

Service	PA Contact	Document Requirements
• **Partial hospitalization and crisis**	Magellan Medicaid Administration (dba First Health Services) 4300 Cox Road Glen Allen, VA 23060 **Phone:** (800) 770-3084 **Fax:** (800) 639-8982 (800) 247-3844	• A certificate of need must be completed, signed, and dated no more than 30 days prior to the date of admission. • The certificate must be completed by a team of health care professionals that have competence in the diagnosis and treatment of mental illness and the patient's psychiatric condition.

• **Positron emission tomography (PET) scans**	Mountain-Pacific Quality Health
	3404 Cooney Drive
	Helena, MT 59602
	
	Phone:
	(406) 443-4020 X5850 Helena
	(800) 262-1545 X5850 In/out-of-state
	Fax:
	(406) 443-4585 Helena
	(800) 497-8235 In/out-of-state
		• PET scans are covered for the following clinical conditions: (For more details on each condition and required documentation, contact MPQH.)
		  • Solitary pulmonary nodules (SPNs) – characterization
		  • Lung cancer (non small cell) – Diagnosis, staging, restaging
		  • Esophageal cancer – Diagnosis, staging, restaging
		  • Colorectal cancer – Diagnosis, staging, restaging
		  • Lymphoma – Diagnosis, staging, restaging
		  • Melanoma – Diagnosis, staging, restaging. Not covered for evaluating regional nodes
		  • Breast cancer – As an adjunct to standard imaging modalities for staging clients with distant metastasis or restaging clients with locoregional recurrence or metastasis; as an adjunct to standard imaging modalities for monitoring tumor response to treatment for women with locally and metastatic breast cancer when a change in therapy is anticipated.
		  • Head and neck cancers (excluding central nervous system and thyroid) – Diagnosis, staging, restaging
		  • Myocardial viability – Primary or initial diagnosis, or following an inconclusive SPECT prior to revascularization. SPECT may not be used following an inconclusive PET scan.
		  • Refractory seizures – Covered for pre-surgical evaluation only.
		  • Perfusion of the heart using Rubidium 82 tracer (not DFG-PET) – Covered for noninvasive imaging of the perfusion of the heart.

PA Criteria for Specific Services (Continued)

Service	PA Contact	Document Requirements

• **Reduction mammoplasty**	Mountain-Pacific Quality Health
	3404 Cooney Drive
	Helena, MT 59602
	
	Phone:
	(406) 443-4020 X5850 Helena
	(800) 262-1545 X5850 In/out-of-state
	Fax:
	(406) 443-4585 Helena
	(800) 497-8235 In/out-of-state
		• Both the referring physician and the surgeon must submit documentation.
		• Back pain must have been documented and present for at least 6 months, and causes other than breast weight must have been excluded.
		Indications for female client
		• Contraindicated for pregnant women and lactating mothers. A client must wait 6 months after the cessation of breast feeding before requesting this procedure.
		• Female client 16 years or older with a body weight less than 1.2 times the ideal weight.
		• There must be severe, documented secondary effects of large breasts, unresponsive to standard medical therapy administered over at least a 6-month period. This must include at least two of the following:
		  • Upper back, neck, shoulder pain that has been unresponsive to at least 6 months of documented and supervised physical therapy and strengthening exercises
		  • Paresthesia radiating into the arms. If parathesia is present, a nerve conduction study must be submitted.
		  • Chronic intertrigo (a superficial dermatitis) unresponsive to conservative measures such as absorbent material or topical antibiotic therapy. Document extent and duration of dermatological conditions requiring antimicrobial therapy.
		  • Significant shoulder grooving unresponsive to conservative management with proper use of appropriate foundation garments which spread the tension of the support and lift function evenly over the shoulder, neck and upper back.
		Documentation in the client's record must indicate and support
		• History of the client's symptoms related to large, pendulous breasts.
		• The duration of the symptoms of at least 6 months and the lack of success of other therapeutic measures (e.g., documented weight loss programs with 6 months of food and calorie intake diary, medications for back/neck pain).
		• Guidelines for the anticipated weight of breast tissue removed from each breast related to the client's height (which must be documented):
		Height — Weight of tissue per breast
		Less than 5 feet — 250 grams
		5 feet to 5 feet, 2 inches — 350 grams
		5 feet, 2 inches to 5 feet, 4 inches — 450 grams
		Greater than 5 feet, 4 inches — 500 grams
		• Preoperative photographs of the pectoral girdle showing changes related to maromastia.
		• Medication use history. Breast enlargements may be caused by various medications (e.g., sironolactone, cimetidine) or illicit drug abuse (e.g., marijuana, heroin, steroids). Although rare in women, drug effects should be considered as causes of breast enlargement prior to surgical treatment since the problem may recur after the surgery if the drugs are continued. Increased prolactin levels can cause breast enlargement (rare). Liver disease, adrenal or pituitary tumors may also cause breast enlargement and should also be considered prior to surgery.
		Indications for male client:
		• If the condition persists, a client may be considered a good candidate for surgery. Clients who are alcoholic, illicit drug abusers (e.g., steroids, heroin, marijuana) or overweight are not good candidates for the reduction procedure until they attempt to correct their medical problem first.
		• Documentation required: length of time gynecomastia has been present, height, weight, and age of the client, preoperative photographs

PA Criteria for Specific Services (Continued)

Service	PA Contact	Document Requirements
• **Dental and orthodontic services**	Claim Processing Unit P.O. Box 8000 Helena, MT 59604 **Phone:** (800) 624-3958 In/out-of-state (406) 442-1837 Helena	• PA is required for all orthodontic services. • In certain circumstances, some limits may be exceeded if PA is granted. • Send paper claims to address listed.
• **Durable medical equipment**	Mountain-Pacific Quality Health 3404 Cooney Drive Helena, MT 59602 **Phone:** (406) 443-4020 X5850 Helena (877) 443-4021 X5850 In/out-of-state **Fax:** (406) 443-4585 Helena (877) 443-2580 In/out-of-state	• Complete the prior authorization form in the DME provider manual and send to the address listed.

Coordination of Benefits

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 must bill other carriers before billing Medicaid, but there are some exceptions (see *Exceptions to Billing Third Party First* later in this chapter). Medicare coverage is processed differently than other sources of coverage.

Identifying Other Sources of Coverage

The client's Medicaid eligibility verification may identify other payers such as Medicare or other third party payers (see *Client Eligibility and Responsibilities* in the *General Information for Providers* manual). If a client has Medicare, the Medicare ID number is provided. If a client has other coverage (excluding Medicare), it will be shown under the "TPL" section. 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 must 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 claims involving other payers. The other sources of coverage are referred to as "third party liability" (TPL), but Medicare is not.

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For details on how Medicaid calculates payment for Medicare claims, see the *How Payment Is Calculated* chapter in this manual.

Medicare Part A claims

Medicare Part A covers inpatient hospital care, skilled nursing care and other services. Providers must submit the claim first to Medicare.

Medicare Part B crossover claims

Medicare Part B covers outpatient hospital care, physician care and other services. Although outpatient hospital care is covered under Part B, it is processed by Medicare Part A.

When Medicare pays or denies a service

When outpatient hospital claims for clients with Medicare and Medicaid:

Medicare Part A crossover claims do not automatically cross over from Medicare.

- Are paid, submit the claim to Medicaid on a UB-04 form with the Medicare coinsurance and deductible information in "Value Codes" FL 39–41 and Medicare paid amounts in the "Prior Payments" form locator (FL 54). See the *Billing Procedures* and *Submitting a Claim* chapters in this manual.
- Are allowed, and the allowed amount went toward the client's deductible, include the deductible information in "Value Codes" FL 39–41 and submit the claim to Medicaid on paper.
- Are denied, the provider submits a paper claim to Medicaid with the Medicare EOMB and the explanation of denial codes attached. If Medicare denies a claim because the service was not medically necessary, Medicaid will also deny the claim.

When billing Medicaid for a client with coverage from multiple sources, see the *Billing Procedures* chapter in this manual.

Submitting Medicare claims to Medicaid

When submitting a paper claim to Medicaid, use Medicaid billing instructions and codes. Medicare's instructions, codes, and modifiers may not be the same as Medicaid's. The claim must include the Medicaid provider number and Medicaid client ID number. The Medicare EOMB and explanation of denial codes are required only if the claim was denied.

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 equal to what Medicaid paid (when the services were billed to Medicaid) must be turned over to the Department. Amounts in excess of what Medicaid paid must be returned to the provider. The following words printed on the client's statement will fulfill this requirement: "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 Service (IHS) or the Montana Crime Victim Compensation Fund, providers must bill Medicaid before IHS or Crime Victim. These are not considered third party liability.
- When a client has Medicaid eligibility and Mental Health Services Plan (MHSP) eligibility for the same month, Medicaid must be billed before MHSP.
- 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 form.** Instead, send the claim and notification to Third Party Liability (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 must be sent directly to Third Party Liability (see *Key Contacts*).

- If another insurance has been billed, and 90 days have passed with no response, attach a note to the claim 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.
- 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 directly to Medicaid in order to avoid missing the timely filing deadline.
- 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:
  1. The third party carrier has been billed, and 30 days or more have passed since the date of service.
  2. 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.

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 in the “prior payments” form locator of the claim when submitting to Medicaid for processing.
- Allows the claim, and the allowed amount went toward client’s deductible, include the insurance Reason and Remarks (formerly EOB) when billing Medicaid. With HIPAA implementation, these claims may be submitted on paper or electronically with the paper attachment mailed in separately.

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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.

A paper attachment cover sheet is available on the Provider Information website (see *Key Websites*).

- Denies the claim, include a copy of the denial (including the denial reason codes) with the claim form, and submit to Medicaid on paper.

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:

- Attach to the paper claim 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*).

Other Programs

For details on how Medicaid calculates payment for TPL claims, see the *How Payment Is Calculated* chapter in this manual.

The information in this chapter applies to outpatient hospital services for clients who are enrolled in the Mental Health Services Plan (MHSP).

The information in this chapter **does not** apply to clients enrolled in Healthy Montana Kids (HMK). The HMK medical manual is available through Blue Cross and Blue Shield of Montana (BCBSMT).

For more information, call BCBSMT toll-free at (877) 543-7669 (follow the menu instructions) or toll-free at (855) 258-3489 (direct line). Additional information regarding HMK is available on the HMK website (see *Key Websites*).

Billing Procedures

Claim Forms

Services provided by the health care professionals covered in this manual must be billed either electronically or on a UB-04 claim form. UB-04 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 the latest of:

- Twelve months from whichever is later:
  - the date of service
  - the date retroactive eligibility or disability is determined
- For claims involving Medicare or TPL, if the 12-month time limit has passed, providers must submit clean claims to Medicaid within:
  - ***Medicare crossover claims:*** Six months from the date on the Medicare explanation of benefits (if the Medicare claim was timely filed and the client was eligible for Medicare at the time the Medicare claim was filed).
  - ***Claims involving other third party payers (excluding Medicare):*** Six 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. 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 45 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.

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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.
- For a covered service provided to a Medicaid-enrolled client who was accepted as a Medicaid client by the provider, even if the claim was denied.
- 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, such as in a public health clinic. Medicaid may not be billed for those services.

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

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)

	• Client Is Medicaid Enrolled • Provider Accepts Client as a Medicaid Client	• Client Is Medicaid Enrolled • Provider Does Not Accept Client as a Medicaid Client	• Client Is Not Medicaid Enrolled
Service is covered by Medicaid	Provider can bill client only for cost sharing	Provider can bill Medicaid client if the client has signed a routine agreement	Provider can bill client
Service is not covered by Medicaid	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

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 that he or she must pay for the services received.

Custom Agreement: This agreement lists the service and date the client is receiving the service 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 and 37.85.402)

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. There is no cost sharing cap. Do not show cost sharing as a credit on the claim; it is automatically deducted during claims processing and is shown on the remittance advice. Cost sharing for outpatient hospital services is $5.00 per visit.

Client cost sharing for hospital outpatient services is $5.00 per visit.

Do not show cost sharing as a credit on the claim; it is automatically deducted.

The following clients are exempt from cost sharing:

- Clients under 21 years of age (i.e., EPSDT services)
- Pregnant women (until end of postpartum, which begins on the last day of pregnancy and ends at the end of the month in which 60 days have passed)
- Inpatients in a hospital, skilled nursing facility, intermediate care facility or other medical institution if the individual is required to spend all but their personal needs allowance on the cost of care.
- Medicaid clients who also have Medicare or another insurance are exempt from cost sharing if the service is allowed by Medicare or paid by the other insurance, and Medicaid is the secondary payer.

Cost sharing may not be charged for the following services:

- Emergencies (see the *Covered Services* chapter in this manual)
- Family planning
- Hospice
- Independent lab and x-ray services
- Personal assistance services
- Home dialysis attendant services
- Home- and community-based waiver services
- Non-emergency medical transportation services
- Eyeglasses purchased by the Medicaid program under a volume purchasing arrangement
- EPSDT services

A provider cannot deny services to a Medicaid client because the client cannot pay cost sharing fees at the time services are rendered. However, the client's inability to pay cost sharing fees when services are rendered does not lessen the client's obligation. If a provider has a policy on collecting delinquent payment from non-Medicaid clients, that same policy may be used for Medicaid clients.

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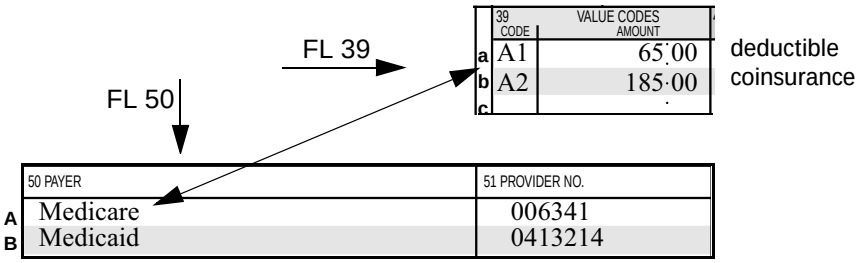
Billing for Clients with Other Insurance

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, Passport,* and/or *Prior Authorization* chapters in this manual.

When completing a claim for clients with Medicare and Medicaid, Medicare coinsurance and deductible amounts listed in FL 39 must correspond with the payer listed in FL 50. For example, if the client has Medicare and Medicaid, any Medicare deductible and coinsurance amounts must be listed in FL 39 preceded by an A1, A2, etc. Because these amounts are for Medicare, Medicare must be listed in FL 50A (see the *Submitting a Claim* chapter in this manual).



Billing for Retroactively Eligible Clients

When a client becomes retroactively eligible for Medicaid, the hospital provider may:

- Accept the client as a Medicaid client from the current date.
- Accept the client as a Medicaid client from the date retroactive eligibility was effective.
- Require the client to continue as a private-pay client.

When the provider accepts the client's retroactive eligibility, 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 or FA-454 (eligibility determination letters) to the claim if the date of service is more than 12 months earlier than the date the claim is submitted. Providers may need to contact the client's local office of public assistance (see the *General Information for Providers* manual, *Appendix B: Local Offices of Public Assistance*).

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.

Coding

Always refer to the long descriptions in coding books.

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, CDT, 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 specific codes rather than unlisted codes. For example, do not use Code 53899 unlisted procedure of the urinary system when a more-specific code is available.
- Bill for the appropriate level of service provided. Evaluation and management services have 3 to 5 levels. See your CPT manual for instructions on determining appropriate levels of service.
- CPT codes that are billed based on the amount of time spent with the client must be billed with the code that is closest to but not over the time spent. For example, a provider spends 60 minutes with the client. The code choices are 45 to 50 minutes or 76 to 80 minutes. The provider must bill the code for 45 to 50 minutes.
- Revenue Codes 25X and 27X do not require CPT or HCPCS codes; however, providers are advised to place appropriate CPT or HCPCS Level II codes on each line. Providers are paid based on the presence of line item CPT and HCPCS codes. If these codes are omitted, the hospital may be underpaid.
- Take care to use the correct “units” measurement. In general, Medicaid follows the definitions in the CPT and HCPCS Level II billing manuals. Unless otherwise specified, one unit equals one visit or one procedure. For specific codes, however, one unit may be “each 15 minutes.” Always check the long text of the code description published in the CPT or HCPCS Level II coding books. For example, if a physical therapist spends 45 minutes working with a client (Code 97110), and the procedure bills for “each 15 minutes,” it would be billed this way:

42 REV. CD.	43 DESCRIPTION	44 HCPCS / RATES	45 SERV. DATE	46 SERV. UNITS	47 TOTAL CHARGES
420	Physical Therapy	97110	05/16/03	3	150.00

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Coding Resources **Please note that the Department does not endorse the products of any particular publisher.**		
Resource	**Description**	**Contact**
CCI Policy and Edits Manual	• 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.	National Technical Information Service (800) 363-2068 (703) 605-6060 www.ntis.gov/products/cci.aspx
CPT	• CPT codes and definitions • Updated each January	American Medical Association (800) 621-8335 www.amapress.com
CPT Assistant	• A newsletter on CPT coding issues	American Medical Association (800) 621-8335 www.amapress.com
CDT	• The CDT is the official coding used by dentists.	American Dental Association (312) 440-2500 www.ada.org/3027.aspx
HCPCS Level II	• HCPCS Level II codes and definitions • Updated each January and throughout the year	Available through various publishers and bookstores or from CMS at www.cms.gov
ICD	• ICD diagnosis and procedure codes definitions • Updated each October	Available through various publishers and bookstores
Miscellaneous Resources	• Various newsletters and other coding resources.	Medicode (Ingenix) www.shopingenix.com
UB-04 National Uniform Billing Expert	• Montana UB-04 billing instructions	Available through various publishers

Number of Lines on Claim

Providers are requested to put no more than 40 lines on a UB-04 claim. Although additional lines may be billed on the same claim, the Department claims processing system is most efficient for outpatient claims with 40 lines or fewer.

Multiple Services on Same Date

Outpatient hospital providers must submit a single claim for all services provided to the same client on the same day. If services are repeated on the same day, use appropriate modifiers. The only exception to this is if the client has multiple emergency room visits on the same date. Two or more emergency room visits on the same day must be billed on separate claims with the correct admission hour on each claim.

Span Bills

Outpatient hospital providers may include services for more than one day on a single claim, so long as the service is paid by fee schedule (e.g., partial hospitalization, therapies) and the date is shown on the line. However, the Outpatient Code Editor (OCE) will not price APC procedures when more than one date of service appears at the line level, so we recommend billing for only one date at a time when APC services are involved.

Reporting Service Dates

- All line items must have a valid date of service in form locator (FL) 45.
- The following revenue codes require a separate line for each date of service and a valid CPT or HCPCS Level II code:

Revenue Codes That Require a Separate Line for Each Date of Service and a Valid CPT or HCPCS Code

26X	IV Therapy	51X	Clinic
28X	Oncology	52X	Free-Standing Clinic
30X	Laboratory	61X	Magnetic Resonance Imaging (MRI)
31X	Laboratory Pathological	63X	Drugs Requiring Specific Identification
32X	Radiology – Diagnostic	70X	Cast Room
33X	Radiology – Therapeutic	72X	Labor Room/Delivery
34X	Nuclear Medicine	73X	Electrocardiogram (EKG/ECG)
35X	Computed Tomographic (CT) Scan	74X	Electroencephalogram (EEG)
36X	Operating Room Services	75X	Gastro-Intestinal Services
38X	Blood	76X	Treatment or Observation Room
39X	Blood Storage and Processing	77X	Preventive Care Services
40X	Other Imaging Services	79X	Lithotripsy
41X	Respiratory Services	82X	Hemodialysis – Outpatient or Home
42X	Physical Therapy	83X	Peritoneal Dialysis – Outpatient or Home
43X	Occupational Therapy	84X	Continuous Ambulatory Peritoneal Dialysis (CAPD0 – Outpatient
44X	Speech-Language Pathology	85X	Continuous Cycling Peritoneal Dialysis (CCPD) – Outpatient
45X	Emergency Department	88X	Miscellaneous Dialysis
46X	Pulmonary Function	90X	Psychiatric/Psychological Treatments
47X	Audiology	91X	Psychiatric/Psychological Services
48X	Cardiology	92X	Other Diagnostic Services
49X	Ambulatory Surgical Care	94X	Other Therapeutic Services

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Using Modifiers

- Review the guidelines for using modifiers in the most current CPT book, HCPCS Level II book, and other helpful resources (e.g., CPT Assistant, APC Answer Letter and others).
- 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.
- Medicaid accepts most of the same modifiers as Medicare, but not all.
- The Medicaid claims processing system recognizes only one modifier. The modifier must be added to the CPT/HCPCS code without a space or hyphen in FL 44. For example, Code 25680 (treatment of wrist fracture) when done bilaterally is reported as Code 2568050.
- Since the Medicaid claims processing system can read only one modifier per line, it is important to report the most important modifier first. In this case, the most important modifiers for Medicaid are those that affect pricing. Discontinued or reduced service modifiers must be listed before other pricing modifiers. For a list of modifiers that change pricing, see the *How Payment Is Calculated* chapter in this manual.

Hospitals should put the most important modifiers in the first position.

Billing Tips for Specific Services

Prior authorization is required for some outpatient hospital services. Passport and prior authorization are different, and some services may require both (see the *Passport* and the *Prior Authorization* chapters in this manual). Different numbers are issued for each type of approval and must be included on the claim form (see the *Submitting a Claim* chapter in this manual).

Abortions

A completed *Medicaid Recipient/Physician Abortion Certification* (MA-37) form must be attached to every abortion claim or payment will be denied (see *Appendix A: Forms*). Complete only one part (I, II, or III) of this form; the part used must be clearly indicated on the form. This is the only form Medicaid accepts for abortions.

Drugs and biologicals

While most drugs are bundled, there are some items that have a fixed payment amount and some that are designated as transitional pass-through items (see *Pass-through* in the *How Payment Is Calculated* chapter of this manual). Bundled drugs and biologicals have their costs included as part of the service with which they are billed. The following drugs may generate additional payment:

- Vaccines, antigens, and immunizations
- Chemotherapeutic agents and the supported and adjunctive drugs used with them
- Immunosuppressive drugs

- Orphan drugs
- Radiopharmaceuticals
- Certain other drugs, such as those provided in an emergency department for heart attacks

Lab services

If all tests that make up an organ or disease organ panel are performed, the panel code should be billed instead of the individual tests.

Some panel codes are made up of the same test or tests performed multiple times. When billing one unit of these panels, bill one line with the panel code and one unit. When billing multiple units of a panel (the same test is performed more than once on the same day) bill the panel code with units corresponding to the number of times the panel was performed.

Outpatient Clinic Services

When Medicaid pays a hospital for outpatient clinic or provider based clinic services, the separate CMS-1500 claim for the physician's services must show the hospital as the place of service (i.e., POS 22 for hospital outpatient). For imaging and other services that have both technical and professional components, physicians providing services in hospitals must bill only for the professional component if the hospital is going to bill Medicaid for the technical component. Refer to the *Physician-Related Services* manual, *Billing Procedures* chapter for more information. Manuals are on the Provider Information website (see *Key Websites*).

Partial Hospitalization

Partial hospitalization services must be billed with the national code for partial hospitalization, the appropriate modifier, and the prior authorization code.

Current Payment Rates for Partial Hospitalization

Code	Modifier	Service Level
H0035	—	Partial hospitalization, sub-acute, half day
H0035	U6	Partial hospitalization, sub-acute, full day
H0035	U7	Partial hospitalization, acute, half day
H0035	U8	Partial hospitalization, acute, full day

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Sterilization

- For elective sterilizations, a completed *Informed Consent to Sterilization* (MA-38) form must be attached to the claim for each provider involved or payment will be denied. This form must be legible, complete, and accurate, and revisions are not accepted. It is the provider's responsibility to obtain a copy of the form from the primary or attending physician.
- For medically necessary sterilizations, including hysterectomies, oophorectomies, salpingectomies, and orchiectomies, one of the following must be attached to the claim, or payment will be denied:
  - A completed *Medicaid Hysterectomy Acknowledgement* form (MA-39) for each provider submitting a claim. See *Appendix A: Forms*. It is the provider's responsibility to obtain a copy of the form from the primary or attending physician. Complete only one section (A, B, or C) of this form. When no prior sterility (Section B) or life-threatening emergency (Section C) exists, the client (or representative, if any) and physician must sign and date Section A of this form prior to the procedure (see 42 CFR 441.250 for the Federal policy on hysterectomies and sterilizations). Also, for Section A, signatures dated after the surgery date require manual review of medical records by the Department. The Department must verify that the client (and representative, if any) was informed orally and in writing, prior to the surgery, that the procedure would render the client permanently incapable of reproducing. The client does not need to sign this form when Sections B or C are used. Refer to *Appendix A* for detailed instructions on completing the form.
  - For clients who have become retroactively eligible for Medicaid, the physician must certify in writing that the surgery was performed for medical reasons and must document one of the following:
    - The individual was informed prior to the hysterectomy that the operation would render the client permanently incapable of reproducing.
    - The reason for the hysterectomy was a life-threatening emergency.
    - The client was already sterile at the time of the hysterectomy and the reason for prior sterility.

  When submitting claims for retroactively eligible clients, attach a copy of the FA-454 or FA-455 (eligibility determination letters) to the claim if the date of service is more than 12 months earlier than the date the claim is submitted. For more information on sterilizations, see the *Covered Services* chapter in this manual.

Supplies

Supplies are generally bundled, so they usually do not need to be billed individually. A few supplies are paid separately by Medicaid. The fee schedule on the website lists the supply codes that may be separately payable.

Submitting a Claim

Paper claims

Unless otherwise stated, all paper claims must be mailed to:

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

Electronic claims

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, HMK (dental and eyeglasses only) and FQHC/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 to send the claims through the clearinghouse 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.
- **Montana Access to Health (MATH) web portal.** Providers can upload and download electronic transactions 7 days a week through the 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 2 MB.

For more information on electronic claims submission options, contact Provider Relations or the EDI Technical Help Desk (see *Key Contacts*).

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Claim Inquiries

Contact Provider Relations for questions regarding payments, denials, general claim questions, client eligibility, or to request billing instructions, manuals, or fee schedules (see *Key Contacts*).

If you prefer to communicate with Provider Relations in writing, use the *Claim Inquiry* form (see *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 7 to 10 days. The response will include 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).

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 accurate.

Common Billing Errors

Reasons for Return or Denial	How to Prevent Returned or Denied Claims
National Provider Identifier (NPI) missing or invalid	• The provider NPI is a 10-digit number assigned to the provider by the National Plan and Provider Enumerator System. Verify the correct provider NPI 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, hand-written, or computer-generated.
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 UB-04 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 form locator. Information must not be obscured by lines.
Client ID number not on file, or client was not eligible on date of service	• Before providing services to the client, verify client eligibility by using one of the methods described in the *Client Eligibility and Responsibilities* chapter of the *General Information for Providers* manual. Medicaid eligibility may change monthly.
Procedure requires Passport provider approval – No Passport approval number on claim	• A Passport provider approval number must be on the claim form when such approval is required. Passport approval is different from prior authorization. See the *Passport* chapter in this manual.
Prior authorization number is missing	• Prior authorization (PA) is required for certain services, and the PA number must be on the claim form. Prior authorization is different from Passport authorization. See the *Prior Authorization* chapter in this manual).

Common Billing Errors (Continued)

Reasons for Return or Denial	How to Prevent Returned or Denied Claims
Prior authorization does not match current information	• Claims must be billed and services performed during the prior authorization span. The claim will be denied if it is not billed according to the spans on the authorization.
Duplicate claim	• Check all remittance advices (RAs) for previously submitted claims before resubmitting. • When making changes to previously paid claims, submit an adjustment form rather than a new claim form (see *Remittance Advices and Adjustments* in this manual).
TPL on file and no credit amount on claim	• If the client has any other insurance (or Medicare), bill the other carrier before Medicaid. See *Coordination of Benefits* in this manual. • If the client's TPL coverage has changed, providers must notify the TPL unit (see *Key Contacts*) before submitting a claim.
Claim past 365-day filing limit	• The Claims Processing Unit must receive all clean claims and adjustments within the timely filing limits described in this chapter. • To ensure timely processing, claims and adjustments must be mailed to Claims Processing at the address shown in *Key Contacts*.
Missing Medicare EOMB	• All denied Medicare crossover claims must have an Explanation of Medicare Benefits (EOMB) with denial reason codes attached, and be billed to Medicaid on paper.
Provider is not eligible during dates of services, enrollment has lapsed due to licensing requirements, or provider number terminated	• Out-of-state providers must update licensure for Medicaid enrollment early to avoid denials. If enrollment has lapsed due to expired licensure, claims submitted with a date of service after the expiration date will be denied until the provider updates his or her enrollment. • New providers cannot bill for services provided before Medicaid enrollment begins. • If a provider is terminated from the Medicaid program, claims submitted with a date of service after the termination date will be denied. • After updating his/her license, the claims that have been denied must be resubmitted by the provider.
Procedure is not allowed for provider type	• Provider is not allowed to perform the service. • Verify the procedure code is correct using current HCPCS and CPT billing manual. • Check the appropriate Medicaid fee schedule to verify the procedure code is valid for your provider type.

Other Programs

The billing procedures in this chapter apply to those services that are covered under the Mental Health Services Plan (MHSP). These billing procedures **do not** apply to Healthy Montana Kids (HMK). The HMK medical manual is available through Blue Cross and Blue Shield of Montana by calling them toll-free at (877) 543-7669 (follow the menu instructions) or toll-free at (855) 258-3489 (direct line).

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Submitting a Claim

The services described in this manual are billed on UB-04 claim forms. Use this chapter with the UB-04 claim instructions on the Provider Information website. For more information on submitting HIPAA-compliant 837 transactions, refer to the HIPAA 5010 page on the Provider Information website or the *Companion Guides* on the ACS EDI Gateway website. Claims submitted with all of the necessary information are referred to as "clean" and are usually paid in a timely manner (see the *Billing Procedure*s 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 each of the following scenarios:

- Client has Medicaid coverage only;
- Client has Medicaid and Medicare coverage;
- Client has Medicaid and third party liability coverage;
- Client has Medicaid, Medicare, and third party liability coverage; or
- Client has Medicaid, Medicare, and Medicare supplement coverage.

When completing a claim, remember the following:

- All form locators (FLs) shown in this chapter are required or situational. Situational form locators are required if the information is applicable to the situation or client and are indicated by "*".
- FL 7 is used for Passport and FL 73 is used for cost sharing indicators (see following table and instructions in this chapter).

Passport and Cost Sharing Indicators

Passport to Health Indicators	
Code	**Description**
A	This indicator is used when providing immunizations.
F	This indicator is used when providing family planning services.
O	This indicator is used when providing obstetrical services.
T	This indicator is used when providing targeted case management services.
X	This indicator is used when providing blood lead testing
Cost Sharing Indicators	
C	This indicator is used when providing services to a child.
E	This indicator is used when providing emergency services.
F	This indicator is used when providing family planning services.
I	This indicator is used when providing and Indian Health Service (IHS) referral.
P	This indicator is used when providing services to pregnant women.

- Unless otherwise stated, all paper claims must be mailed to:

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

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The information below is a list of important fields on the new UB-04 claim form for providers who are billing with their NPI. All fields that are not listed are not needed to process a claim for Montana Medicaid.

Client Has Medicaid Only		
UB-04		
Field	**Field Title**	**Instructions**
1*	Provider Physical Address	Enter provider's physical address with a 9-digit ZIP code.
3a**	Patient Control Number	Client's control number used by provider.
4*	Bill Type	Enter billing code.
6*	Statement Covers Period	The beginning and ending service dates of the period included on this bill.
7*	Unlabeled Field	Passport (beginning with 99) **OR** override indicator (beginning with alpha character; a qualifier is not necessary.
8b*	Patient's Name	Enter client's name as seen on client's Medicaid information.
12–15**	Admission	For inpatient used, enter the admission date, hour, type, and source.
17*	Patient Status	A code indicating the client discharge status as of the ending service date or billing calculation.
18–28	Condition Codes	Condition codes that are applicable, A4 and B3.
42*	Revenue Codes	A code that identifies a specific accommodation, ancillary service, or billing calculation.
43**	NDC/Coding/Revenue Descriptions	Enter NDC if drugs were administered. Enter numeric NDC without punctuation, dashes, or spaces.
44*	HCPCS/Rate/HIPPS Code	Outpatient coding for HCPCS/NDC. Inpatient: not required.
45**	Service Dates	Outpatient: Enter dates of service for each line item with revenue code. Inpatient: not required.
46*	Service Units	A quantitative measure of services rendered by revenue category to or for the client to include items such as number of accommodations day, miles, pints of blood, etc. Must be appropriate for the procedure code, if listed.
47*	Charges	Enter charges (covered and noncovered) for each line containing a revenue code.
Line 23*	Creation Date	Enter the date the claims were created (bill date).
50*	Payer Name	Not required if only Medicaid is billed.
54*	Prior Payments	If applicable.
56*	NPI	Enter billing provider's NPI.
58*	Insured's Name	Enter name of the individual in whose name the insurance is carried.
60*	Insured's Unique ID	ID of the individual in whose name the insurance is carried.
Note	All information related to Medicaid needs to be on the corresponding line (A, B, C) in Fields 50, 54, 56, 57, 58, and 60.	
63**	Treatment Authorization	Enter a PA number if applicable to the service.
66* first box	Primary Diagnosis	
67*A–Q	Diagnosis Code	Enter principal diagnosis code.
69**	Admitting Diagnosis	Inpatient: Enter diagnosis identified as the time of hospitalization.
72**	EMG	Emergency code.
73**	Unlabeled	Cost share indicator.
74a–e**	ICD Procedure Code	Inpatient only: procedure codes.
76*	Attending Provider	1st box: Attending provider NPI. 2nd box: ZZ = ID qualifier for taxonomy code.
77–79**	Operating and Other Providers	1st box: Operating/Other provider NPI. 2nd box: ZZ = ID qualifier for taxonomy code. Last name, first name for both operating/other provider NPI and taxonomy code ZZ = ID identifier.
80	Remarks	Signature here.
81CC*	Taxonomy	1st box: B3 = qualifier. 2nd box: Enter billing provider's taxonomy code.

*Required fields. ** Conditional fields (required if applicable)

Client Has Medicaid Coverage Only

1 Better Provider
33 Best Road
Fitness, MT 59003

2

3a PAT. CNTL # 343397
b. MED. REC. #

4 TYPE OF BILL 131

5 FED. TAX NO.

6 STATEMENT COVERS PERIOD FROM 03/01/03 THROUGH 03/01/03

7 9989887

8 PATIENT NAME
a
b Sunshine, Bright R.

9 PATIENT ADDRESS
a 493 Lighthouse Way Fitness, MT 59003
b c d e

10 BIRTHDATE	11 SEX	12 ADMISSION DATE	13 HR	14 TYPE	15 SRC	16 DHR	17 STAT	18	19	20	21	22	23	24	25	26	27	28	29 ACDT STATE	30
02/18/00	F	03/01/03	07		2		01													

CONDITION CODES

	31 OCCURRENCE CODE	DATE	32 OCCURRENCE CODE	DATE	33 OCCURRENCE CODE	DATE	34 OCCURRENCE CODE	DATE	35 OCCURRENCE SPAN CODE	FROM	THROUGH	36 OCCURRENCE SPAN CODE	FROM	THROUGH	37
a															
b															

38

	39 VALUE CODES CODE	AMOUNT	40 VALUE CODES CODE	AMOUNT	41 VALUE CODES CODE	AMOUNT
a						
b						
c						
d						

	42 REV. CD.	43 DESCRIPTION	44 HCPCS / RATE / HIPPS CODE	45 SERV. DATE	46 SERV. UNITS	47 TOTAL CHARGES	48 NON-COVERED CHARGES	49
1	300	Laboratory	G0001	03/01/03	1	9 85		
2	301	Lab/Chemistry	80048	03/01/03	1	73 83		
3	305	Lab/Hematology	85025	03/01/03	1	35 40		
4	400	CT-Head	70450	03/01/03	1	736 85		
5								
6								
7								
8								
9								
10								
11								
12								
13								
14								
15								
16								
17								
18								
19								
20								
21								
22						855 93		
23		PAGE ____ OF ____	CREATION DATE		TOTALS			

	50 PAYER NAME	51 HEALTH PLAN ID	52 REL. INFO	53 ASG. BEN.	54 PRIOR PAYMENTS	55 EST. AMOUNT DUE	56 NPI
A	Medicaid	0413214					57
B							OTHER
C							PRV ID

	58 INSURED'S NAME	59 P. REL	60 INSURED'S UNIQUE ID	61 GROUP NAME	62 INSURANCE GROUP NO.
A	Sunshine, Bright R.		123784560		
B					
C					

	63 TREATMENT AUTHORIZATION CODES	64 DOCUMENT CONTROL NUMBER	65 EMPLOYER NAME
A			
B			
C			

66 DX: 787.2 | 780.79 | V72.85 | V72.6 | D | E | F | G | H | 68
I | J | K | L | M | N | O | P | Q

69 ADMIT DX 787.2 | 70 PATIENT REASON DX a b c | 71 PPS CODE | 72 ECI a b c | 73

74 PRINCIPAL PROCEDURE CODE DATE | a. OTHER PROCEDURE CODE DATE | b. OTHER PROCEDURE CODE DATE | 75
c. OTHER PROCEDURE CODE DATE | d. OTHER PROCEDURE CODE DATE | e. OTHER PROCEDURE CODE DATE

76 ATTENDING NPI 0003421 QUAL
LAST Smiling FIRST Joe
77 OPERATING NPI QUAL
LAST FIRST
78 OTHER NPI QUAL
LAST FIRST
79 OTHER NPI QUAL
LAST FIRST

80 REMARKS
Betty Billing Agent 03/15/03

81CC a
b
c
d

UB-04 CMS-1450
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F245-367-000

Client Has Medicaid and Medicare Coverage

1 Better Provider
33 Best Road
Fitness, MT 590

2

3a PAT. CNTL # 45604
b. MED. REC. #

4 TYPE OF BILL 131

5 FED. TAX NO.

6 STATEMENT COVERS PERIOD FROM 04/01/03 THROUGH 04/01/03

7

8 PATIENT NAME
a
b Leaves, Autumn T.

9 PATIENT ADDRESS
a 45 Maple Lane Trees, MT 59400
b
c
d
e

10 BIRTHDATE	11 SEX	12 ADMISSION DATE	13 HR	14 TYPE	15 SRC	16 DHR	17 STAT	18	19	20	21	22	23	24	25	26	27	28	29 ACDT STATE	30
03/03/22	F	04/01/03	10		1		01													

31 CODE	OCCURRENCE DATE	32 CODE	OCCURRENCE DATE	33 CODE	OCCURRENCE DATE	34 CODE	OCCURRENCE DATE	35 CODE	OCCURRENCE SPAN FROM	THROUGH	36 CODE	OCCURRENCE SPAN FROM	THROUGH	37
a														a
b														b

38

	39 CODE	VALUE CODES AMOUNT	40 CODE	VALUE CODES AMOUNT	41 CODE	VALUE CODES AMOUNT
a	A1	65 00				
b	A2	185 00				
c						
d						

	42 REV. CD.	43 DESCRIPTION	44 HCPCS / RATE / HIPPS CODE	45 SERV. DATE	46 SERV. UNITS	47 TOTAL CHARGES	48 NON-COVERED CHARGES	49	
1	300	CBC	85025	04/01/03	1	35 80			1
2	300	Urine Dip-Stick	81003	04/01/03	1	8 90			2
3	300	Venipuncture	G0001	04/01/03	1	8 35			3
4	300	Hemoglobin	83036	04/01/03	1	52 80			4
5	300	Basic Metabolic	80048	04/01/03	1	75 80			5
6	300	C-Reactive Protein	86140	04/01/03	1	56 15			6
7	324	Chest Two Views	71020	04/01/03	1	131 30			7
8	450	Emergency Department	99283	04/01/03	1	126 45			8
9									9
10									10
11									11
12									12
13									13
14									14
15									15
16									16
17									17
18									18
19									19
20									20
21									21
22						495 55			22
23		PAGE ____ OF ____	CREATION DATE		TOTALS				23

The payers in FL 50 must correspond with the payment(s) in FL 39.

	50 PAYER NAME	51 HEALTH PLAN ID	52 REL. INFO	53 ASG. BEN.	54 PRIOR PAYMENTS	55 EST. AMOUNT DUE	56 NPI	
A	Medicare	006341			222 95		57	A
B	Medicaid	0413214					OTHER	B
C							PRV ID	C

	58 INSURED'S NAME	59 P. REL	60 INSURED'S UNIQUE ID	61 GROUP NAME	62 INSURANCE GROUP NO.	
A	Leaves, Autumn T.		134637825			A
B						B
C						C

	63 TREATMENT AUTHORIZATION CODES	64 DOCUMENT CONTROL NUMBER	65 EMPLOYER NAME	
A				A
B				B
C				C

66 DX									68
	786.5	250.00	V72.6	V72.5	D	E	F	G	H
	I	J	K	L	M	N	O	P	Q

69 ADMIT DX 786.5 | 70 PATIENT REASON DX a b c | 71 PPS CODE | 72 ECI a b c | 73

74 PRINCIPAL PROCEDURE CODE	DATE	a. OTHER PROCEDURE CODE	DATE	b. OTHER PROCEDURE CODE	DATE	75
c. OTHER PROCEDURE CODE	DATE	d. OTHER PROCEDURE CODE	DATE	e. OTHER PROCEDURE CODE	DATE	

76 ATTENDING NPI 0006240 QUAL
LAST Pashent FIRST Ima
77 OPERATING NPI QUAL
LAST FIRST
78 OTHER NPI QUAL
LAST FIRST
79 OTHER NPI QUAL
LAST FIRST

80 REMARKS
Nina Numbers 04/15/03

81CC		
a		
b		
c		
d		

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F245-367-000

Client Has Medicaid and Third Party Liability Coverage

1 Take Time Medical Center
104 Time Square
Clockworks, TN 10432

2

3a PAT. CNTL # 4806
b. MED. REC. #

4 TYPE OF BILL 131

5 FED. TAX NO.

6 STATEMENT COVERS PERIOD FROM 04/01/03 THROUGH 04/01/03

7 9989888

8 PATIENT NAME a Flower, Lilly T.

9 PATIENT ADDRESS a 33 Flower Lane Buds, MT 59000

10 BIRTHDATE	11 SEX	12 ADMISSION DATE	13 HR	14 TYPE	15 SRC	16 DHR	17 STAT	18	19	20	21	22	23	24	25	26	27	28	29 ACDT STATE	30
03/26/00	F	03/01/03	10		1		01													

	31 OCCURRENCE CODE	DATE	32 OCCURRENCE CODE	DATE	33 OCCURRENCE CODE	DATE	34 OCCURRENCE CODE	DATE	35 OCCURRENCE SPAN CODE	FROM	THROUGH	36 OCCURRENCE SPAN CODE	FROM	THROUGH	37
a															
b															

38

	39 VALUE CODES CODE	AMOUNT	40 VALUE CODES CODE	AMOUNT	41 VALUE CODES CODE	AMOUNT
a						
b						
c						
d						

	42 REV. CD.	43 DESCRIPTION	44 HCPCS / RATE / HIPPS CODE	45 SERV. DATE	46 SERV. UNITS	47 TOTAL CHARGES	48 NON-COVERED CHARGES	49
1	320	X-Ray	72050	03/01/03	1	200 00		
2	324	X-Ray Chest	71020	03/01/03	1	133 60		
3	450	Emergency Department	99283	03/01/03	1	180 80		
4	636	Drugs	J2270	03/01/03	1	13 84		
5	636	Drugs	J2550	03/15/03	1	16 04		
6								
7								
8								
9								
10								
11								
12								
13								
14								
15								
16								
17								
18								
19								
20								
21								
22								
23		PAGE ____ OF ____	CREATION DATE		TOTALS	544 80		

	50 PAYER NAME	51 HEALTH PLAN ID	52 REL. INFO	53 ASG. BEN.	54 PRIOR PAYMENTS	55 EST. AMOUNT DUE	56 NPI
A	Double Indemnity Insurance	340367			265 00		57
B	Medicaid	0413213					OTHER
C							PRV ID

	58 INSURED'S NAME	59 P. REL	60 INSURED'S UNIQUE ID	61 GROUP NAME	62 INSURANCE GROUP NO.
A	Flower, Bud		432701763		
B	Flower, Lilly		134638752		
C					

	63 TREATMENT AUTHORIZATION CODES	64 DOCUMENT CONTROL NUMBER	65 EMPLOYER NAME
A	3073164721		
B			
C			

66 DX: 67 I | A J | B K | C L | D M | E N | F O | G P | H Q | 68

69 ADMIT DX 839.59 | 70 PATIENT REASON DX a b c | 71 PPS CODE | 72 ECI a b c | 73

74 PRINCIPAL PROCEDURE CODE	DATE	a. OTHER PROCEDURE CODE	DATE	b. OTHER PROCEDURE CODE	DATE	75
839.59						
c. OTHER PROCEDURE CODE	DATE	d. OTHER PROCEDURE CODE	DATE	e. OTHER PROCEDURE CODE	DATE	

76 ATTENDING NPI E06674 QUAL
LAST Thorne FIRST Tom
77 OPERATING NPI QUAL
LAST FIRST
78 OTHER NPI QUAL
LAST FIRST
79 OTHER NPI QUAL
LAST FIRST

80 REMARKS
Linda Letters 03/20/03

81CC		
a		
b		
c		
d		

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Client Has Medicaid, Medicare, and Third Party Liability Coverage

1 Take Time Medical Center
104 Time Square
Clockworks, TN 10432

2

3a PAT. CNTL # 4806
b. MED. REC. #

4 TYPE OF BILL 131

5 FED. TAX NO.

6 STATEMENT COVERS PERIOD FROM 03/17/03 THROUGH 03/17/03

7

8 PATIENT NAME a
b Lion, Dandi

9 PATIENT ADDRESS a
b 4854 Animal Creek Lane Weeds, MT 59999 c d e

10 BIRTHDATE	11 SEX	12 ADMISSION DATE	13 HR	14 TYPE	15 SRC	16 DHR	17 STAT	18	19	20	21	22	23	24	25	26	27	28	29 ACDT STATE	30
06/01/23	M	03/17/03	10		1															

	31 OCCURRENCE CODE	DATE	32 OCCURRENCE CODE	DATE	33 OCCURRENCE CODE	DATE	34 OCCURRENCE CODE	DATE	35 OCCURRENCE SPAN CODE	FROM	THROUGH	36 OCCURRENCE SPAN CODE	FROM	THROUGH	37
a															
b															

38

	39 VALUE CODES CODE	AMOUNT	40 VALUE CODES CODE	AMOUNT	41 VALUE CODES CODE	AMOUNT
a	A1	100 00				
b	A2	15 53				
c						
d						

	42 REV. CD.	43 DESCRIPTION	44 HCPCS / RATE / HIPPS CODE	45 SERV. DATE	46 SERV. UNITS	47 TOTAL CHARGES	48 NON-COVERED CHARGES	49
1	258	Pharmacy IV Solutions		03/17/03	4	22 00		
2	274	M/S Prosthetic/Ortho	A4221	03/17/03	2	19 54		
3	309	Lab	80051	03/17/03	1	21 00		
4	309	Lab	81000	03/17/03	1	23 41		
5	309	Lab	82565	03/17/03	1	15 50		
6	309	Lab	82947	03/17/03	1	15 50		
7	309	Lab	84520	03/17/03	1	15 50		
8	309	Lab	85023	03/17/03	1	30 00		
9	309	Lab	G0001	03/17/03	1	6 25		
10	320	Diagnostic Radiology	71020	03/17/03	1	108 03		
11	450	Emergency department	99283	03/17/03	2	120 00		
12	762	Treat. Observation Rm.	99218	03/17/03	9	87 75		
13	762	Treat. Observation Rm.	99219	03/17/03	24	695 80		
14								
15								
16								
17								
18								
19								
20								
21								
22								
23		PAGE ____ OF ____	CREATION DATE		TOTALS	1180 28		

The payers in FL 50 must correspond with the payment(s) in FL 39.

	50 PAYER NAME	51 HEALTH PLAN ID	52 REL. INFO	53 ASG. BEN.	54 PRIOR PAYMENTS	55 EST. AMOUNT DUE	56 NPI
A	Medicare	01111134			240 59		57
B	Double Indemnity Ins.	340367			120 38		OTHER
C	Medicaid	0413213					PRV ID

	58 INSURED'S NAME	59 P. REL	60 INSURED'S UNIQUE ID	61 GROUP NAME	62 INSURANCE GROUP NO.
A	Lion, Dandi		123776601		
B	Lion, Dandi		123776601 DII		
C	Lion, Dandi		123776601		

	63 TREATMENT AUTHORIZATION CODES	64 DOCUMENT CONTROL NUMBER	65 EMPLOYER NAME
A	3073164723		
B			
C			

66 DX: 574.91 | 558.9 | B | C | D | E | F | G | H | 68
I | J | K | L | M | N | O | P | Q

69 ADMIT DX: 574.91 | 70 PATIENT REASON DX: a b c | 71 PPS CODE | 72 ECI: a b c | 73

74 PRINCIPAL PROCEDURE CODE DATE | a. OTHER PROCEDURE CODE DATE | b. OTHER PROCEDURE CODE DATE | 75
c. OTHER PROCEDURE CODE DATE | d. OTHER PROCEDURE CODE DATE | e. OTHER PROCEDURE CODE DATE

76 ATTENDING NPI 0043251 QUAL
LAST Ashton FIRST Kody
77 OPERATING NPI QUAL
LAST FIRST
78 OTHER NPI QUAL
LAST FIRST
79 OTHER NPI QUAL
LAST FIRST

80 REMARKS
Polly Ester 04/01/03

81CC a b c d

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Client Has Medicaid, Medicare, and Medicare Supplement Coverage

1 Montana Health Center
122 Roping Lane
Open Range, MT 59409

2

3a PAT. CNTL #
b. MED. REC. #

4 TYPE OF BILL: 131

5 FED. TAX NO.

6 STATEMENT COVERS PERIOD FROM 04/01/03 THROUGH 04/15/03

7

8 PATIENT NAME a
b Terry, Clark

9 PATIENT ADDRESS a
b 854 Standing Rock Rd. Open Range, MT 59409 c d e

10 BIRTHDATE	11 SEX	12 ADMISSION DATE	13 HR	14 TYPE	15 SRC	16 DHR	17 STAT	18	19	20	21	22	23	24	25	26	27	28	29 ACDT STATE	30
06/14/32	M	04/01/03		10	2		01													

CONDITION CODES

	31 OCCURRENCE CODE	DATE	32 OCCURRENCE CODE	DATE	33 OCCURRENCE CODE	DATE	34 OCCURRENCE CODE	DATE	35 OCCURRENCE SPAN CODE	FROM	THROUGH	36 OCCURRENCE SPAN CODE	FROM	THROUGH	37
a															
b															

38

	39 VALUE CODES CODE	AMOUNT	40 VALUE CODES CODE	AMOUNT	41 VALUE CODES CODE	AMOUNT
a	A2	130 32				
b						
c						
d						

	42 REV. CD.	43 DESCRIPTION	44 HCPCS / RATE / HIPPS CODE	45 SERV. DATE	46 SERV. UNITS	47 TOTAL CHARGES	48 NON-COVERED CHARGES	49
1	300	Lab	G0001	04/01/03	1	10 58		
2	301	Lab/Chemistry	80048	04/01/03	1	85 60		
3	305	Lab	85025	04/01/03	1	48 60		
4	259	Drugs		04/15/03	3	317 35		
5	270	Med. Sur. Supplies		04/15/03	5	45 10		
6	761	Trt. Rm.	99218	04/15/03	1	50 00		
7								
8								
9								
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19								
20								
21								
22								
23		PAGE ____ OF ____	CREATION DATE		TOTALS	557 23		

The payers in FL 50 must correspond with the payment(s) in FL 39.

	50 PAYER NAME	51 HEALTH PLAN ID	52 REL. INFO	53 ASG. BEN.	54 PRIOR PAYMENTS	55 EST. AMOUNT DUE	56 NPI
A	Medicare	340367			254 00		57
B	AARP	540767			80 32		OTHER
C	Medicaid	041324					PRV ID

	58 INSURED'S NAME	59 P. REL	60 INSURED'S UNIQUE ID	61 GROUP NAME	62 INSURANCE GROUP NO.
A	Terry, Clark		135454054A		
B	Terry, Clark		135454054AP		
C	Terry, Clark		135454054		

	63 TREATMENT AUTHORIZATION CODES	64 DOCUMENT CONTROL NUMBER	65 EMPLOYER NAME
A			
B			
C			

66 DX: 714.0 (I) 780.79 (J) 787.2 (K) V72.85 (L) V72.6 (M) E N F O G P H Q 68

69 ADMIT DX: 714.0 70 PATIENT REASON DX a b c 71 PPS CODE 72 ECI a b c 73

74 PRINCIPAL PROCEDURE CODE DATE
a. OTHER PROCEDURE CODE DATE
b. OTHER PROCEDURE CODE DATE
c. OTHER PROCEDURE CODE DATE
d. OTHER PROCEDURE CODE DATE
e. OTHER PROCEDURE CODE DATE
75

76 ATTENDING NPI 0016703 QUAL
LAST Sparks M.D. FIRST Nevada
77 OPERATING NPI QUAL
LAST FIRST
78 OTHER NPI QUAL
LAST FIRST
79 OTHER NPI QUAL
LAST FIRST

80 REMARKS
Sue S. Super 04/30/03

81CC a b c d

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F245-367-000

Montana Department of Public Health and Human Services

UB-04 Agreement

Your signature on the UB-04 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).

UB-04 NOTICE: THE SUBMITTER OF THIS FORM UNDERSTANDS THAT MISREPRESENTATION OR FALSIFICATION OF ESSENTIAL INFORMATION AS REQUESTED BY THIS FORM, MAY SERVE AS THE BASIS FOR CIVIL MONETARTY PENALTIES AND ASSESSMENTS AND MAY UPON CONVICTION INCLUDE FINES AND/OR IMPRISONMENT UNDER FEDERAL AND/OR STATE LAW(S).

Submission of this claim constitutes certification that the billing information as shown on the face hereof is true, accurate and complete. That the submitter did not knowingly or recklessly disregard or misrepresent or conceal material facts. The following certifications or verifications apply where pertinent to this Bill:

1. If third party benefits are indicated, the appropriate assignments by the insured /beneficiary and signature of the patient or parent or a legal guardian covering authorization to release information are on file. Determinations as to the release of medical and financial information should be guided by the patient or the patient's legal representative.
2. If patient occupied a private room or required private nursing for medical necessity, any required certifications are on file.
3. Physician's certifications and re-certifications, if required by contract or Federal regulations, are on file.
4. For Religious Non-Medical facilities, verifications and if necessary re-certifications of the patient's need for services are on file.
5. Signature of patient or his representative on certifications, authorization to release information, and payment request, as required by Federal Law and Regulations (42 USC 1935f, 42 CFR 424.36, 10 USC 1071 through 1086, 32 CFR 199) and any other applicable contract regulations, is on file.
6. The provider of care submitter acknowledges that the bill is in conformance with the Civil Rights Act of 1964 as amended. Records adequately describing services will be maintained and necessary information will be furnished to such governmental agencies as required by applicable law.
7. For Medicare Purposes: If the patient has indicated that other health insurance or a state medical assistance agency will pay part of his/her medical expenses and he/she wants information about his/her claim released to them upon request, necessary authorization is on file. The patient's signature on the provider's request to bill Medicare medical and non-medical information, including employment status, and whether the person has employer group health insurance which is responsible to pay for the services for which this Medicare claim is made.
8. For Medicaid purposes: The submitter understands that because payment and satisfaction of this claim will be from Federal and State funds, any false statements, documents, or concealment of a material fact are subject to prosecution under applicable Federal or State Laws.
9. For TRICARE Purposes:
   (a) The information on the face of this claim is true, accurate and complete to the best of the submitter's knowledge and belief, and services were medically necessary and appropriate for the health of the patient;
   (b) The patient has represented that by a reported residential address outside a military medical treatment facility catchment area he or she does not live within the catchment area of a U.S. military medical treatment facility, or if the patient resides within a catchment area of such a facility, a copy of Non-Availability Statement (DD Form 1251) is on file, or the physician has certified to a medical emergency in any instance where a copy of a Non-Availability Statement is not on file;
   (c) The patient or the patient's parent or guardian has responded directly to the provider's request to identify all health insurance coverage, and that all such coverage is identified on the face of the claim except that coverage which is exclusively supplemental payments to TRICARE-determined benefits;
   (d) The amount billed to TRICARE has been billed after all such coverage have been billed and paid excluding Medicaid, and the amount billed to TRICARE is that remaining claimed against TRICARE benefits;
   (e) The beneficiary's cost share has not been waived by consent or failure to exercise generally accepted billing and collection efforts; and,
   (f) Any hospital-based physician under contract, the cost of whose services are allocated in the charges included in this bill, is not an employee or member of the Uniformed Services. For purposes of this certification, an employee of the Uniformed Services is an employee, appointed in civil service (refer to 5 USC 2105), including part-time or intermittent employees, but excluding contract surgeons or other personal service contracts. Similarly, member of the Uniformed Services does not apply to reserve members of the Uniformed Services not on active duty.
   (g) Based on 42 United States Code 1395cc(a)(1)(j) all providers participating in Medicare must also participate in TRICARE for inpatient hospital services provided pursuant to admissions to hospitals occurring on or after January 1, 1987; and
   (h) If TRICARE benefits are to be paid in a participating status, the submitter of this claim agrees to submit this claim to the appropriate TRICARE claims processor. The provider of care submitter also agrees to accept the TRICARE determined reasonable charge as the total charge for the medical services or supplies listed on the claim form. The provider of care will accept the TRICARE-determined reasonable charge even if it is less than the billed amount, and also agrees to accept the amount paid by TRICARE combined with the cost-share amount and deductible amount, if any, paid by or on behalf of the patient as full payment for the listed medical services or supplies. The provider of care submitter will not attempt to collect from the patient (or his or her parent or guardian) amounts over the TRICARE determined reasonable charge. TRICARE will make any benefits payable directly to the provider of care, if the provider of care a participating provider.

SEE http://www.nubc.org/ FOR MORE INFORMATION ON UB-04 DATA ELEMENT AND PRINTING SPECIFICATIONS

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 form locator is blank	Check the claim instructions earlier in this chapter for required form locators. If a required form locator is blank, the claim may either be returned or denied.
Client ID number missing or invalid	This is a required form locator (FL 60); verify that the client's Medicaid ID number is listed as it appears on the client's eligibility verification (see the *General Information for Providers*, *Client Eligibility* chapter).
Client name missing	This is a required form locator (FL 8b); check that it is correct.
NPI missing or invalid	The NPI is a 10-digit number assigned to the provider during Medicaid enrollment. Verify the correct **NPI** is on the claim (FL 56).
Passport provider name and ID number missing	When services are not provided by the client's Passport provider, include the provider's Passport number (FL 7). See the *Passport* chapter in this manual).
Prior authorization number missing	When prior authorization (PA) is required for a service, the PA number must be listed on the claim in FL 63 (see the *Prior Authorization* chapter in this manual).
Not enough information regarding other coverage	Form locators 39–41, 50, and in some cases 54, are required when a client has other coverage (refer to the 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 hand-written.
Signature date missing	Each claim must have a signature date.
Incorrect claim form used	Services covered in this manual require a UB-04 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 form locator. Information must not be obscured by lines.

Other Programs

This chapter also applies to claims forms completed for Mental Health Services Plan (MHSP) services. The information in this chapter **does not** apply to clients enrolled in Healthy Montana Kids (HMK). The HMK medical manual is available through Blue Cross and Blue Shield of Montana toll-free at (877) 543-7669 (follow the menu instructions) or toll-free at (855) 258-3489 (direct line).

Montana Department of Public Health and Human Services

Remittance Advices and Adjustments

Remittance Advice Description

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 remittance advice cycle. Providers are paid on a one-week payment cycle (see *Payment and the RA* later in this chapter). Each line of the remittance advice represents all or part of a claim, and explains whether the claim has been paid, denied, or suspended (also referred to as pending). If the claim was suspended or denied, the RA also shows the reason. See the sample RA on the following page.

Due to HIPAA regulations, the APC and the lab panel it bundled to will not show on the RA.

RA Notice

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 affect providers and claims.

Paid Claims

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 and the provider having 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 *Adjustments* later in this chapter).

Denied Claims

This section shows claims denied during the previous cycle. If a claim has been denied, refer to the Reason/Remark Codes column (Field 16). The reason and remark code description explains why the claim was denied and is located at the end of the RA. See *The Most Common Billing Errors and How to Avoid Them* in the *Billing Procedures* chapter. Make necessary changes to the claim before rebilling Medicaid.

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

Pending Claims

All claims that have not reached final disposition will appear in this area of the RA. 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. 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.

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

Montana Department of Public Health and Human Services

Sample Remittance Advice

DEPARTMENT OF PUBLIC HEALTH & HUMAN SERVICES
HELENA, MT 59604
REMITTANCE ADVICE FOR MEDICAID/HMK/MHSP

1
COMMUNITY HOSPITAL
2100 NORTH MAIN STREET
CENTRAL CITY MT 59988

2 VENDOR # 00012134567
NPI # 1234567890

3 REMIT ADVICE # 123456
TAXONOMY # 1234567890

4 EPT/CHK # 654321

5 DATE:02/15/2002

PAGE 2 6

7 RECIP ID	9	NAME 10	SERVICE DATES FROM 12	TO	UNIT OF SVC 13	PROCEDURE REVENUE NDC 14	TOTAL CHARGES 15	ALLOWED 16	CO-PAY 17	REASON/ REMARK CODES 18
PAID CLAIMS - MISCELLANEOUS CLAIMS										
123456789	11	DOE, JOHN EDWARD	010303	010303	1	350	810.00	163.04	N	
	ICN	00204011350000700				350	95.00	92.56		
		LESS MEDICARE PAID******						724.00	19	
		LESS COPAY DEDUCTION**						0.00		
		CLAIM TOTAL*******					905.00			
DENIED CLAIMS - MISCELLANEOUS CLAIMS										
123456789		DOE, JOHN EDWARD	020103	020103	1	300	9.00	0.00	Y	
	ICN	00204011350000800			18					
			020303	020303	1	300	22.00	0.00	19 Y	
		CLAIM TOTAL*******					31.00	0.00		31 MA61
PENDING CLAIMS - MISCELLANEOUS CLAIMS										
123456789		DOE, JOHN EDWARD	020403	020403	1	350	810.00	0.00	19 N	31
	ICN	00204011350000900								
		CLAIM TOTAL*******					810.00			

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

31 CLAIM DENIED AS PATIENT CANNOT BE IDENTIFIED AS OUR INSURED.

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

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Key Fields on the Remittance Advice

Field	Description
1. Provider name and address	Provider's business name and address as recorded with the Department
2. Vendor number	For Montana Medicaid internal use and the billing number for atypical providers.
3. Remittance advice number	The remittance advice number
4. EPT/CHK number	The number of the check issued or the electronic fund transfer
5. Date	The date the RA was issued
6. Page number	The page number of the RA
7. NPI	A unique HIPAA-mandated 10-digit identification number assigned to health care providers by the National Plan and Provider Enumeration System (NPPES) through the Centers for Medicare and Medicaid Services (CMS).
8. Taxonomy	Alphanumeric code that indicates the provider's specialty
9. Recipient ID	The client's Medicaid ID number
10. Name	The client's name
11. Internal control number (ICN)	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: 0 00111 11 123 000123 A B C D E A = Claim medium 0 = Paper claim 2 = Electronic claim 3 = Encounter claim 4 = System generated claim (mass adjustment, nursing home turn-around document, or point-of-sale (POS) pharmacy claim) 6 = Pharmacy B = Julian date (e.g., April 20, 2000 was the 111th day of 2000) C = Microfilm number 00 = Electronic claim 11 = Paper claim D = Batch number E = Claim number If the first number is: 0 = Regular claim 1 = Negative side adjustment claim (Medicaid recovers payment) 2 = Positive side adjustment claim (Medicaid reprocesses)
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 units of service rendered under this procedure, NDC code or revenue code.
14. Procedure/revenue/NDC	The procedure code (CPT or HCPCS), National Drug Code (NDC), or revenue code 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	A "Y" indicates cost sharing was deducted from the allowed amount, and an "N" indicates cost sharing was not deducted.
18. Reason/Remark code	A code which explains why the 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.

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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 7 days. If Medicaid receives eligibility information within the 7-day period, the claim will continue processing. If no eligibility information is received within 7 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.

Credit balances

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.

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

Credit balances can be resolved in two ways:

1. 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.
2. 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?

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

- Providers may resubmit or adjust any initial claim within the timely filing limits described in the *Billing Procedures* chapter of this manual.
- These 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 (see *Credit balances* #2 above) or by asking TPL 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* and *Submitting a Claim* chapters.

When to rebill Medicaid

- ***Claim Denied.*** Providers can rebill Medicaid when a claim is denied in full, as long as the claim was denied for reasons that can be corrected. When the entire claim is denied, check the reason and remark code, make the appropriate corrections, and resubmit the claim on a UB-04 form (not the 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 your claim.

Rebill denied claims only after appropriate corrections have been made.

How to rebill

- Check any reason and remark code listed and make your corrections on a copy of the claim, or produce a new claim with the correct information.
- Enter any insurance (TPL) information on the corrected claim, or attach insurance denial information to the corrected claim, and send it to Claims Processing (see *Key Contacts*).

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 the *Billing Procedures* chapter, *Claim Inquiries*). Once an incorrect payment has been verified, the provider may submit an *Individual Adjustment Request* form (see *Appendix A: Forms*) to Provider Relations. If incorrect payment was the result of an ACS 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

Adjustments can only be made to paid claims.

Montana Department of Public Health and Human Services

digit will be a 2, indicating an adjustment. See *Key Fields on the Remittance Advice* earlier in this chapter. Adjustments are processed in the same time frame as claims.

When to request an adjustment

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

How to request an adjustment

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

- Claims Processing must receive individual claim adjustment requests within 12 months from the date of service (see *Timely Filing Limits* in the *Billing Procedures* chapter). After this time, gross adjustments are required (see *Definitions and Acronyms*).
- 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 Remarks section of the adjustment form.

Completing an Adjustment Request Form

1. Download the *Individual Adjustment Request* form from the Provider Information website (see *Key Websites*) or copy from *Appendix A*. Complete Section A first with provider and client information and the claim's ICN number (see following table and sample adjustment request form).
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.

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Completing an Individual Adjustment Request Form

Field	Description
Section A	
1. Provider name and address	Provider's name and address (and mailing address if different).
2. Client name	The client's name is here.
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.* NPI	The provider's NPI.
5.* Client Medicaid number	Client's Medicaid ID number.
6. Date of payment	Date claim was paid is 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 17 (see the sample RA earlier in this chapter.).
Section 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 is 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 third party liability 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.

* Required field

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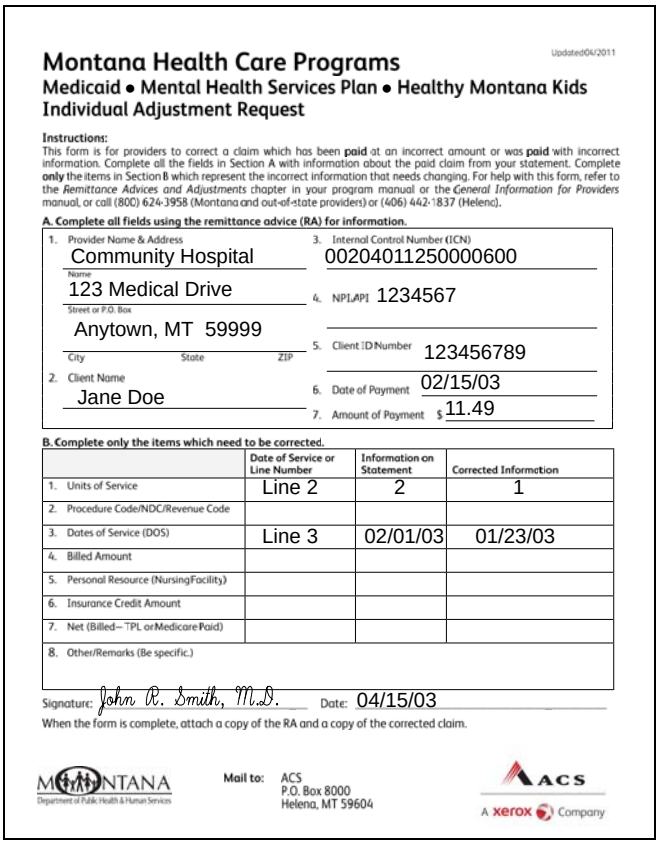
3. Attach copies of the RA and a corrected claim if necessary.
   - If the original claim was billed electronically, a copy of the RA will suffice.
   - If the RA is electronic, attach a screen print of the RA.
4. Verify the adjustment request has been signed and dated.
5. Send the adjustment request to Claims Processing (see *Key Contacts*).
   - If an original payment was an underpayment by Medicaid, the adjustment will result in the provider receiving the additional payment amount allowed.
   - If an original payment was an overpayment by Medicaid, the adjustment will result in recovery of the overpaid amount through a credit. If the result is a credit balance, it can be worked off or the provider can pay off the balance by check (see *Credit balances* earlier in this chapter).
   - Any questions regarding claims or adjustments must be directed to Provider Relations (see *Key Contacts*).



Updated04/2011

Montana Health Care Programs
Medicaid • Mental Health Services Plan • Healthy Montana Kids
Individual Adjustment Request

Instructions:
This form is for providers to correct a claim which has been **paid** at an incorrect amount or was **paid** with incorrect information. Complete all the fields in Section **A** with information about the paid claim from your statement. Complete **only** the items in Section **B** which represent the incorrect information that needs changing. For help with this form, refer to the *Remittance Advices and Adjustments* chapter in your program manual or the *General Information for Providers* manual, or call (800) 624-3958 (Montana and out-of-state providers) or (406) 442-1837 (Helena).

A. Complete all fields using the remittance advice (RA) for information.

1. Provider Name & Address: Community Hospital
   Name: 123 Medical Drive
   Street or P.O. Box: Anytown, MT 59999
   City State ZIP
2. Client Name: Jane Doe
3. Internal Control Number (ICN): 00204011250000600
4. NPI/API: 1234567
5. Client ID Number: 123456789
6. Date of Payment: 02/15/03
7. Amount of Payment: $ 11.49

B. Complete only the items which need to be corrected.

	Date of Service or Line Number	Information on Statement	Corrected Information
1. Units of Service	Line 2	2	1
2. Procedure Code/NDC/Revenue Code			
3. Dates of Service (DOS)	Line 3	02/01/03	01/23/03
4. Billed Amount			
5. Personal Resource (Nursing Facility)			
6. Insurance Credit Amount			
7. Net (Billed – TPL or Medicare Paid)			
8. Other/Remarks (Be specific.)			

Signature: John R. Smith, M.D. Date: 04/15/03

When the form is complete, attach a copy of the RA and a copy of the corrected claim.

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Mail to: ACS
P.O. Box 8000
Helena, MT 59604

ACS A xerox Company

Sample Adjustment Request

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). Mass adjustment claims shown on the RA have an ICN that begins with a “4” (see *Key Fields on the Remittance Advice* earlier in this chapter).

Payment and the RA

Providers will receive their Medicaid payment and remittance advice weekly. Payment can be via check or electronic funds transfer (EFT/direct deposit).

Electronic funds transfer/direct deposit

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. To arrange for EFT, call the number listed under *Direct Deposit Arrangements* under *Key Contacts*.

Electronic remittance advice

The Montana Access to Health (MATH) web portal provides the tools and resources to help health care providers conduct business electronically.

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

To receive an electronic RA, a provider must be enrolled in electronic funds transfer and have Internet access. You can access your electronic RA through the MATH web portal (see *Key Websites*). Due to space limitations, each RA is only available for 90 days.

For instructions on enrolling, registering, and using the MATH web portal, contact Provider Relations (see *Key Contacts*) or view the MATH web portal tutorial (see *Key Websites*).

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Required Forms For EFT and/or Electronic RA

All three forms are required for a provider to receive weekly payment

Form	Purpose	Where to Get	Where to Send
• Electronic Remittance Advice • Payment Cycle Enrollment Form	Allows provider to receive electronic remittance advices on the MATH web portal (must also include the Montana Enrollment Form; see MATH forms below)	• Provider Information website • Provider Relations (see *Key Contacts*)	Provider Relations (see *Key Contacts*)
• Direct Deposit Sign-up Form Standard Form 1199A	Allows the Department to automatically deposit Medicaid payment into provider's bank account	• Provider Information website (see *Key Websites*) • Provider's bank	Provider Relations (see *Key Contacts*)
MATH Forms: • Trading Partner Agreement • Electronic Billing Agreement • EDI Enrollment Form	Allows provider to receive a password to access their RA on the MATH web portal.	• Provider Relations (see *Key Contacts*) • MATH web portal • Direct Deposit Arrangements (see *Key Contacts)*	Fax to (406) 442-4402.

Other Programs

The information in this chapter applies to outpatient hospital services for clients who are enrolled in the Mental Health Services Plan (MHSP).

The information in this chapter **does not** apply to clients enrolled in Healthy Montana Kids (HMK). The HMK medical manual is available through Blue Cross and Blue Shield of Montana toll-free at (877) 543-7669 (follow the menu instructions) or toll-free at (855) 258-3489 (direct line).

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.

Critical Access Hospitals

Critical access hospitals (CAHs) are reimbursed for their costs of providing care, as determined through the annual cost settlement process. In the interim, these hospitals are paid a hospital-specific percentage of their charges. The percentage equals the hospital's estimated cost-to-charge ratio as determined from time to time by the Department.

The Outpatient Prospective Payment System

The outpatient prospective payment system (OPPS) applies to all facilities that are not designated CAHs or Indian Health Service (IHS) and includes border and out-of-state facilities. Most services in the outpatient hospital setting are paid using the Ambulatory Payment Classification (APC) system developed by Medicare. The Department has adopted Medicare definitions and weights for APCs for the most part. Exceptions are discussed below.

APC payments are based on CPT and HCPCS procedure codes. Most procedure codes are assigned to a specific APC. Each APC is assigned a relative weight reflecting the resources required for that particular group of procedures. APC assignments and relative weights are reviewed and updated several times each year by Medicare.

The following illustrates how APC payments are calculated. Relative weights and the current conversion factor are published by the Department and available on the fee schedule section of the website. Weights are set by Medicare. The conversion factor is determined by the Department. These examples are for illustration only. The numerical amounts reflect rates as of July 1, 2011, but may not apply at other times.

Fee calculation
Each APC fee is the product of a relative value times a conversion factor. For example, the fee for a chest x-ray (CPT Code 71010, APC 0260) is:

0.6539 relative weight x conversion factor of $50.61 = $33.09

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The fee for a high-level emergency department visit (CPT Code 99285, APC 0616) is:

4.7846 relative weight x conversion factor of $50.61 = $242.15

Exceptions to the APC methodology

Several services in the outpatient setting are paid through methods other than the APC method. Those exceptions to the APC method include:

- Laboratory services
- Therapy services (physical, speech, and occupational therapy)
- Partial hospitalization services
- Dental services
- Screening mammography
- Blood draws
- Immunizations

Lab services

Almost all laboratory services are paid using the same fees that Medicare pays to Montana providers. The exceptions are those few laboratory codes that have an APC assignment from Medicare as well as several codes that are covered by Medicaid but not Medicare.

When lab codes that make up an organ or disease oriented panel are billed as individual tests, Medicaid will bundle these codes into the correct panel and pay the panel fee.

Therapy services

Therapy services are paid using the same fee schedule that DPHHS pays therapists in private practice, which is the allied services RBRVS fee schedule for the applicable codes.

Partial hospitalization services

Partial hospitalization services are paid on a fee schedule. The appropriate code is H0035, which should be billed with Revenue Code 912. For service levels other than sub-acute, half day, providers must use one of three Montana-specific modifiers listed in the following table.

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Current Payment Rates for Partial Hospitalization			
Code	**Modifier**	**Service Level**	**Payment Rate**
H0035	—	Partial hospitalization, sub-acute, half day	Check current fee schedule for current payment rates.
H0035	U6	Partial hospitalization, sub-acute, full day	
H0035	U7	Partial hospitalization, acute, half day	
H0035	U8	Partial hospitalization, acute, full day	

Dental services

Some dental services have an APC assignment and are paid according to the APC payment method. Those dental services that are allowed in the outpatient setting but do not have an APC assignment are paid a fee according to the outpatient hospital fee schedule.

Blood draws

Blood draws (HCPCS Code 36415) are paid using the current fee schedule. Procedure Code 36415 is paid per visit, not per blood draw.

Immunizations

Some immunizations are paid by APC and others are not. If an immunization service is not paid in the APC section then a fee is paid in the miscellaneous services section. The fee is the same as the RBRVS-based fee paid to physicians. If the client is under 19 years old and the vaccine is available to providers for free under the Vaccines for Children program, then the payment to the hospital is zero. Immunization administration is considered an incidental service. The claims processing system bundles immunization administration with other services on the claim and pays it at zero.

Other Issues

Observation services

The Department will make separate payment for observation care procedure codes if the following criteria are met:

- Hours/units of service must be at least 8.
- Must be direct-admit or have a high-level clinic visit, high-level critical care, or high-level emergency room visit.
- Only obstetric observation must have a qualifying diagnosis and must be at least 1 hour.

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Outpatient clinic services

When Medicaid pays a hospital for outpatient or provider-based clinic services, the separate claim for the physician's services must show the hospital as the place of service (i.e., place of service is 22 for hospital outpatient). This place of service code will result in lower payment to the physician, thus minimizing what would otherwise be double payment for office expenses.

Pass-through payments

Payments for certain drugs, devices and supplies are designated as "pass-through." In a few cases, these codes have APC weights; in most cases, payment is by report.

Packaged services

Payment for some services is always considered bundled into payment for other services. (The APC term for bundling is packaging.) In other cases, the service are bundled for some visits but not for others. For example, payment for IV therapy is considered bundled within the payment for a surgical visit but not for a medical visit. Medicare developed the relative weights for surgical, medical and other types of visits so that the weights reflect the packaging rules used in the APC method.

Procedures considered inpatient only by Medicare

Medicare has designated some procedures as "inpatient only." Medicaid has adopted that designation as well. When these procedures are performed in the outpatient hospital setting, the claim is denied.

Charge cap

For services covered in the outpatient hospital setting, Medicaid pays the lower of the Medicaid fee or the provider's charge. The charge cap is applied at the claim level for outpatient hospital services, not at the line level. Therefore it is possible that a provider may be paid more than charges for any given line on a claim.

Payment by report

A few services covered in the outpatient hospital setting do not have an established fee. For these services, payment is at the provider's outpatient cost to charge ratio as determined by the Department.

Status indicator codes

The line-level status indicator codes explain how payment was calculated at the line. The codeset used by DPHHS is based on the codeset used by Medicare but with several additions. See the following table of status indicator codes.

Status Indicator Codes Used by DPHHS

Code	Description
C	Inpatient services that are not payable under OPPS.
E	Not allowed under outpatient.
G	Pass-through drugs and biologicals.
H	Pass-through devices that are paid by report.
K	Drugs and biologicals paid by APC.
M	Montana Medicaid specific fee.
N	Services for which payment is packaged into another service or APC.
Q	Montana Medicaid laboratory service.
R	Blood and blood products.
S	Significant procedures that are paid under OPPS but to which the multiple surgery reduction does not apply.
T	Significant services that are paid under the OPPS and to which the multiple procedure payment discount under OPPS applies.
U	Brachytherapy sources.
V	Medical visits (including clinic or emergency department visits) that are paid under OPPS.
X	Ancillary services that are paid under OPPS.
Y	Montana Medicaid fee for physical therapy, occupational therapy, or speech and language therapy services. Some procedures may have a variable status that is dependent on if they are provider with another billable service. These codes are listed on the fee schedule as status N (bundled) but will have an APC and price shown.

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Modifiers

Certain modifiers affect the way a service is paid. As of August 2003, the modifiers that change pricing are shown in the following table.

How Modifiers Change Pricing

- Modifiers may not be applicable for all services.
- Modifiers affect surgical services differently. Services with status indicators of either S or T are affected by bilateral discounting and repeat procedure modifiers.
- If a modifier does not appear on this list, then it does not affect pricing of outpatient claims.
- The list shows summary modifier descriptions. See CPT and HCPCS Level II coding books for the full text.
- Only the first modifier list on the line item will affect payment. Discounted or reduced service modifiers (52 and 73) should be listed before other pricing modifiers.

Code	Description	How It Affects Payment
25	Significant, separately identifiable E/M	The service is paid at 100% of the APC price or fee schedule. E/M codes submitted on same claim with a status T or S procedure will be denied without Modifier 25. Multiple submission of an E/M, even if Modifier 25 is present, may result in a denial for certain E/M codes.
50	Bilateral procedure	Conditionally bilateral codes are priced at 150% of the APC. Inherent and independent bilateral procedures are priced at 100% of the APC regardless if Modifier 50 is present.
52	Reduced procedures	Status T and S procedures are priced at 50% of the APC price.
73	Procedure discontinued prior to anesthesia induction	Status T and S procedures are paid at 50% of the APC price or fee schedule.
74	Procedure discontinued after anesthesia induction	The service is paid at 100% of the APC price or fee schedule.
76	Repeat procedure or service by same physician	Service priced at 100% of APC, multiple procedure reduction not taken on status T codes.
77	Repeat procedure by another physician	Service priced at 100% of APC, multiple procedure reduction not taken on status T codes.
78	Unplanned return to operating room by same physician during post-op period	Services priced at 100% of APC, multiple procedure reduction not taken on status T codes.
79	Unrelated procedure by same physician during post-op period	Services priced at 100% of APC, multiple procedure reduction not taken on status T codes.
91	Repeat lab test	The service is paid at 100% of the APC price or fee schedule.
U6	Full day sub-acute partial hospitalization	The partial hospitalization service is paid at 133.32% of the base fee.
U7	Part day acute partial hospitalization	The partial hospitalization service is paid at 157.44% of the base fee.
U8	Full day acute partial hospitalization	The partial hospitalization service is paid at 209.92% of the base fee.

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 of this manual) and Medicaid makes a payment as the secondary payer. Medicaid will make a payment only when the TPL payment is less than the Medicaid allowed amount.

How payment is calculated on Medicare crossover claims

When a client has coverage from both Medicare and Medicaid, Medicare is the primary payer. Medicaid will pay the coinsurance and deductible, less any TPL or incurment, on outpatient hospital claims for dually eligible individuals.

Payment examples for dually eligible clients

Client has Medicare and Medicaid coverage. A provider submits an outpatient hospital claim for a client with Medicare and Medicaid. The Medicare coinsurance and deductible are $65.00 and $185.00. This total ($250.00) becomes the Medicaid allowed amount. Medicaid will pay this amount ($250.00) as long as no TPL or incurment amounts are applicable.

Client has Medicare, Medicaid, and TPL. A provider submits an outpatient hospital claim for a client with Medicare, Medicaid, and TPL. The Medicare coinsurance and deductible are $65.00 and $185.00. This total ($250.00) becomes the Medicaid allowed amount. The other insurance company paid $225.00. This amount is subtracted from the Medicaid allowed amount leaving $25.00. Medicaid pays $25.00 for this claim. If the TPL payment had been $250.00 or more, this claim would have paid at $0.00.

Client has Medicare, Medicaid, and Medicaid Incurment. A provider submits an outpatient hospital claim for a client with Medicare, Medicaid, and a Medicaid Incurment. The Medicare coinsurance and deductible are $65.00 and $185.00. This total ($250.00) becomes the Medicaid allowed amount. The client owes $150 for his Medicaid incurment, so this amount is subtracted from the $250.00. Medicaid will pay the provider $100.00 for this claim.

Other Programs

The information in this chapter applies to outpatient hospital services for clients who are enrolled in the Mental Health Services Plan (MHSP).

The information in this chapter **does not** apply to clients enrolled in Healthy Montana Kids (HMK). The HMK medical manual is available through Blue Cross and Blue Shield of Montana toll-free at (877) 543-7669 (follow the menu instructions) or toll-free at (855) 258-3489 (direct line).

Montana Department of Public Health and Human Services

Appendix A: Forms

- **Montana Health Care Programs Medicaid/MHSP/HMK** ***Individual Adjustment Request***
- ***Medicaid Abortion Certification (MA-37)***
- ***Informed Consent to Sterilization (MA-38)***
- ***Medicaid Hysterectomy Acknowledgment (MA-39)***
- **Montana Health Care Programs** ***Claim Inquiry Form***
- ***Paperwork Attachment Cover Sheet***

Updated 04/2011

Montana Health Care Programs

Medicaid • Mental Health Services Plan • Healthy Montana Kids

Individual Adjustment Request

Instructions:
This form is for providers to correct a claim which has been **paid** at an incorrect amount or was **paid** with incorrect information. Complete all the fields in Section A with information about the paid claim from your statement. Complete **only** the items in Section B which represent the incorrect information that needs changing. For help with this form, refer to the *Remittance Advices and Adjustments* chapter in your program manual or the *General Information for Providers* manual, or call (800) 624-3958 (Montana and out-of-state providers) or (406) 442-1837 (Helena).

A. Complete all fields using the remittance advice (RA) for information.

1. Provider Name & Address

   _____
   Name

   _____
   Street or P.O. Box

   _____
   City State ZIP

2. Client Name

   _____

3. Internal Control Number (ICN)

   _____

4. NPI/API

   _____

5. Client ID Number

   _____

6. Date of Payment _____

7. Amount of Payment $ _____

B. Complete only the items which need to be corrected.

	Date of Service or Line Number	Information on Statement	Corrected Information
1. Units of Service			
2. Procedure Code/NDC/Revenue Code			
3. Dates of Service (DOS)			
4. Billed Amount			
5. Personal Resource (Nursing Facility)			
6. Insurance Credit Amount			
7. Net (Billed – TPL or Medicare Paid)			
8. Other/Remarks (Be specific.)			

Signature: _____ Date: _____

When the form is complete, attach a copy of the RA and a copy of the corrected claim.

Mail to: ACS
P.O. Box 8000
Helena, MT 59604

MA-037
(REV 08/98)

MEDICAID RECIPIENT/PHYSICIAN ABORTION CERTIFICATION

MEDICAID CLAIMS FOR ABORTION SERVICES WILL NOT BE PAID UNLESS THIS FORM IS COMPLETED IN FULL AND A COPY IS ATTACHED TO THE MEDICAID CLAIM FORM.

Recipient Name:_____ Provider Name: _____

Part I, II or III must be completed and the physician completing the procedure must sign below.

I. IF THE ABORTION IS NECESSARY TO SAVE THE RECIPIENT'S LIFE, THE FOLLOWING MUST BE COMPLETED BY THE PHYSICIAN:

In my professional opinion, recipient suffers from a physical disorder, physical injury or physical illness (or life-endangering physicial condition caused by or arising from the pregnancy itself) that would place the recipient in danger of death unless an abortion is performed.

(attach additional sheets as necessary)

II. IF THE PREGNANCY RESULTED FROM RAPE OR INCEST, THE FOLLOWING MUST BE COMPLETED BY THE RECIPIENT AND PHYSICIAN:

RECIPIENT CERTIFICATION: I Hereby certify that my current pregnancy resulted from an act of rape or incest.

PHYSICIAN CERTIFICATION: If the pregnancy resulted from rape or incest, the physician must mark one of the following and sign below:

___ a. The recipient has stated to me that she has reported the rape or incest to a law enforcement or protective services agency having jurisdiction in the matter or, if the patient is a child enrolled in a school, to a school counselor; or

___ b. Based upon my professional judgement, the recipient was and is unable for physical or psychological reasons to report the act of rape or incest.

III. IF THE ABORTION IS MEDICALLY NECESSARY BUT THE RECIPIENT'S LIFE IS NOT IN DANGER, THE FOLLOWING MUST BE COMPLETED BY THE PHYSICIAN:

In my professional opinion, an abortion is medically necessary for the following reasons:

(attach additional sheets as necessary)

PHYSICIAN SIGNATURE: _____ **DATE:** _____

THE INFORMATION CONTAINED IN THIS FORM IS CONFIDENTIAL. THIS INFORMATION IS PROVIDED FOR PURPOSES RELATED TO ADMINISTRATION OF THE MEDICAID PROGRAM AND MAY NOT BE RELEASED FOR ANY OTHER PURPOSE WITHOUT THE WRITTEN CONSENT OF THE RECIPIENT.

DPHHS-MA-38
(Rev. 8/98)

STATE OF MONTANA
DEPARTMENT OF PUBLIC HEALTH AND HUMAN SERVICES
INFORMED CONSENT TO STERILIZATION

Medicaid Approved

NOTICE: YOUR DECISION AT ANY TIME NOT TO BE STERILIZED WILL NOT RESULT IN THE WITHDRAWAL OR WITHHOLDING OF ANY BENEFITS PROVIDED BY PROGRAMS OR PROJECTS RECEIVING FEDERAL FUNDS.

■CONSENT TO STERILIZATION■

I have asked for and received information about sterilization from _____. When I first asked for
(Doctor or Clinic)
the information, I was told that the decision to be sterilized is completely up to me. I was told that I could decide not to be sterilized. If I decide not to be sterilized, my decision will not affect my right to future care to treatment. I will not lose any help or benefits from programs receiving Federal funds, such as AFDC or Medicaid that I am now getting or for which I may become eligible.

I UNDERSTAND THAT THE STERILIZATION MUST BE CONSIDERED **PERMANENT** AND **NOT REVERSIBLE**. I HAVE DECIDED THAT I DO NOT WANT TO BECOME PREGNANT, BEAR CHILDREN OR FATHER CHILDREN.

I was told about those temporary methods of birth control that are available and could be provided to me which will allow me to bear or father a child in the future. I have rejected those alternatives and chosen to be sterilized.

I understand that I will be sterilized by an operation known as a _____. The discomforts, risks and benefits associated with the operation have been explained to me. All my questions have been answered to my satisfaction.

I understand that the operation will not be done until at least thirty days after I sign this form. I understand that I can change my mind at any time and that my decision at any time not to be sterilized will not result in the withholding of any benefits or medical services provided by Federally funded programs.

I am at least 21 years of age and was born on _____
(month) (day) (year)

I, _____, hereby consent of my own free will to be sterilized by _____
(Doctor)
by a method called _____. My consent expires 180 days from the date of my signature below.

I also consent to the release of this form and other medical records about the operation to:

Representatives of the Department of Health & Human Services or Employees of programs or projects funded by that department but only for determining if Federal laws were observed.

I have received a copy of this form.

_____
(Signature) **(Date)**

You are requested to supply the following information, but it is not required.
Race and ethnicity designation (please check):

☐American Indian or Alaskan Native
☐Asian or Pacific Islander
☐Black (not of Hispanic origin)
☐ Hispanic
☐White (not of Hispanic origin)

■INTERPRETER'S STATEMENT■

If an interpreter is provided to assist the individual to be sterilized:

I have translated the information and advice presented orally to the individual to be sterilized by the person obtaining this consent. I have also read him/her the consent form in _____ language and explained its contents to him/her. To the best of my knowledge and belief he/she understood this explanation.

_____
(Interpreter) **(Date)**

■STATEMENT OF PERSON OBTAINING CONSENT■

Before _____ signed
(name of individual)
the consent form, I explained to him/her the nature of the sterilization operation _____, the fact that it is intended to be a final and irreversible procedure and the discomforts, risks and benefits associated with it.

I counseled the individual to be sterilized that alternative methods of birth control are available which are temporary. I explained that sterilization is different because it is permanent.

I informed the individual to be sterilized that his/her consent can be withdrawn at any time and that he/she will not lose any health services or any benefits provided by Federal funds.

To the best of my knowledge and belief, the individual to be sterilized is as least 21 years old and appears mentally competent. He/she knowingly and voluntarily requested to be sterilized and appears to understand the nature and consequences of the procedure.

_____
(Signature of person obtaining consent) **(date)**

_____
(Facility)

_____
(Address)

■PHYSICIAN'S STATEMENT■

Shortly before I performed a sterilization operation upon
_____
(Name of person being sterilized)
on _____
(date of sterilization operation)
I explained to him/her the nature of the sterilization operation
_____, the fact that it is
(specify type of operation)
intended to be a final and irreversible procedure and the discomforts, risks and benefits associated with it.

I counseled the individual to be sterilized that alternative methods of birth control are available which are temporary. I explained that sterilization is different because it is permanent.

I informed the individual to be sterilized that his/her consent can be withdrawn at any time and that he/she will not lose any health services or benefits provided by Federal funds.

To the best of my knowledge and belief, the individual to be sterilized is at least 21 years old and appears mentally competent. He/she knowingly and voluntarily requested to be sterilized and appeared to understand the nature and consequences of the procedure

(Instructions for use of alternative final paragraphs: Use the first paragraph below except in the case of premature delivery or emergency abdominal surgery where the sterilization is performed less than 30 days after the date of the individual's signature on the consent form. In those cases, the second paragraph below must be used. Cross out the paragraph which is not used.)

(1) At lease thirty days have passed between the date of the individual's signature on this consent form and the date the sterilization was performed.

(2) This sterilization was performed less than 30 days but more than 72 hours after the date of the individual's signature on this consent form because of the following circumstances (check applicable box and fill in information requested):

☐ Premature delivery
☐ Individual's expected date of delivery: _____
☐ Emergency abdominal surgery:
(describe circumstances):_____
_____

_____
(Physician) **(Date)**

DISTRIBUTION: 1 - patient; 1 - provider (physician, hospital, etc.); 1 - fiscal agent with claim

Instructions for Completing the *Informed Consent to Sterilization*

- No fields on this form may be left blank, except the interpreter's statement.
- This form must be legible and accurate, and revisions are not accepted.
- Do not use this form for hysterectomies (see following *Hysterectomy Acknowledgment* form.)

Consent to Sterilization (complete at least 30 days prior to procedure)

1. Enter the doctor's name or clinic name.
2. Enter the name of the sterilization procedure (e.g., tubal ligation, vasectomy).
3. Enter the client's date of birth in month/day/year format. The client must be at least 21 years old at the time of consent.
4. Enter the client's full name. Do not use nicknames. The name should match the client's name on the Medicaid ID card.
5. Enter the name of the physician who will perform the procedure.
6. Enter the name of the specific procedure (method) to be used.
7. Have the client sign and date the form. **This date must be at least 30 days before the sterilization procedure is to be performed**. See *Covered Services* for exceptions.

Interpreter's Statement

Complete this section only if the client requires an interpreter because of blindness, deafness, or inability to speak the language. In these cases interpreter services must be used to assure that the client clearly understands the concepts of the informed consent.

1. Identify the manner the interpreter used to provide the explanation (e.g., Spanish, sign language).
2. Have the interpreter sign and date the form. This date should be the same as the date the client signs the form.

Statement of Person Obtaining Consent

1. Enter the client's name.
2. Enter the name of the sterilization procedure.
3. Enter the signature and date of the person who explained the sterilization procedure to the client and obtained the consent.
4. Enter the name of the facility where consent was obtained, such as clinic name.
5. Enter the address of the facility where the consent was obtained.

Physician's Statement

This section must be completed by the attending physician on or after the date the procedure was performed.

1. Enter the name of the client.
2. Enter the date the procedure was performed. This date and the date of service on the claim must match.
3. Enter the name of the procedure.
4. Use the space under "Instructions for use of alternative final paragraphs" to explain unusual situations, or attach a letter to explain the circumstances. In cases of premature delivery, this must include the client's expected date of delivery. In cases of emergency abdominal surgery, include an explanation of the nature of the emergency.
5. The physician signs and dates on or after the date of the procedure.

If the physician signs and dates this section prior to the sterilization procedure, the claims will be denied. If the form was filled out after the sterilization but was dated incorrectly, the physician must attach a written explanation of the error. This written explanation must be signed by the physician. Copies of the letter will need to be supplied to all other providers involved with this care before their claims will be paid.

The attending physician must complete the second "alternative final paragraphs" of the Physician's Statement portion of the consent form in cases of premature deliver or emergency abdominal surgery. In cases of premature delivery, the expected delivery date must be completed in this field as well.

DPHHS-MA-039
(Rev. 9/05)

STATE OF MONTANA
DEPARTMENT OF PUBLIC HEALTH AND HUMAN SERVICES

MEDICAID HYSTERECTOMY ACKNOWLEDGMENT

A. RECIPIENT ACKNOWLEDGMENT STATEMENT

I certify that prior to the surgery (hysterectomy), I received both orally and in writing information which explained that I would become permanently sterile and that I would be incapable of reproducing children after the surgery is completed.

Signature of Recipient: _____ Date: _____

Signature of Representative (If Required):_____ Date: _____

PHYSICIAN ACKNOWLEDGMENT STATEMENT

I certify that prior to performing the surgery, I advised _____
(Name of Recipient)
both orally and in writing that the surgical procedure known as a hysterectomy would render her permanently sterile and that she would be incapable of reproducing children after the surgical procedure is completed. I also certify that this procedure is being done primarily for medical reasons other than sterilization.

Signature of Physician: _____ Date: _____

SIGNATURE OF INTERPRETER (If Required)

Signature of Interpreter: _____ Date: _____

B. STATEMENT OF PRIOR STERILITY

I certify that _____ was already sterile and unable to bear children at
(Name of Recipient)
the time the hysterectomy or other procedure capable of causing sterility was performed. The cause of this recipient's sterility was: _____

_____

_____

Signature of Physician: _____ Date: _____

C. STATEMENT OF LIFE THREATENING EMERGENCY

I certify that the hysterectomy or other sterility causing procedure performed on _____ was
(Name of Recipient)
completed under a life threatening emergency situation in which prior acknowledgment was not possible. The nature of the emergency was _____

_____

_____

Signature of Physician: _____ Date: _____

This form may also be used as a substitute for the sterilization consent form for sterilization procedures where the patient is already sterile and for sterilization procedures (i.e., salpingo-oophorectomy, orchiectomy) done only for medical reasons. With these cases, replace "hysterectomy" with the appropriate procedure name.

Instructions for Completing the *Medicaid Hysterectomy Acknowledgment* Form

Complete only one section (A, B, or C) of this form. The client does not need to sign this form when Sections B or C are used. This form may be used as a substitute for the *Informed Consent to Sterilization* form for sterilization procedures where the client is already sterile, and for sterilization procedures (e.g., salpingo-oophorectomy, orchiectomy) done only for medical reasons. In these cases, replace the word "hysterectomy" with the appropriate procedure name.

Recipient Acknowledgment Statement

This section is used to document that the client received information about the hysterectomy (or other sterilization-causing procedure such as salpingo-oophorectomy or orchiectomy) before it was performed. The client and the physician must complete this portion of the form together (with an interpreter if applicable) prior to the procedure. Do **not** use this section for cases of prior sterility or life-threatening emergency.

1. The client or representative must sign and date the form prior to the procedure.
2. Enter the client's name.
3. The physician must sign and date the form prior to the procedure.
4. If interpreter services are used, the interpreter must sign and date the form prior to the procedure.

Statement of Prior Sterility

Complete this section if the client was already sterile at the time of the hysterectomy or other sterilization causing procedure (e.g., salpingo-oophorectomy or orchiectomy).

1. Enter the client's name.
2. Explain the cause of the client's sterility (e.g., post menopausal, post hysterectomy).
3. The physician must sign and date this portion of the form.

Statement of Life Threatening Emergency

Complete this section in cases where the *Medicaid Hysterectomy Acknowledgment* could not be completed prior to the surgery because of a life threatening emergency.

1. Enter the client's name.
2. Explain the nature of the life-threatening emergency.
3. The physician must sign and date this portion of the form.

Montana Health Care Programs

Claim Inquiry Form

Provider Name _____
Contact Person _____
Address _____
Date _____
Phone Number _____
Fax Number _____

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.

NPI/API _____

Client Number _____

Date of Service _____

Total Billed Amount _____

Date Submitted for Processing _____

ACS Response _____

NPI/API _____

Client Number _____

Date of Service _____

Total Billed Amount _____

Date Submitted for Processing _____

ACS Response _____

NPI/API _____

Client Number _____

Date of Service _____

Total Billed Amount _____

Date Submitted for Processing _____

ACS Response _____

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

Fax to: (406) 442-4402

Updated 11/2010

MONTANA
Department of Public Health & Human Services

ACS
A xerox Company

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: 9999999999-999999999-99999999/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.

Administrative Rules of Montana (ARM)
The rules published by the executive departments and agencies of the state government.

Allowed Amount
The maximum amount reimbursed to a provider for a health care service as determined by Medicaid or another payer. Other cost factors, (such as cost sharing, TPL, or incurment) are often deducted from the allowed amount before final payment. Medicaid's allowed amount for each covered service is listed on the Department fee schedule.

Ambulatory Payment Classification
APCs are the method of paying for facility outpatient services.

Ancillary Provider
Any provider that is subordinate to the client's primary provider, or providing services in the facility or institution that has accepted the client as a Medicaid client.

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.

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, *Appendix A: Medicaid Covered Services*.

Bundled
Items or services that are deemed integral to performing a procedure or visit are not paid separately in the APC system. They are packaged (also called bundled) into the payment for the procedure or visit. Medicare developed the relative weights for surgical, medical and other types of visits so that the weights reflect the packaging rules used in the APC method. Items or services that are packaged receive a status code of "N."

Cash Option
Cash option allows the client to pay a monthly premium to Medicaid and have Medicaid coverage for the entire month rather than a partial month.

Centers for Medicare and Medicaid Services (CMS)
Administers the Medicare program and oversees the state Medicaid programs. Formerly the Health Care Financing Administration (HCFA).

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

Client
An individual enrolled in a Department medical assistance program.

Code of Federal Regulations (CFR)
Rules published by executive departments and agencies of the federal government.

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.

Conversion Factor
A state specific dollar amount that converts relative values into an actual fee. This calculation allows each payer to adopt the RBRVS to its own economy.

Copayment
The client's financial responsibility for a medical bill as assigned by Medicaid (usually a flat fee).

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.

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 Department) is the designated State Agency that administers the Medicaid program. 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.

Dual Eligibles
Clients who are covered by Medicare and Medicaid are often referred to as "dual eligibles."

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.

Emergency Medical Condition
A medical condition manifesting itself by acute symptoms of sufficient severity (including severe pain, psychiatric disturbances and/or symptoms of substance abuse) such that the absence of immediate medical attention could reasonably be expected to result in:

- Placing the health of the individual (or, with respect to a pregnant woman, the health of the woman or her unborn child) in serious jeopardy;
- Serious impairment to bodily functions; or
- Serious dysfunction of any bodily organ or part; or

  With respect to a pregnant woman who is having contractions:

  - That there is inadequate time to effect a safe transfer to another hospital before delivery; or
  - That transfer may pose a threat to the health or safety of the woman or the unborn child.

Experimental
A noncovered item or service that researchers are studying to investigate how it affects health.

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, *Appendix A: Medicaid Covered Services*.

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

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.

Health Improvement Program (HIP)
An enhanced primary care case management program that is part of Passport to Health. Services for high risk and/or high cost Medicaid and HMK*Plus* Passport patients provided by nurses and health coaches to prevent or slow the progression of disease, disability and other health conditions, prolong life, and promote physical and mental health. Services are provided through community and tribal health centers on a regional basis and include: health assessment, care planning, hospital discharge planning, help with social services and education, and support for clients in self-management of health conditions. Predictive modeling software and provider referral are used to identify patients with the most need.

Indian Health Service (IHS)
IHS provides health services to American Indians and Alaska Natives.

Individual Adjustment
A request for a correction to a specific paid claim.

Investigational
A noncovered item or service that researchers are studying to investigate how it affects health.

Mass Adjustment
Request for a correction to a group of claims meeting specific defined criteria.

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

Mentally Incompetent

According to CFR 441.251, a mentally incompetent individual means an individual who has been declared mentally incompetent by a Federal, state, or local court of competent jurisdiction for any purpose, unless the individual has been declared competent for purposes which include the ability to consent to sterilization.

Minimal Services

According to CPT 2001, when a client's visit does not require the presence of the physician, but services are provided under the physician's supervision, they are considered minimal services. An example would be a patient returning for a monthly allergy shot.

Montana Breast and Cervical Cancer Treatment Program

This program provides Basic Medicaid coverage for women who have been screened through the Montana Breast and Cervical Health Program (MBCHP) and diagnosed with breast and/or cervical cancer or a precancerous condition.

Mutually Exclusive Code Pairs

These codes represent services or procedures that, based on either the CPT definition or standard medical practice, would not or could not reasonably be performed at the same session by the same provider on the same patient. Codes representing these services or procedures cannot be billed together.

Nurse First Advice Line

A 24/7 nurse triage line. Clients can call in with general health questions, medication questions, or questions about illness or injury. If the caller or person they are calling about is symptomatic, a registered nurse follows clinically-based algorithms to an "end point" care recommendation. The care recommendation explains what level of health care is needed, including self-care. If self-care is recommended, clients are given detailed self-care instructions.

Outpatient

A person who has not been admitted by a hospital as an inpatient, who is expected by the hospital to receive services in the hospital for less than 24 hours, who is registered on the hospital records as an outpatient, and who receives outpatient hospital services, other than supplies or prescription drugs alone, from the hospital.

Outpatient Hospital Services

Outpatient hospital services are those preventive, diagnostic, therapeutic, rehabilitative, palliative items or services provided to an outpatient by or under the direction of a physician, dentist, or other practitioner.

Outpatient Prospective Payment System (OPPS)

Medicare's outpatient prospective payment system mandated by the 1999 Balanced Budget Refinement Act (BBRA) and the 2000 Medicare, Medicaid, SCHIP Benefits Improvement and Protection Act (BIPA).

Packaged

Items or services that are deemed integral to performing a procedure or visit are not paid separately in the APC system. They are packaged (also called bundled) into the payment for the procedure or visit. Medicare developed the relative weights for surgical, medical and other types of visits so that the weights reflect the packaging rules used in the APC method. Items or services that are packaged receive a status code of "N."

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 primary care case management (PCCM) managed care program where the client selects a primary care provider who manages the client's health care needs.

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.

Private-Pay
When a client chooses to pay for medical services out of his/her own pocket.

Protocols
Written plans developed by a public health clinic in collaboration with physician and nursing staff. Protocols specify nursing procedures to be followed in giving a specific exam, or providing care for particular conditions. Protocols must by updated and approved by a physician at least annually.

Provider or Provider of Service
An institution, agency, or person:

- Having a signed agreement with the Department to furnish medical care and goods and/or services to clients; and
- Eligible to receive payment from the Department.

Public Assistance Toolkit
This Internet site (https://dphhs.mt.gov/) contains information about human services, justice, commerce, labor and industry, education, voter registration, the Governor's Office, and Montana.

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.

Reference Lab Billing
Reference lab billing occurs when a Medicaid provider draws a specimen and sends it to a reference lab for processing. The reference lab then sends the results back to the Medicaid provider. Medicaid does not cover lab services when they are billed by the referring provider.

Relative Value Scale (RVS)
A numerical scale designed to permit comparisons of appropriate prices for various services. The RVS is made up of the relative value units (RVUs) for all the objects in the class for which it is developed.

Relative Value Unit
The numerical value given to each service in a relative value scale.

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

Resource-Based Relative Value Scale (RBRVS)
A method of determining physicians' fees based on the time, training, skill, and other factors required to deliver various services.

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

Routine Podiatric Care
Routine podiatric care includes the cutting or removing of corns and calluses, the trimming and debridement of nails, the application of skin creams, and other hygienic, preventive maintenance care.

Sanction
The penalty for noncompliance with laws, rules, and policies regarding Medicaid. A sanction may include withholding payment from a provider or terminating Medicaid enrollment.

Special Health Services (SHS)
SHS or Children's Special Health Services (CSHS) assists children with special health care needs who are not eligible for Medicaid by paying medical costs, finding resources, and conducting clinics.

Specified Low-Income Medicare Beneficiaries (SLMB)
For these clients, Medicaid pays the Medicare premium only. They are not eligible for other Medicaid benefits, and must pay their own Medicare coinsurance and deductibles.

Spending Down
Clients with high medical expenses relative to their income can become eligible for Medicaid by "spending down" their income to specified levels. The client is responsible to pay for services received before eligibility begins, and Medicaid pays for remaining covered services.

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 over-utilizing 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, or may be, 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 the latest of

- 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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