CONDUENT

Provider Website Navigation

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Objectives

This instructional handbook is designed to walk providers and billers through the navigation process of the provider website medicaidprovider.mt.gov. This is a good reference to use when searching for information located on the provider website. Some of the more important items covered in this handbook include:

1. General and Provider Specific Manuals.
2. Provider Enrollment.
3. Provider File Updates.
4. What is next for newly enrolled providers?
5. Subscribing to Claim Jumper newsletter.
6. Site Indexes.
7. Claims Instructions.
8. Recent Web Posts and Training Events.

Contents

1. Navigating the Website

Left Side Navigation

The Medicaid provider website is one of the most useful tools available to providers. The website has most of the answers to provider questions. This reference guide will help providers and billings to quickly find those answers.

The first thing to understand is the list of important tabs located on the left side of the page; also call the left side navigation.

MATH Web Portal

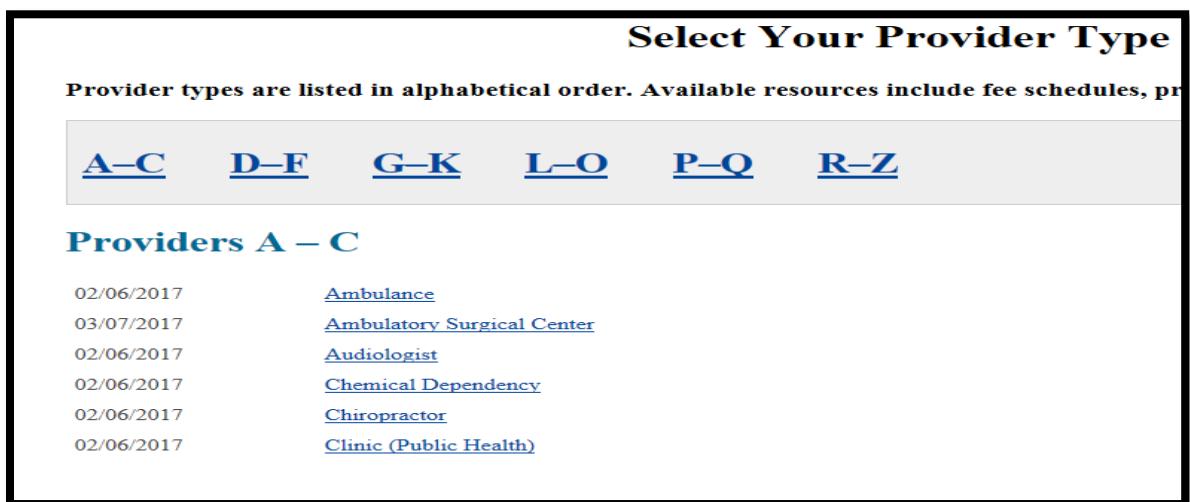The first link is the Montana Access to Health (MATH) Web Portal.
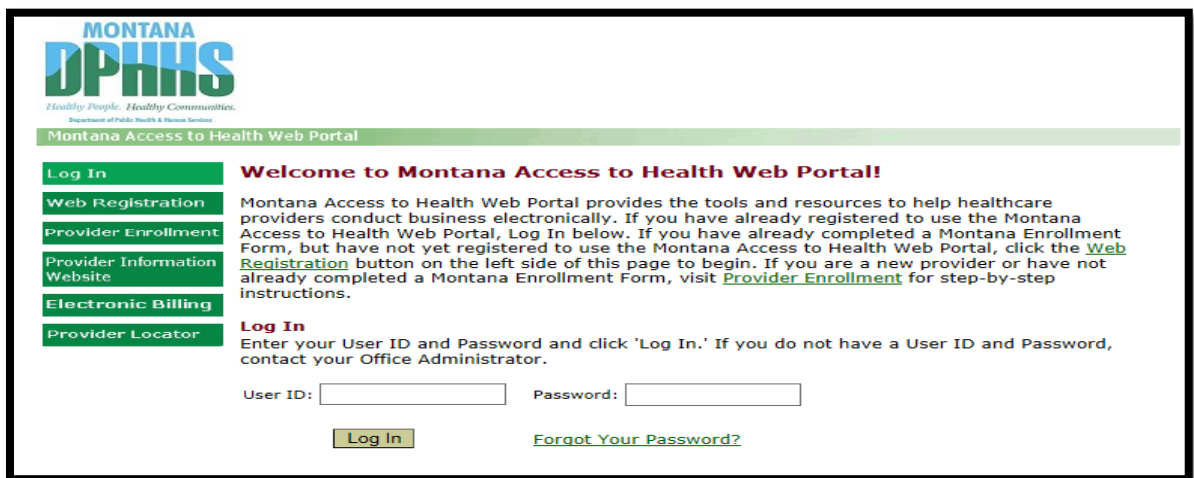
The MATH Web Portal provides the tools and resources to help a provider conduct business electronically. The portal offers the provider the ability for Web registration, online enrollment,

electronic billing information and a provider locator search function. The portal also has a link back to http://www.medicaidprovider.mt.gov.

Resources by Provider Type

Resources by provider type contains very important information about the processes and requirements for being a Montana Medicaid provider. This is one of the most important places for providers and billers on the website. Resources include:

- General and provider specific manuals detailing the policies and procedures for enrollment, eligibility, and billing claims to Medicaid.
- Link to Medicaid rules and regulations (CFR, MCA, and ARMs).
- Fee schedules.
- Current and archived provider notices.
- Other resources.

Every provider type is listed in alphabetical order with quick links to the first letter of the provider type. For this example, choose the Ambulance link to find information for Ambulance providers.

Every provider type link will display the same necessary information in the same format starting with the Provider Manuals. These provider manuals explain the Medicaid process both in a general overview (General Information for Providers) and for the specific provider rendering services (Provider specific manual).

The manuals are updated regularly and over the next year will convert to a web-only format. This is important because previously, providers were encouraged to save or print out the manuals. This is no longer the case. It is highly recommended that providers bookmark their provider page instead. This will ensure that providers and billers are using the most up-to-date information available. DPHHS Policy material is updated periodically and it is the responsibility of providers and billers to check and make sure that the policy they are researching or applying has the correct effective date for their circumstances. View the new manual format by visiting the Nursing Facility provider type page and choose the Nursing Facility manual.
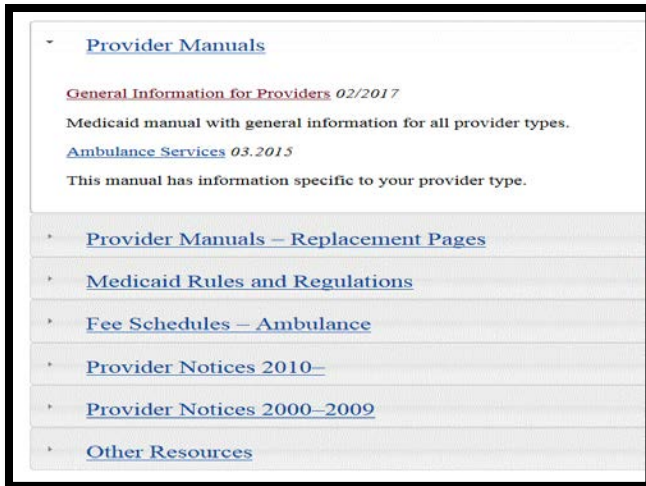
The Medicaid Rules and Regulations tab displays links to both the Federal Regulations covering Medicaid and the State of Montana MCAs and ARMs.

There are also fee schedules for each provider type listed on this page. The fee schedules are updated regularly. Be sure to check for changes on a weekly basis.

The last few links for the provider types are the provider notices that have been posted to the web site. The past provider notices will be moved in the near future to the archives that can be reached through the site index – archives.

Provider Enrollment

Per state and federal regulations, all providers who receive payment for Medicaid services rendered must be enrolled as a Medicaid provider. Depending on a provider's desired role, the provider will select either the Full or the Abbreviated enrollment through the MATH Web Portal. Providers are encouraged to enroll using the online application. Enrolling electronically streamlines the enrollment process. To help providers make the decision of which type of enrollment to use, there is a series of questions that are designed to assist a provider to determine the correct enrollment process.
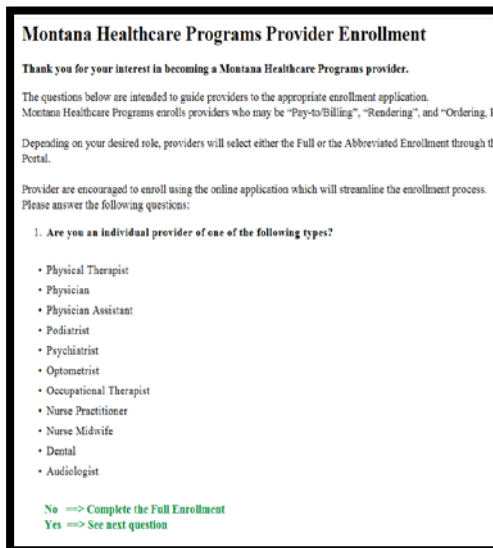
Provider Information and File Updates

Clicking the Provider File Updates, Revalidation, and New Provider Information tab will expand the box to show the available options that are related to provider file information. Those options are detailed below.

Provider File Updates

Providers are responsible for making sure their information is up-to-date. If a change is needed, the correct form with the updated information needs to be submitted. This document details out what forms are needed for each type of update to a providers file. From taxonomy changes to address corrections, everything is spelled out in an easy to understand list. Written requests are required for all changes and must include the NPI. Unless otherwise indicated, send the updates via fax, mail, or encrypted email if the correspondence contains sensitive information.

- General guidelines on updating file information.
- Explanation of what documentation is needed for each item being changed in a providers file.
- All updates require written request.

Provider Revalidation

This tab is a general overview of the revalidation process. Revalidation is required every 3-5 years depending on provider type. The information detailed is for 2016 revalidation period and will be updated after the State of Montana determines the scope for 2017.

New Providers

The New Providers link is a recently added resource to help newly enrolled providers understand what is next after the enrollment process is complete. The New Provider Information Page is a step-by-step instruction guide for both providers and billers who have completed the initial enrollment process. Following the steps on this page will help new providers, billers, and office staff to understand the Medicaid process and be prepared to submit claims to Medicaid for payment. The page explains how to:

- Check a provider type page.
- Register for the MATH web portal.
- Bill electronically.
- Use resources and check member eligibility.

Web Portal Tutorials

The tutorials are a video walk through of the enrollment process; web portal registration, and navigating the web portal

- Enrollment: A how to complete the online application process.
- MATH web portal registration: Getting registered with a MATH portal account, creating office administrator, and adding additional submitter IDs to the account.
- MATH web portal navigation processes: General overview of the resources available to providers. Claim status, member eligibility, claim file upload and remit download.

Site Index

The site index is an expandable box that holds many quick links to specific information. A few links to be familiar with are:

- Resource-Based Relative Value Scale (RBRVS).
- Prior Authorization.
- Preferred Drug List.
- F.A.Q.s.
- Archives.

Center Navigation

Near the top of the center of the home page are listed the most recent and urgent announcements. Below the urgent announcements is a set of buttons. The button are links to the pages most frequently used on the provider website.

For additional announcements, Please select the Announcement button below.

Recent Website Posts	Announcements	Drug and Pharmacy News
Forms	Resources by Provider Type	Claim Instructions
Training and Events	*Claim Jumper* Newsletters	Montana HELP Plan

Recent Website Posts

This tab is a chronological listing of information that has been posted on the website. The postings are broken into monthly, yearly, and archived previous years postings. These are important to providers so they can reference when changes have taken place in the Montana Medicaid program

- 2017 Documents Posted Month to Date.
- 2017 Documents Posted Year to Date.
- 2016 Documents Posted Archive.

Announcements

The announcements tab arrives on a page with all announcements posted to the website. These messages include training announcements and registration, downed system messages, mass adjustment information, and other important information that needs to be shared with the provider.

Forms

The forms tab has the listing of all forms needed for Montana Medicaid. The forms are listed alphabetically and are downloadable.

Claim Instructions

The claims tab is a compilation of the necessary information needed to get set up to bill electronically and, when absolutely necessary, by paper. The page includes the download for the WINASAP program for use in creating a claim file for submission. If a provider has not already been set up for electronic billing when they enrolled, this page offers the forms needed to submit electronically. There is also a WINASAP manual that is very helpful for setting up the WINASAP program. There are paper claim instructions that provide instructions for filling out the CMS-1500, UB-04, and dental claim forms.

- Electronic billing overview.
- Software downloads/user guides.
    - WINASAP5010 program download.
    - WebEx presentations.
    - ICD-10 training for Nursing Facility.
- Electronic submission setup.
    - Downloadable forms for electronic submission setup.
- NPI and taxonomy electronic/paper claims instructions.

Training and Events

The training and events tab shows all of the upcoming training events that are happening around the state. This page also lists archived training events presentations.

- Upcoming WebExs and training events throughout the state.
- Training and WebEx registration.
- Past training event/WebEx presentations.
- Training archives.