



January 21, 2015

# Montana Healthcare Programs Notice

## Home Support Services Providers

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### Billing Clarification Regarding Adjustments Made for 365-Day Lifetime Unit Limit for Home Support Services

The *Children's Mental Health Medicaid Provider Manual* states that effective November 15, 2013, Home Support Services (HSS) have a 365-day unit limit without continued stay authorization. See page 29 of the manual at <http://dphhs.mt.gov/dsd/CMB/Manuals>.

The Montana MMIS Claims Processing System only has the ability to set limits for units of service starting on the first day of a month. The unit count for the HSS limit was started as of November 1, 2013; however, the rule was not in effect until November 15, 2013.

This caused units of service provided between November 1 and November 15 to be *counted* in the lifetime limit when they should have been *excluded* from the limit. If providers span billed for multiple weeks or the entire month, this could cause the lifetime 365-unit limit to be triggered early in November 2014 if a member reached the limit prior to November 15, 2014.

Xerox began a mass adjustment to force all claims that denied for the reason above. If the provider span billed and even 1 day of the 365-day limit was exceeded for reasons other than stated above, the entire claim will be denied, and the provider will be required to rebill with an accurate date span.

### Contact Information

If you have any questions, please contact Sally Tilleman at Children's Mental Health Bureau at [STilleman@mt.gov](mailto:STilleman@mt.gov) or 406-444-6962.

For claims questions or additional information, contact Provider Relations at 1-800-624-3958 (toll-free, in/out of state) or 406-442-1837 (Helena) or via e-mail at [MTPRHelpdesk@xerox.com](mailto:MTPRHelpdesk@xerox.com).

Visit the Montana Medicaid Provider Information website.