

**Spring 2017**

# The Picture is Complete

New information and a look ahead

**Presented by Dan Hickey**

# Objectives

---

- Changes to the Provider Website
  - What's "508" OK?
- Fall training dates
- Spring training dates
- Up coming WebEX's

# Changes to [medicaidprovider.mt.gov](https://medicaidprovider.mt.gov)

# Changes to the Web Site

---

Changes are being partially driven by the section “508 law”.

Over the next few months there will be numerous changes to the provider web site:

- New Provider page – Live 4/19/17
- Archive – Live 4/26/17
- New Provider Manual format – Live 4/26/17
- Changes to Fee Schedules – August 2017
- New Provider Enrollment Page - Soon!

# The section “508 law”.

## Actually it’s the Rehabilitation Act of 1973

---

Section 508 of the Rehabilitation act of 1973:

- Makes electronic and information technology accessible to people with disabilities.
- Updates to the section 508 portion of the law went into effect Jan 18, 2017.
- Information needs to be in a logical order and be able to be read by electronic readers or text to speech software.

# Fee Schedules

- Definitions are moving to their own file.
- Fee Schedule information will remain the same and the PDF and Excel will still be available for download.
- Not happen all at once.

<a href="#">Medicaid Rules and Regulations</a>	
<a href="#">Fee Schedules – APC</a>	
04/27/2017 <a href="#">April 2017 APC Cover Sheet</a> <a href="#">April 2017 APC Fee Schedule PDF</a> <a href="#">April 2017 APC Fee Schedule Excel</a>	
<b>PDF</b>	<b>Excel</b>
01/26/2017 <a href="#">January 2017 APC</a>	01/26/2017 <a href="#">January 2017 APC</a>
10/25/2016 <a href="#">October 2016 APC</a>	10/25/2016 <a href="#">October 2016 APC</a>
07.21.2016 <a href="#">July 2016 APC</a>	07.21.2016 <a href="#">July 2016 APC</a>

# Archive

Changes are being driven by State Law. MCA 22-1-211

- 3 Years of information will be kept in the Provider Website.
- After that it will be placed in the most appropriate location.

## **Montana Healthcare Programs Provider Website and Document Archive**

All documents and information posted electronically on the Montana Healthcare Program websites are archived to the Montana State Library per Montana State Law per [MCA 22-1-211](#).

To locate a public document or webpage published but no longer on the current website, choose one of the links below:

[Website Archives 1998 - 2005](#) (Posted at <http://www.dphhs.state.mt.us/>) [Alternate Website Archive Link 1998-2005](#)

[Website Archives 2006-2016](#) (Posted at [medicaidprovider.hhs.mt.gov/index.shtml](http://medicaidprovider.hhs.mt.gov/index.shtml)) [Alternate Website Archive Link 2006-2016](#)

[Website Archives 2016 - Present](#) (Posted at [medicaidprovider.mt.gov](http://medicaidprovider.mt.gov)) [Alternate Website Archive Link 2016 - Present](#)

# Archive- important info.

- Information about how to search the Archival site.
- Link for Additional Assistance.

**If you are searching for a page or document and you do not have much information about when it was published or the name of the document:**

If you are not familiar with the website or do not know where or what years the website was on the Provider Website, you can do a keyword search at <https://www.archive-it.org/collections/499> . These are some techniques to make your search most efficient.

1. Always use the advanced search option on the left side of the search page.
2. The last box in the site search says "Host Name" Enter one of the following URLs in the box:  
<http://www.dphhs.state.mt.us/> documents and pages (1998-2005), or  
<http://www.medicicaidprovider.hhs.mt.gov/index.shtml> (documents and pages 2006-2016), or  
<http://www.medicicaidprovider.mt.gov> (documents and pages 2016-present). You may need to enter each of them separately if you do not know the years the site was housed at that URL. The site search covers all of mt.gov and if you do not use the URL you will return results from all State of Montana government websites.
3. Complete the remaining boxes in the search as applicable. As in any keyword search, using specific, unique terms yields fewer results. Conversely, broad keyword terms yield more search results to sift through. If too many results are returned or the words you entered are scattered throughout the returned search results, use quotation marks ("") before and after the search term.



# New Provider Page

General guide for what new to Medicaid providers need to know.

The last few items could be used to train new office staff.

## **5. The majority of members are also Passport members.**

- a. When checking eligibility also check to see if the member is a Passport member. If so, contact the indicated Passport Provider PRIOR to rendering service to obtain a Passport referral number, a Passport referral number is required if the eligibility indicates the member is enrolled and the service requires a passport referral.
- b. Learn more about how the Passport program and how to obtain Passport provider approval on the [Passport page](#) of the provider website.

## **6. Read recent Announcements and Claim Jumper Newsletters.**

- a. [Register to receive Claim Jumper Newsletters](#) with important updates and urgent announcements.
- b. The most recent announcement is on the [home page](#).
- c. Other current announcements are found on the [Announcements](#) page.
- d. Prior issues of the Claim Jumper are on the [Claim Jumper Newsletters page](#).

## **7. Register for Trainings and Webinars.**

- a. Access the [Training and Events](#) page from the button on the home page of the [Provider Website](#).
- b. Trainings are held throughout the state twice per year. Webinars addressing critical issues are held approximately one time per month.

## **8. Ensure your CMS and Montana State Level Registry is current.**

- a. The Electronic Healthcare Record (EHR) provides incentive monies to eligible providers and hospitals.
  - b. Learn about the program and how to register and apply by visiting the [Montana EHR page](#) of the DPHHS website.

**Provider Relations Field Reps are always available to answer questions and help you navigate the claims process. Email the Field Reps at [mtprhelpdesk@conduent](mailto:mtprhelpdesk@conduent).**

Correspondence, claims processing, and any updates to your file are handled by Conduent on behalf of Montana DPHHS. If you cannot access the website, if you have any questions, or if you have problems with billing matters or claims, please contact our Provider Relations at 1(800) 624-3958 or (406) 442-1837.

# New Provider Manual format

- New format allows more frequent updates.
- Recommended to Bookmark or save the link for reference.
- Broken into sections for faster navigation.

## How to Search this manual:

This edition has three search options.

1. **Search the whole manual.** Open the Complete Manual pane. From your keyboard press the Ctrl and F keys at the same time. A search box will appear. Type in a descriptive or key word (for example "Denials". The search box will show all locations where denials discussed in the manual.
2. **Search by Chapter.** Open any Chapter tab (for example the "Billing Procedures" tab). From your keyboard press the Ctrl and F keys at the same time. A search box will appear. Type in a descriptive or key word (for example "Denials". The search box will show where denials discussed in just that chapter.
3. **Site Search.** [Search the manual as well as other documents related to a particular search term on the Montana Healthcare Programs Site Specific Search page.](#)

[Prior manuals may be located through the provider website archives.](#)

## Nursing Facility and Swing Bed Manual

Updated 04/25/2017

- [Update Log](#)
- [Table of Contents](#)
- [Key Contacts and Websites](#)
- [Introduction](#)
- [Covered Services](#)

# Fall Training Dates

# Fall Training – Oct 2017

---

- October 12, 2017- Billings- DoubleTree
- October 19, 2017- Bozeman- Hilton Garden Inn
- October 26, 2017- Missoula- DoubleTree

# Spring Fair Dates

# Spring Fair- Helena 2018

---

Radisson Colonial Hotel - May 15 – 16, 2018.

Information will be posted on the Medicaid Provider Website as it becomes available.

# Upcoming WebEX Dates

# WebEx's

---

Thursday June 15<sup>th</sup> at 2:00 pm – Physicians Program with Cassie O'Bryant

Thursday July 13<sup>th</sup> at 2:00 pm – FQHC and RHC Program with Valerie St. Clair.

WebEx's for August and Sept are being scheduled

Training and WebEx announcement's can be found on the training page of the

Provider Web Site. <http://medicaidprovider.mt.gov/training>



Who to contact if  
you have  
questions.



# Provider Relations Contact Information

---

## Provider Relations Call Center:

- (800) 624-3958 or (406) 442-1837
- Monday through Friday
- 8 a.m. - 5 p.m. Mountain Time

## Field Representatives:

- Dan Hickey                      (406) 457-9553
- Jason Armstrong              (406) 457-9598

**CONDUENT**

