



Montana Healthcare Programs CLAIM JUMPER

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Publications Reminder

It is the responsibility of all providers to be familiar with Medicaid manuals, fee schedules, provider notices for their provider type, and information published in *Claim Jumper* issues and on the Montana Medicaid [website](#).

Attention Providers!

In an effort to assist providers in the final transition to electronic funds transfer (EFT), claims payment has been set to suspend for providers who still receive some payment via paper.

As providers call Xerox to determine the status of their payments, Provider Relations assist them by outlining what is needed to set up electronic payments (direct deposit).

Providers may wish to verify whether payments have been suspended and work with Provider Relations to enroll in EFT now.

Updating Passport Provider File Information

Reporting Changes

Passport providers must notify the Passport to Health Program of changes that include, but are not limited to:

- Address changes
- Phone/fax number changes
- Ownership changes
- Change of providers who are participating under a group Passport agreement

Provider Termination

When a provider wishes to terminate their Passport to Health agreement, the Department requires a written notification at least 30 days before the termination date, including termination of one provider in a group practice.

If a provider leaves your practice, and you have a group Passport number, the provider must be unlinked from your Passport number.

It is important to also give members at least 30 days' notice before termination to allow them enough time to choose another Passport provider. To ensure continuity of care during the 30 days, the provider must continue to treat the members or refer them to another provider.

Written notification should be submitted by fax to 406-442-2328 or by mail to:

Passport to Health Program
PO Box 254
Helena, MT 59624-0254

For Passport provider responsibilities and disenrollment requirements or other information about Passport to Health visit the [Passport](#) webpage, call the Medicaid Help Line at 1-800-362-8312, or contact the Passport to Health Program Officer, Amber Sark, at asark@mt.gov or 406-444-0991.

Submitted by Amber Sark, DPHHS

Nurse First

We're there for you 24/7/365!
See [page 2](#) for details!

OPEN! Nurse First is Never Closed

To say that we understand your business is an understatement. Nurse First is the statewide solution for your busy practice. Whether it's helping you meet state and federal requirements or working to improve continuity of care, Nurse First ensures that you never stop serving your patients.



Nurse First is there for your patients when you can't be, because we know that providers need sleep, too. We deliver our care exactly when your patients need it and then report back to you via secure, HIPAA-compliant technologies. That's how our experienced team seamlessly integrates our services with your business.

Your patients benefit from year-round 24/7 access to:

- Competent, compassionate health care professionals who have the resources to instantly assess needs and provide actionable recommendations;
- An online and audio library of health and wellness information that supports and empowers healthy decisionmaking;
- Support for behavioral health crisis intervention; and
- The exceptional care they have come to expect from providers like you.

Your organization benefits from:

- Peace of mind knowing that your patients are receiving exceptional care, 24/7 from a URAC Accredited Health Call Center;
- Referral of symptomatic patients to the most appropriate source for routine, urgent, and emergency care;
- Instant reporting on our engagements with your patients, allowing for appropriate follow-up and continuity of care; and
- Outreach initiatives promoting self-care responsibility, the importance of prevention and early detection, and utilization of primary care providers.

What Providers Say

Delivering care within the realities of complicated, public programs like Medicare and Medicaid requires smart partners who 'get' it. For our agency, Nurse First is that partner.

Our state department provides services for millions in diverse populations. Nurse First has proven excellent in helping us extend care to those populations. We're pleased with the results.

If you have not provided updated clinical contact information requested by Montana Medicaid, please do as soon as possible so we can notify you when your patients call us. Call 1.888.869.7773 to let us know where to send patient triage information.

Submitted by Connie Olson, DPHHS

Spring 2015 Provider Trainings

Planning is underway for the spring trainings scheduled in May. Rooms have been blocked and a group rate is available.

See the [Training](#) page for details. Reservations are the responsibility of the attendees.

<p>Helena May 6, 2015</p> <p>Red Lion Colonial Hotel 2301 Colonial Drive Helena, MT 59601 406-443-2100</p>	<p>Great Falls May 13, 2015</p> <p>Hampton Inn 2301 14th Street, SW Great Falls, MT 59404 406-453-2675</p>	<p>Kalispell May 20, 2015</p> <p>Hilton Garden Inn 1840 Highway 93 South Kalispell, MT 59901 406-756-4500</p>
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Publications Available on the Website

Below is a list of recently published Medicaid information and updates. Download the complete document from the Provider Information [website](#). 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 1.800.624.3958 or 406.442.1837 in Helena.

Date	Provider Type	Description
Provider Notices, Manuals, and Replacement Pages		
02.02.2015	RHCs, FQHCs, CAHs, and PPS Hospitals	Telehealth Diagnosis Codes
02.11.2015	All Providers	New HCPCS Modifiers: XE, XP, XS, XU
Fee Schedules		
02.12.2015	Physicians	Physicians Fee Schedule, January 1, 2015
02.12.2015	Hospital Outpatient	OPPS, APC, and CLAB Fee Schedules, January 1, 2015
02.13.2015	Hospice	Hospice and Hospice Penalty Rates
02.17.2015	DME	DME Fee Schedule, January 1, 2015
02.18.2015	Psychiatrist	Psychiatrist Fee Schedule, January 1, 2014 Psychiatrist Fee Schedule, July 1, 2014 Psychiatrist Fee Schedule, January 1, 2015
02.20.2015	Lab and Imaging	Lab and Imaging Fee Schedule (Revised), January 1, 2015
02.23.2015	Pharmacy, Physician, and Mid-Level	New Restrictions Added to Hydrocodone-Chlorpheniramine Suspension (Tussionex®)
Other Resources		
02.02.2015	Enhanced Payment Enrollment	February 2, 2015
02.06.2015	Pharmacy	Montana SMAC Update, February 6, 2015
02.10.2015 02.13.2015 02.25.2015	Pharmacy DUR	DUR Meeting Agenda, February 18, 2015 (Revised) DUR Meeting Minutes, January 28, 2015 DUR Meeting Agenda, March 25, 2015
02.12.2015	Pharmacy	Montana PDL
02.11.2015	Pharmacy	DUR Meeting Documents: Xigduo XR, Trulicity, Tanzeum, Viekira Pak, and Akynzeo
02.18.2015	All Providers	Provider Address Correction Request Form (Revised and Fillable)
02.20.2015	All Providers	March 2015 <i>Claim Jumper</i>
02.20.2015	Passport	Passport to Health Provider Satisfaction Survey 2014

Top 15 Claim Denial Reasons		
Exception	February Ranking	January Ranking
EXACT DUPLICATE	1	2
RECIPIENT NOT ELIGIBLE DOS	2	1
PA MISSING OR INVALID	3	3
RATE TIMES DAYS NOT = CHARGE	4	4
DRUG CONTROL CODE = 2 (DENY)	5	5
REFILL TOO SOON PDCS	6	6
REFILL TOO SOON	7	7
PASSPORT PROVIDER NO. MISSING	8	8
RECIPIENT COVERED BY PART B	9	9
MISSING/INVALID INFORMATION	10	10
DEPRIVATION CODE RESTRICTED	11	12
SLMB OR QI-1 ELIGIBILITY ONLY	12	11
SUSPECT DUPLICATE	13	13
PROVIDER TYPE/PROCEDURE MISMATCH	14	18
CLAIM INDICATES TPL	15	14

Key Contacts

Montana Healthcare Programs
 Provider Information
<http://medicaidprovider.mt.gov/>
 Xerox EDI Solutions
<http://www.acs-gcro.com/gcro/>
 Xerox EDI Support Unit
 1.800.987.6719

Provider Relations
 1.800.624.3958 In/Out of state
 406.442.1837 Helena
 406.442.4402 Fax
MTPRHelpdesk@xerox.com

Third Party Liability
 1.800.624.3958 In/Out of state
 406.443.1365 Helena
 406.442.0357 Fax

EFT and ERA
 Fax completed documentation to
 Provider Relations, 406.442.4402.

Verify Member Eligibility
 FaxBack 1.800.714.0075 or
 Voice Response 1.800.714.0060

POS Help Desk for Pharmacy Claims
 1.800.365.4944

Passport 1.800.362.8312

PERM Contact Information
HeatherSmith@mt.gov or 406.444.4171
 Visit <http://www.dphhs.mt.gov/qad/PC/PERMPC.aspx>

Prior Authorization
 MPQH 1.800.262.1545
 MPQH – DMEPOS/Medical
 406.457.5887 Local
 877.443.4021 X 5887 Long-Distance

Magellan Medicaid Administration
 (dba First Health) 1.800.770.3084
 Transportation 1.800.292.7114
 Prescriptions 1.800.395.7961

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

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

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