

August 12, 2008

Montana Healthcare Programs Notice

All Provider Types

Federal Government May Request Medical Records

Beginning October 1, 2007, Montana's Healthcare Plans will be required to participate in the federal Office of Management and Budget's (OMB) Payment Error Rate Measurement (PERM) program. This national program measures improper payment in Medicaid and CHIP because OMB identified these two programs as being at risk for significant erroneous payments.

The Centers for Medicare and Medicaid Services (CMS) will use three national contractors to measure the accuracy of Montana Medicaid and CHIP payments for services rendered to clients. Montana providers will work primarily with Livanta, CMS's documentation and database contractor. Livanta will collect medical policies from Montana Medicaid and CHIP as well as either electronic or hard copy medical records from providers.

Medical records are needed to support required medical reviews to determine if claims were correctly paid. If a provider's ID number is identified on a claim as receiving payment, and that claim is selected as a sample for a service the provider rendered to either a Medicaid or CHIP client, Livanta will contact the provider for a copy of the required medical records.

Livanta will verify the correct name and address information and determine whether the provider wants to receive the request by fax or mail. Once the request is received, the provider must submit the information electronically or in hard copy within 60 days. The provider who is identified on the claim as receiving payment will be responsible for ensuring that any and all supporting medical records, from any and all provider(s) who rendered a service for which the claim payment under review was requested, are submitted in a timely manner. During this 60-day timeframe, Livanta will follow up to ensure that the provider submits the documentation before the deadline.

Providing the requested medical records is required by the Social Security Act and is permissible by HIPAA.

It is very important that providers submit complete medical records in a timely manner to support evaluation of the accuracy of claims payments. No response or insufficient documentation will count against the State as an error, and result in a recovery of an overpayment from the provider. The Program Compliance Bureau at the Montana Department of Public Health and Human Services is available to help providers identify the required documentation for submission. If you have any questions, please contact Karen Wood at (406) 444-9355.

Contact Information

For claims questions or additional information, contact Provider Relations:

Provider Relations toll-free in- and out-of-state: 1-800-624-3958

Helena: (406) 442-1837

E-mail: MTPRHelpdesk@ACS-inc.com

Visit the Provider Information website:

<http://www.mtmedicaid.org>