

# Montana Medicaid Claim Jumper

## When Is It Necessary For Clients To Call Nurse First?

Earlier this year, Montana Medicaid started offering a free nurse advice line to eligible Medicaid clients. "Nurse First" is available 24 hours a day, 7 days a week to help clients when they are sick, hurt, or need health care advice. The nurses are specially trained to help callers decide if they should treat their symptoms at home, visit their provider, or go to the Emergency Room.

Did you know that there are some situations when clients are asked *not* to call Nurse First before seeking medical care? For example:

- ⇒ A client has a life- or limb-threatening condition.
- ⇒ A child needs a Well Child check-up or immunizations. Clients are asked to call the provider's office directly to schedule an appointment.
- ⇒ Follow-up care for an existing condition. Clients are asked to call the provider's office directly to schedule the follow-up appointment.
- ⇒ The client's PCP refers him/her to a specialist. The client can call the specialist's office directly to set up the appointment.
- ⇒ Clients requiring regularly scheduled services, such as transfusions or dialysis, can schedule appointments directly with their provider's office.

Calling Nurse First is voluntary for most Medicaid clients. However, all clients enrolled in the Team Care Program are mandated to call Nurse First prior to accessing care, even care from their PASSPORT PCP – except in emergent care situations.

For more information about Nurse First or Team Care, contact Tedd Weldon in the Managed Care Bureau at (406) 444-1518, or e-mail him at [tweldon@state.mt.us](mailto:tweldon@state.mt.us).



## PASSPORT To Health

Physicians, mid-level practitioners, clinics, and primary care group practices are encouraged to participate in the state's primary care case management program, PASSPORT To Health.

PASSPORT To Health maximizes access and provides a medical home for Montana Medicaid clients. PASSPORT providers receive a monthly case management fee for each client enrolled in their care.

Over 800 Montana providers are currently participating in the PASSPORT To Health program, serving 70 percent of Medicaid clients.

To learn more about PASSPORT To Health, go to [www.mtmedicaid.org](http://www.mtmedicaid.org) or call Crystal Nachtsheim at 1-800-624-3958 or at 406-457-9564 in the Helena area.

## Provider Resources Website

Since it is the responsibility of providers to keep up-to-date on program and policy information that relates to their provider type, providers are strongly encouraged to visit the Provider Resources website frequently and regularly.

In most cases, the *Claim Jumper* newsletter is the only written notification that is sent directly to providers regarding policy changes and updates. In addition to being able to disseminate information quickly, on-line access to provider information offers these advantages as well:

- ⇒ Website is organized by provider type for quick navigation.
- ⇒ The website always has the most current versions of manuals and other documents.
- ⇒ Individual documents and manuals can be searched by key word(s) for easy reference.

The address for the Provider Resources website is [www.mtmedicaid.org](http://www.mtmedicaid.org).

## UB Billers: Revenue Code Changes

Please note the following revenue code changes:

Deleted Code, effective October 1, 2004	
910	Behavioral Treatments/Services
Added Codes, effective October 1, 2004	
343	Diagnostic Radiopharmaceuticals
344	Therapeutic Radiopharmaceuticals
Added Codes, effective October 1, 2002	
681	Trauma Response Level I
682	Trauma Response Level II
683	Trauma Response Level III
684	Trauma Response Level IV
689	Other Trauma Response

Refer to the MHA UB-92 Manual or the St. Anthony UB-92 Editor for proper use of these revenue codes.

## Reminder: No Grace Period For Discontinued Codes

In compliance with HIPAA standards and CMS regulations, Montana Medicaid will no longer allow 90-day grace periods for providers to use discontinued codes. This affects ICD-9-CM diagnosis and procedure codes, CPT-4, HCPCS, and CDT codes.

Effective October 1, 2004, claims must be submitted with ICD-9-CM 2005 codes (effective October 1, 2004 to September 31, 2005) for dates of service on or after October 1, 2004.

For dates of service on or after January 1, 2005, claims must be submitted with 2005 CPT and HCPCS codes. Claims with dates of service on or after January 1, 2005 submitted with discontinued codes will be denied.

## New Provider Relations Manager

ACS is proud to welcome new Provider Relations Manager, Darci Hanson. Ms. Hanson will manage all activities of the PR unit, including the call center, provider education, and provider outreach. Ms. Hanson takes over for outgoing PR manager Susan Murray.

## Attention: Vision Services Providers

Vision services providers must include a copy of the fax-back or MEPS printout when submitting prescriptions. Walman Optical requires this eligibility information in order to process the prescription. A copy of the client's Access To Health card is not sufficient to complete the prescription process.

## Electronic Billing Support Number To Change

Effective February 1, 2005, the contact number for EDI electronic claims billing support will change. Please watch for the new phone number and further information in the January *Claim Jumper*.

## Attention: WINASAP Submitters

WINASAP version 5.06 is now available. Billers using WINASAP should ensure they are using the most current version of the software for best results. To check which version you are currently running, click on the "Help" menu and select "About."

To upgrade to version 5.06, go to [www.mtmedicaid.org](http://www.mtmedicaid.org), click on "Links," click on the link to "ACS EDI Gateway," and follow instructions from there.

When updating or reinstalling the WINASAP software, be sure to safeguard your data by using the "Backup Database" function on the Tools menu.

## Provider Training Available

In addition to regularly scheduled provider training seminars and fairs held in the Spring and Fall, ACS also offers specialized small group and one-on-one training upon request.

New billers, providers with specific billing concerns, providers interested in electronic claims submission, and other interested parties should contact the Provider Relations Unit at 800-624-3958 or 406-442-1837 in the Helena area to schedule a provider visit.

Routine claim inquiries, policy inquiries, client eligibility, and enrollment inquiries are handled by phone by calling the Provider Relations Unit at the phone numbers listed above.

## Recent Publications

The following are brief summaries of publications regarding recent program policy changes. For details and further instructions, download the complete notice from the Provider Information website at [www.mtmedicaid.org](http://www.mtmedicaid.org). Select "Resources by Provider Type" for a list of resources specific to your provider type. If you cannot access the information, contact provider relations at (800) 624-3958 or (406) 442-1837 in Helena or out-of-state.

<b>Other Resources</b>		
<i>Date Posted</i>	<i>Provider Type(s)</i>	<i>Description</i>
11/12/04	<b>Inpatient Hospital</b>	Updated Fee Schedule (10/01/04)
11/12/04	<b>Outpatient Hospital</b>	Updated Fee Schedule (10/01/04)
10/28/04	<b>All Providers</b>	Link to MEPS
10/25/04	<b>PASSPORT TO Health</b>	PASSPORT Agreement Attachment C for Private Group Practices
10/25/04	<b>Pharmacy</b>	Drug Class Reviews. Drug manufacturer dossiers for Cardizem LA, Vytorin, Zetia, and Crestor (10-11/2004)
10/21/04	<b>Pharmacy</b>	Mental Health Preferred Drug List meeting agenda for October (10/04)
10/21/04	<b>Pharmacy</b>	Mental Health Preferred Drug List meeting agenda for November (10/04)
10/21/04	<b>Pharmacy</b>	November Drug Class Reviews (10/04)

### DPHHS Fall Provider Training Seminars



Over 240 Montana health care providers attended the DPHHS Provider Training Seminars held in Whitefish on October 27 and in Billings on November 10. Training seminars are held every Fall and Spring at various locations around the state. DPHHS and ACS wish to thank all the attendees for making the events a great success.

**Montana Medicaid**  
**ACS**  
**P.O. Box 8000**  
**Helena, MT 59604**

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## Key Contacts

**Provider Information website** <http://www.mtmedicaid.org>

**ACS EDI Gateway Website** <http://www.acs-gcro.com>

**ACS EDI Help Desk** (800) 987-6719

**Provider Relations** (800) 624-3958 (in Montana)  
 (406) 442-1837 (Helena & out-of-state)  
 (406) 442-4402 fax

**TPL** (800) 624-3958 (in Montana)  
 (406) 443-1365 (Helena & out-of-state)  
 (406) 442-0357 fax

**Direct Deposit Arrangements** (406) 444-5283

**Verify Client Eligibility**

FAXBACK (800) 714-0075

Automated Voice Response (AVR) (800) 714-0060

**Point-of-sale Help Desk for Pharmacy Claims** (800) 365-4944

**PASSPORT** (800) 624-3958

**Prior Authorization**

DMEOPS (406) 444-0190

Mountain-Pacific Quality Health Foundation (800) 262-1545

First Health (800) 770-3084

Transportation (800) 292-7114

Prescriptions (800) 395-7961

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

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

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